

## Welcome home!

Do you have a wish or any questions? The following overview will help you to find directly the information and phone numbers you need.

On the following pages we will introduce you in detail to our Hotel Piz Buin.

### Important phone numbers

Reception	2533
Restaurant	2509

### Service hours

Reception	07.00 am till 10.30 pm
Night porter	10.30 pm till 07.00 am
Breakfast	07.00 am till 10.30 am
Room Service	08.00 am till 09.30 pm
Bär's Bistro	08.00 am till 11.00 pm
Bär's Restaurant	06.00 pm till 09.30 pm
Swimming-pool	07.00 am till 08.00 pm
Fitness area	07.00 am till 21.00 pm
Sauna area	03.00 pm till 08.00 pm

### Emergency

In case of emergency you can call the Reception on 2533.

**You will find more emergency and important phone numbers on the telephone directory next to your phone in the room.**

For an outside line, please select - 0 - and then the particular area code and the phone number

### Emergency telephone numbers to call from your room

Police	0117
Fire brigade	0118
Paramedics	0144

## We do everything for your health and wellbeing in our hotel



A warm and safe welcome is the responsibility that we live. We are certified with the “Clean & Safe” label by the Swiss Tourism and Hospitality association. We extend the protection concept by the Federal Office of Public Health FOPH and take the following measures for your wellbeing:

### A warm welcome without shaking hands in our public

areas:

- We comply all Federal regulations & thus ensure that at the end of your stay you can embrace your loved ones again, safe and sound
- We installed additional disinfectant dispenser in public areas
- Our employees clean & disinfect all public areas in increased frequency
- We reduced all touchpoints to a minimum, please do not hesitate contacting our reception if you are missing something
- Our employees are required to avoid shaking hands, but nevertheless we warmly welcome you
- Please keep distance, also in the elevators! Please use the disinfectants put at your disposal

### Enjoy from morning to evening in our bar & restaurant:

- We installed additional disinfectant dispenser in public areas & keep a distance of 2 meters
- Start your day with an enriching breakfast! Wherever possible we use packaged food & portion it if possible

### Welcome home in your room:

- All objects in your room that frequently fall into hands are disinfected
- Bottles & dishes are disinfected & cleaned after each guest
- Wherever possible we avoid using informative paper. Please do not hesitate contacting our front office team if you have any questions

## Relaxation in our spa & pool, fun in our activities area

- Our spa, pool & the entertainment facilities are also regulated by the FOPH
- Hygiene and cleanliness is essential in our wellness oasis, which is why our employees clean and disinfect all surfaces and touchpoints with high frequency
- Please keep also here distance to other guests! Respect the maximum number of persons in our saunas and steam bath
- For your refreshment, we have water dispenser with plastic sups



You can find more information & videos on the  
Official website of the Federal Office of Public Health & MySwitzerland

# The Hotel Piz Buin from A to Z

## Adapter

In your room you have 230 Volt plug sockets. You can borrow at the reception an adapter against a deposit of CHF 10.00, which we will charge to your room bill. Please do not forget to hand back the adapter at the reception.

## Arrival and departure

Our double rooms, studios and apartments are ready to check-in in from 03.00 pm  
On departure day, we kindly ask you to vacate the room until 11.30 am. Please do not forget to hand back your key cards at the reception.

## Ashtray / Smoking

May we kindly remind you that smoking is not permitted in your hotel room. Please smoke on the balcony, you will also find an ashtray there. When the Grizzly's Bar is open, there is a smokers-lounge.

## Babysitter

We do not have an own babysitter. We are pleased to assist you in arranging a babysitter. Please inform us with enough notice, so that we can arrange someone.

## BÄR'S

Our bar / bistro / lounge in alpine chic style creates a cosy atmosphere where you can enjoy selected dishes and drinks.

Opening hours:	Bär's Bistro	08.00 am till 11.00 pm
	Bär's Restaurant	06.00 pm till 09.30 pm

## Bathrobe & slippers

You will find bathrobes and slippers in your cupboard.

## Bed linen change

If you wish to have your bed linen changed daily, there is an extra charge of CHF 25.00 per day. Contact the front office, if you wish to use this service.

## Bike-room

You can leave your bikes in our bike-room, near the garage. The room is locked all day and can be accessed with your room key.

## Breakfast

Our comprehensive breakfast buffet is served between 07.00 am and 10.30 am in our Bär's Restaurant. Please note that pets are not allowed in the breakfast room.

## Breakfast in the room

We serve breakfast between 08.00 am and 11.00 am in your room. In our separate Room Service menu you will find the detailed breakfast choice. For each order we charge a surcharge of CHF 18.00. For room service please dial 2509 or 2533.

## **Cigarettes**

We have a small choice of cigarettes at the reception.

## **Check-Out**

On your departure day, we kindly ask you to vacate your room until 11.30 am.

It is also possible to settle your room bill until 11.00 pm the evening before your departure.

