

# Welcome to the Hotel Piz Buin!



# The most important information in advance



Reception	2533
BÄR'S Restaurant	2509



Reception	7 a.m. till 10:30 p.m.
Night porter	10:30 p.m. till 7 a.m.
Breakfast	7 a.m. till 10:30 a.m.
Room Service	8 a.m. till 9 p.m.
BÄR'S Bistro	8 a.m. till 11 p.m., kitchen until 9:30 p.m.
BÄR'S Restaurant	6 p.m. till 10 p.m., kitchen until 9:30 p.m.
GRIZZLY'S Bar	only open during winter
Indoor Pool	7 a.m. till 8 p.m.
Sauna	3 p.m. till 8 p.m.
Gym	7 a.m. till 8 p.m.



In case of an emergency, you can contact reception on 2533. You can find other emergency numbers in the telephone directory next to your telephone. To get a dial tone, please dial -0- and then the respective area code with the desired telephone number.



<b>Police</b>	<b>0117</b>
<b>Fire brigade</b>	<b>0118</b>
<b>Medical Emergency</b>	<b>0144</b>

# A

## **Adapter**

There are 230 volt sockets in your room. You are welcome to borrow an adapter at the reception for a deposit of CHF 10, which we will charge to your room bill. Please do not forget to return the adapter at the reception.

## **Arrival and departure**

Our hotel rooms are ready for check-in from 3 p.m. . On your departure, we kindly ask you to leave the room by 11:30 a.m. at the latest. Please do not forget to return your key cards to reception. Of course it is possible to pay your room bill the evening before until 10:30 pm.

## **Ashtrays / Smoking**

We ask all smokers to respect the smoking ban in the rooms and to smoke on the balcony. You will find an ashtray there. When GRIZZLY'S Bar is open, you can use the smoking lounge there.

# B

## **Babysitter**

We do not have our own babysitters, but we are happy to help you find one. Please contact us in good time!

## **BÄR'S**

The alpine chic design provides a cosy ambience in which you can enjoy selected delicacies.



BÄR'S Bistro	8 a.m. to 11 p.m., kitchen until 9:30 p.m.
BÄR'S Restaurant	6 p.m. to 10 p.m., kitchen until 9:30 p.m.

## **Bathrobe / Bathing slippers**

Bathrobes and slippers can be found in the wardrobe.

## **Bed linen change**

We are happy to change your bed linen daily (surcharge CHF 25 per day).

## **Breakfast**

We offer our rich breakfast buffet from 7 a.m. to 10:30 a.m. in the restaurant. Please note that dogs are not allowed in the breakfast room.

## **Breakfast in your room**

We are happy to serve you breakfast in your room between 8 a.m. and 11 a.m. . You will find our breakfast offer in the separate Room Service menu (via QR Code at the TV). An extra-charge of CHF 18 per order will apply. For orders dial 2509.

### **(Early) breakfast and packed lunches**

You start early in the morning or are out of the house all day? Our reception team is happy to receive your request for meals on the road. Orders can be placed the night before until 9pm.

### **Bill**

You have the option of paying your bill by 10:30 p.m. the evening before. This allows you to avoid any waiting time in the morning. You also have the option of conveniently checking out online, for which you will receive an e-mail in good time.

### **Bike-Room**

The bike-room is located next to the garage. We kindly ask you to keep your bikes/bicycles in our bike-room. It remains closed all day, but you can access it any time with your room key. You can reach the room from the outside via the ramp to the underground car park.

## **C**

### **Cable-Cars**

You have the possibility to buy your cable-car tickets at reception. Contact us for further information. The tickets can be loaded on your guest-card.

### **Check-Out**

Upon your departure, we kindly ask you to leave the room by 11:30 a.m. at the latest. Please do not forget to return your key cards to the reception. It is of course possible to pay your room bill the evening before until 10:30 pm. You also have the option of conveniently checking out online, for which you will receive an e-mail in good time.

### **Coffee machine**

A daily ration of coffee capsules, which you need for the coffee machine, is free of charge.

### **Cosmetics**

We are happy to organise cosmetic treatments for you outside the hotel on request. Further information is available at reception.

### **(Underground) car park-garage**

You are welcome to use our underground car park for CHF 10 per day. Please leave your car key at the reception as it is an elevator parking system.

### **(Public) car park**

You also have the option of using the public car park with a special parking permit, which you can obtain at reception. This is located opposite to the hotel entrance. Please note that this is not guarded and neither the hotel nor the municipality is liable for any damage.

CHF 30 for 3 days | CHF 40 for 8 days | CHF 60 for 15 days

### **Cigarettes**

A small assortment of cigarettes is available at reception.

# D

## **Doctor / First Aid**

Our reception will immediately arrange for a doctor if necessary. First aid equipment is also available at the reception. Further emergency numbers can be found in the telephone directory next to your telephone.

## **Davos Klosters Premium Card**

The guest card gives you free travel on the local bus and the Rhaetian Railway between Klosters, Davos and Filisur. You also benefit from other discounted services and leisure activities in our holiday region.

## **Deposits**

We take the liberty of adding a deposit to your room bill for the following items. This deposit will be charged exclusively to your room bill and will automatically expire when the items are returned at check-out, but will be charged in the event of loss.

Adapter    CHF 10 / per adapter

# E

## **Events**

All the latest information on exciting events or festivities in Klosters and the surrounding area can be found on our information wall next to reception. Our reception team will also be happy to advise you.

## **Emergency exits and escape routes**

You can reach the outside from every floor via marked routes. In the event of a fire alarm, please never use the lift. You will find escape instructions on the inside of your room entrance door.

## **Extra duvets**

We are happy to provide you with extra duvets on request. Please contact the reception desk.

