

Dear Guest

The reception team will be happy to assist you during your stay.
We will be happy to answer your questions personally at the reception or via the
internal telephone number 616 between 7.00 – 22.00

A

Adapters:

Electrical adapters are available at the reception.

B

Bar:

We look forward to your visit to our hotel bar 7 days a week.
The bar is open continuously from 6.30 - 22.00/23.00.

Bathrobe and slippers:

For a rental fee of CHF 5 , you can purchase a bathrobe from us at the reception.
Additional slippers can be bought for CHF 5.

Bike Hotel:

For guests travelling by bike, we offer the following services:

- Bicycle route maps and tour information.
- A bicycle repair kit (pump, tools, stand) is available in the bike room.
- You can lock up your bike in the video-monitored bike room to protect it from the weather.
- There is a water pipe in front of the bike room for cleaning your bike.

Breakfast buffet:

Our generous breakfast buffet is available daily from 6.30-10.00 am.
We are also happy to serve you breakfast in your room until 10.00 am.
Please dial the number 616 for room service.
Surcharge for room service per order CHF 10 per order.

Breakfast on the road:

We are happy to offer you a packed lunch as an alternative to our breakfast buffet. Please order it the evening before by 18.00 at the reception.

C

Check-In:

Your room will be available on your arrival day from 3 pm.

Check-Out:

We kindly ask you to vacate the room by 11.00 a.m. on the day of departure. If you wish to depart later, please inform the reception in advance. Depending on availability, we are also happy to offer you a late departure at the following conditions. Until 6.00 p.m. you pay CHF 20.00 per hour. After 6.00 p.m. we charge 100% of the total accommodation price.

In addition, a shower with changing facilities is available in the main house Sonne. Our reception staff will be happy to lend you a bath towel.

You can leave your luggage in our locked luggage room until your departure.

D

Doctors:

Heilbad Medical Centre, 7500 St. Moritz, 081 830 80 10

Dogs:

Dogs are allowed in the main house and in the Casa del Sole on the 1st floor and in all rooms of the Casa Franco. The surcharge is CHF 20 per day/dog, without food.

Dogs are never allowed to stay alone in the room.

E

Electricity connection:

The power supply voltage is 220 volts. The power socket for the razor in the bathroom cannot

be used for the hair dryer. There is a separate power socket for this.

Emergency:

There is an evacuation plan and a smoke detector in every guest room by the entrance door. Our hotel is equipped with a fire alarm system. In the case of a fire

alarm, we ask you to remain calm, leave the building as quickly as possible and go to the assembly point in the car park. Please close the doors. The building may only be re-entered after official clearance.

For urgent emergencies after reception opening hours, please call 078 686 81 58.

In case of misuse, CHF 100.00 will be added to the room bill.

Emergency numbers:

Fire department:	Tel. 118
Medical emergency:	Tel. 144
Police:	Tel. 117
Rega (Swiss Air-Rescue):	Tel. 1414
Emergency Medical Line:	Tel. +41 81 833 14 14

I

Internet:

Our rooms have a free wireless internet connection.
You will find the password on the start page of the TV.

Ironing:

Ironing in the hotel rooms is for your safety prohibited by the fire police.
Please contact the reception if you would like to use our ironing service.
You will find the price list in your wardrobe.

L

Laundry service:

You can leave your laundry in our in-house laundry. Please call the reception before 10.00 a.m. to have the laundry picked up. You will find the price list in the wardrobe.

Library:

In the lounge at Casa del Sole you will find various books and magazines that you can borrow free of charge during your stay.

M

Mountain railway ticket:

Special offer in summer: With a minimum stay of two nights, we will give you a free ticket for all mountain railways and public transport in the Upper Engadine and Bergell up to Chiavenna (Italy).

Offer in winter: Please book your ticket online at: snow-deal.ch

N

Newspapers:

We have laid out various newspapers for you in the restaurant. Out of consideration for our other guests, we kindly ask you not to take them to your room.

P

Parking/ underground parking space:

Parking in the car park in front of our hotel is free of charge for direct bookers. In addition, we also have some underground parking spaces which you can rent for CHF 25 per night.

Please bring the parking ticket to the reception upon arrival so that we can activate it for the entire duration of your stay.

Photocopies:

We charge CHF 0.50 per page for photocopies.

Pillows and bed linen:

For a pleasant and restful sleep, we offer you a selection of different pillows, e.g. allergy and down pillows, as well as additional pillows and/or an extra blanket. For the daily linen change, please contact the reception. Otherwise, bed linen is changed every 3 days. We do not change hung up towels for the sake of the environment. Towels lying on the floor or in the shower or bathtub are changed in the morning.

Power adapter:

You can borrow a power adapter at the reception.

R

Restaurant:

We look forward to spoiling you in our restaurant. Come by the reception and we will be happy to reserve a table for you. The restaurant is open daily from 6.30 to 22.00/23.00.

Hot dishes and pizzas throughout from 11.30 -22.00.

Our kitchen will treat you with classic dishes from the Italian and international cuisine.

We have noble as well as lighter wines stored in our wine cellar.

Room key:

Your room key also opens the entrance door and the ski/bike room. Please take the key with you in the evening, as the reception is closed from 22.00 onwards.

We do not have a night porter.

Room service:

We are happy to serve you small delicacies or breakfast in your room on request. Please note the surcharge of CHF 10.00 per order.

S

Safety box:

We kindly ask you to keep your valuables in the safe. The liability for the safe contents is CHF 3000.00.

Seminar room:

Our hotel has a seminar room that can accommodate up to 60 people.

Ski room/bike room:

Directly next to our main house is our lockable, video-monitored ski room/bike room. There you can safely store your skis, snowboards, golf bags, hiking equipment and bicycles. Your room key also opens the ski room.

Smoking:

Smoking is strictly prohibited in the entire hotel. There is a smoking area in front of the main entrance of the hotel. We ask you to comply with the smoking ban in the rooms, for your safety and that of the other guests.

In case of non-compliance with the smoking ban, we charge CHF 200 for special cleaning.

Stationery, envelopes and writing utensils:

We will be happy to give you the writing utensils you require at the reception.

Sewing service:

You can get sewing kits for minor repairs at the reception.

T

Telephone:**Internal calls:**

Reception: 616

Guest rooms in the main house: 5 + room number

Guest rooms in the Casa del Sole: room number

Guest rooms in Casa Franco: 4 + room number XX (for single room numbers 40 + room number X)

External calls:

Dial "0", then dial external number e.g. 0-081 838 59 59

W

Wake-up call service:

Order your wake-up call at the reception.

For all other questions and concerns, please contact the reception.

**Enjoy beautiful moments with us at the Hotel Restaurant Pizzeria Sonne in
St. Moritz**