## **Coffee machine**

A daily amount of capsules which you use for the coffee machine are included.

## **Conference rooms**

Our Hotel Piz Buin has 2 meeting rooms available which are ideal for meetings, seminars, banquets or any other event. Please contact our reception if you require any further information.

## **Copies**

Our reception will assist you, if you need copies of documents. We charge CHF 0.50 per B/W copy and CHF 1.00 per colour copy.

## **Cosmetician**

We will be pleased to organise beauty treatments on your demand and by availability out of the hotel. Please contact our reception-team.

## **Davos Klosters Guest Card**

With your guest card, you can enjoy free journey on the local buses in Klosters and Davos (bus stop right outside the hotel) and on the Rhaetian Railway (between Davos, Klosters and Filisur). Furthermore you'll benefit from other discounts in the holiday region. Enjoy rides on all cable cars in the area Davos Klosters at a discounted rate!

## **Deposits**

The following deposits will be charged to your room bill. The deposit will be returned upon returning these items at reception. A charge will only be made, if the items are lost.

Adapter	CHF 10.00 / per adapter
Key card	CHF 10.00 / per card

## **Doctor / First Aid**

Our reception team will find a doctor immediately if necessary. First Aid equipment is also available at reception.

**You will find more emergency and important phone numbers on the telephone directory next to your phone in your room**

## **Emergency exits and escape routes**

It is possible to get outside from each floor through the designated routes. In case of a fire alarm please do not use the elevators. Indications of escape routes can be found on the inner side of your room door.

## Events

The latest information regarding interesting events, happenings and festivities around Klosters and Davos can be found on our info board next to the reception and in our week post. Our reception can also be of assistance!

## Extra duvets

If you need further duvets, please contact the reception. We will organize it for you.

## Extra pillows

If you need any extra pillows, please contact the reception. We will organize it for you.

## Fitness / Gym

Our gym area is open daily from 07.00 am till 09.00 pm. It provides cardio and strength training machines from the brand Technogym. We welcome all guests from the age of 16. Please note that for security and health reasons younger guests are only allowed to exercise when accompanied by a parent or guardian.

Please wear clean sneakers and no outdoor shoes when using the gym. Towels and a water dispenser are provided at the gym.

To access the fitness-room / gym, please use your room key card!

## Gift vouchers

Surprise your partner, friends, relatives or colleagues with a gift voucher from the Hotel Piz Buin. It is a truly exclusive gift that guarantees to make someone happy. We are more than happy to create a gift voucher customised to your individual wishes at the reception.

## Internet

FREE WIFI is available in the whole hotel. You can log-in with your smartphone: Choose the "Free Piz\_Buin" network. **The password is: PizBuin2020**

## Invoice

To avoid queuing on your departure day, you have the possibility to settle your bill the evening before your departure until 10.30 pm.

## Ironing

This service is available daily from 08.00 am until 05.00 pm. Please contact our front desk if you have items that need to be ironed. You will find a list of our rates in the cupboard. We will return the items within one hour.

## Key card

The hotel entrance is closed from 11.00 pm. Please take your key card with you when leaving the hotel to access it any time after 11.00 pm. The key card also allows you to access the ski storage room, the swimming-pool, the sauna - and fitness area.

## Kitchen

Some of the rooms are equipped with a kitchenette. It is available for your use during your whole stay. However, the cleaning of the kitchen is only included on the day of departure. During your stay you have the option to clean it yourself or to use the service of our housekeeping team to clean it for you. The daily cleaning of the kitchen will be charged with CHF 25.00 per day. If you wish to use this service, please inform the front desk.

## **Laundry service**

You will find a list for your laundry in the cupboard and also a laundry bag. Please contact the front desk (2533), if you need our service. Someone will pick up the laundry. This service is available between 08.00 am and 05.00 pm. If you hand in your laundry before 9.00 am, we will return it by 5.00 pm (not on weekends).

## **Leisure activities**

Information about recreational activities is available on the information board next to reception and in our weekly post. Our reception team would also be pleased to help you with your choice.

## **Liability / Safe**

Each room provides a built-in safe, which is in the cupboard. Please use it to store your valuables, documents and cash money. The content of the safe is covered up to the amount of CHF 1'000.00.

Please note that we do not assume liability for valuables or cash which are not kept in the room safe.

## **Lost and found**

If you have found an item or you are missing one, please contact the reception.

## **Luggage service**

If you require any help with your luggage, please contact the reception early enough. Our porter will be pleased to help you.

## **Lunch packet**

If you are leaving very early or have a special program all day, you can order a lunch-packet. Please inform us in time, so that we can prepare it for you. Orders can be made in the evening until 09.00 pm.

## **Mail**

If you wish to send any post, we are pleased to take your mail at the reception. Should we receive any mail for you, we will inform you immediately or bring it to your room.

## **Massage**

We will be pleased to organise massages on your demand and by availability. Please contact our reception-team. You will also find a brochure enclosed with all the massage-offers.

## **Messages**

If we receive messages for our guests, our reception team will forward them as soon as possible.

## **Minibar**

The minibar in your room is going to be refilled daily.

## **Money Exchange**

We change your Euros, Dollars and Sterling Pounds into Swiss francs. The exchange rate depends on the daily exchange rate less a commission of 2% (only notes, no coins).

## **Night time / Silence**

We would like to facilitate a good night's sleep for all our guests. Hence, we kindly ask you to avoid noise when returning late at night to your room. Thank you!

## **Newspapers**

This summer, we are not allowed to display any newspapers or magazines! If you would like a specific newspaper, we can organize it for you. Costs will be charged.

## **Payment methods**

All major credit and debit cards such as American Express, Mastercard, Visa, Diners Club, JCB, Union Pay, Postcard and Maestro are accepted. You may also pay in cash (CHF, Euro, US-Dollars, British Pound) or with Reka.

## **Parking Underground garage**

You are welcome to use the hotel underground car park for CHF 20.00 per day. Please note, that the number of parking spaces is limited. Please deposit your car key at the reception.

## **Public car park**

You also have the possibility to use the public car park which is located 150 metres from the hotel. Therefore, you will need a special authorisation card which you will receive at the reception. Please note that this car park is not monitored and that neither the community nor the hotel is liable for any damages. The charges are: CHF 30 for 3 days, CHF 40 for 8 days, etc.)

## **Pets**

We welcome well-trained pets with a surcharge of CHF 25 per day (without food). Please note that pets are not allowed in the breakfast room.

## **Pillow choice**

You have the possibility to ask for other pillows. We have a limited amount of the following pillows: millet-seed, sheep new wool or neck sustaining pillow. Please contact the front desk.

## **Radio**

Your TV-set has a large variety of radio-programs

## **Reception**

Our front desk is open from 06.30 am till 10.30 pm. Our team will be delighted to help you with any required information. Overnight, our night porter will be here.

## **Restaurant / Bistro**

Our bar / bistro / lounge in alpine chic style creates a cosy atmosphere where you can enjoy selected dishes and drinks.

Opening hours:	Bär's Bistro	08.00 am till 11.00 pm
	Bär's Restaurant	06.00 pm till 09.30 pm

## **Room cleaning**

Your room will be cleaned daily. If you do not want to be disturbed, please hang out of your door the "do not disturb" shield. If you would like to have your room cleaned at a specific time, please contact the front desk and we will do our best to do as requested.



## Room service

You will find our room service list in this folder. Room service is available from 08.00 am until 09.30 pm. Per order, there will be a surcharge of CHF 18.00. Please call 2509 or 2533

## Sauna

A day in our spa area including saunas can be exhilarating and relaxing. It completes the balance of an active day here in Klosters and is the perfect way to treat yourself. No access for children under 16. Please note, that it is a naked zone.

Opening times saunas: 03.00 pm till 08.00 pm

## Our sauna variety:

Finnish sauna: Temperature: 80 - 100 degrees; Air humidity: 10–20%

Bio sauna: Temperature: 60 degrees; Air humidity: 50%

Steam bath: Temperature: approx. 45 degrees; Air humidity: 100%

You can access the sauna area with your room key!

## Sewing

Please contact us, if you need assistance with sewing a button, etc. The service is available between 08.00 am and 05.00 pm. You will also find a small sewing-kit in your bathroom.

## Shoe cleaning machine

You will find a shoe cleaning machine in the -1 level on the left side, which is available 24 hours.

## Swimming pool / Whirlpool

Our swimming pool and whirlpool area is open daily from 7.00 am until 8.00 pm. Please note, that children up to 12 years can only access the pool area with their parents or guardian. To access the pool area, use your room key! You will find bath towels in the pool area.

## Telephone

Each hotel room is equipped with a direct-dial telephone. You have the opportunity to dial outside lines directly by lifting the receiver and pressing "0" for the local loop and dialling the particular country code and phone number. Only in case of a phone connection, a connection fee of CHF 1.00 is charged once and furthermore a fee of CHF 0.10 per 20 seconds.

Internal calls are free of charge. To call another room, dial "2" and the room number.

To be contacted from outside the hotel, an extension number to your room is available. This number is available at the reception or under your phone receiver. You can of course also give the phone number of the reception to the people who would like to call you, so that our reception team can forward the calls to you.

## Transfers

If you travel by train and need a lift to the railway station on your departure day, please contact the reception early enough. Our porter we will bring you to the railway station Klosters Platz with our hotel bus.

## **TV**

All hotel rooms are equipped with a cable TV set. It is also possible to receive various radio programmes through the TV.

## **Wake-up call**

If you wish a wake-up call, please contact the reception.

## **Weather**

You will find the actual weather forecast on our information board next to the reception.

We wish you a very pleasant stay with us  
at the PIZ BUIN!