## **Extra pillows**

We are happy to provide extra pillows on request. Please contact the reception desk.

# F

## **Fitness**

Our fitness area is open daily from 7 am to 8 pm. Cardio and strength training equipment from Technogym is available. We welcome all guests over the age of 16 to the fitness area. We ask for your understanding that for safety and health reasons, younger guests are only allowed to train in the fitness area when accompanied by their parents or a caregiver. Please wear clean sports shoes and no street shoes when using the fitness area. Towels and a water dispenser are provided. Access to the fitness room only with your room card!

# H

## **Hygiene articles**

Have you forgotten your toothbrush or razor? No problem! You can get a toothbrush with cream or a shaving kit at the reception.

# I

## **Ironing service**

We can iron shirts, blouses or trousers for you daily from 8 am to 5 pm without cleaning. You will receive your clothes back within one hour. For prices, please refer to the parts list in the wardrobe.

## **Internet**

W-LAN is available free of charge throughout the house. You can simply log in with your mobile phone. Choose the «HotelPizBuinFree» network. You do not need a password.

# K

## **Kitchen**

Some of the rooms have a kitchenette. This is at your disposal during your stay. The cleaning of your kitchenette is included in your room rate for the day of departure only. During your stay you have the option of cleaning it yourself or having it cleaned by our housekeeping team. A daily kitchen cleaning costs CHF 25 per day. If you wish a daily kitchen cleaning, please inform the reception.

## **Key card**

The doors from the hotel entrance close at 11 pm. When leaving the hotel, please take your key card with you, which gives you access to the hotel at all times (patch on the right side by the entrance door). With this card you also have access to the ski room, indoor pool, sauna area and fitness.

# L

## **Leisure programme**

You will find information about leisure activities on our information wall. Our reception team will also be happy to advise you.

## **Lost property**

If you have found something or are missing something, please contact our reception.

## **Luggage service**

If you need help with your luggage, please contact reception in good time. Our staff will be happy to assist you.

## **Liability / Safe**

There is a room safe (in the wardrobe) in every room. Please keep your valuables, documents and cash in the safe. The contents of the safe are insured up to a sum of CHF 1,000. No liability can be accepted for valuables that are not deposited in the room safe.

## **Laundry**

A laundry list is in your wardrobe with a laundry bag. Please notify the reception (2533). Laundry service 8 a.m. to 5 p.m. . If you drop off your laundry before 9am, it will be returned to you the same day (except weekends).

# M

## **Money exchange**

We are happy to exchange your Euros and British Pounds into Swiss Francs at the current daily rate, less 3% commission. (Notes only, no coins)

## **Massage**

We are happy to organise massage treatments for you in our house on request and subject to availability. Bookings can be made via reception: Dial 2533. You will find our offer with the QR-Code at your TV.

## **Minibar**

Your minibar is refilled daily and is free of charge.

## **Messages**

If there are any messages for you, our reception will inform you immediately.

## **Mail**

We will be happy to accept any mail you wish to send at reception. If we receive mail for you, we will inform you immediately or bring it to your room.

# N

## **Night's rest**

We want all our guests to have a restful night's sleep. We ask you to be considerate of guests who are already asleep after a cheerful evening.

## **Newspaper**

You will find a selection of daily newspapers at reception or in BÄR'S Bistro.

# P

## **Photocopies**

The photocopying machine at reception is also available for your use if required. We charge CHF 0.50 per page b/w, for colour copies CHF 1 per page.

## **Pets**

Well-behaved dogs (and dogs only) are welcome at an extra charge of CHF 25 per day (without food). Please note that dogs are not allowed in the breakfast room.

## **Pillow selection**

You have the possibility to use other pillows. Please register at the reception desk. The following pillows are available: Millet pillow, virgin sheep's wool pillow or neck support pillow.

## **Payment**

We accept the following means of payment: American Express, MasterCard, Visa, Diners Club, JCB, Union Pay, Maestro, Postcard, Twint as well as cash (CHF, Euro, Pound) and 50% with Reka.

# R

## **Radio**

You will receive many different radio programs on your television.

## **Restaurants**

The alpine chic design provides a cozy ambience in which you can enjoy selected delicacies.



BÄR'S Bistro	8 a.m. to 11 p.m., kitchen until 9:30 p.m.
BÄR'S Restaurant	6 p.m. to 10 p.m., kitchen until 9:30 p.m.

## **Reception**

The reception is open from 7 a.m. to 10:30 p.m. . We are at your disposal for all kinds of information. During the night our night porter is there for you.

## **Room Service**

Please refer to the separate Room Service menu for detailed information (via QR Code at your TV). Orders can be placed between 8 a.m. and 9 p.m. . We charge a surcharge of CHF 18 per order. For orders dial 2509 or 2533.

## **Room cleaning**

Your room will be cleaned daily. If you do not wish to be disturbed, please put the "Do not disturb" sign on the door. If you wish to have your room cleaned at another time, please inform the reception.

# S

## **Swimming pool / whirlpool**

Our indoor swimming pool is open daily between 7 am and 8 p.m. . Children up to and including 14 years of age can use it until 6 pm. A whirlpool is also available. Please note that children under 12 years of age are only admitted when accompanied by their parents. You will need your room card to access the indoor pool. Bath towels are available in the indoor pool.



## Sewing service

Our sewing service is available daily between 8 a.m. and 5 p.m., e.g. for a button or a small hole. If you prefer to do it yourself, you will find a small sewing kit in the bathroom (in the Cubotto).

## Safe

Your room has an electronic safe. Please refer to the operating instructions on the safe.

## Sauna

With an invigorating yet relaxing visit to our sauna, you can do yourself some good as a complement to an active day. Admission only from the age of 16. Please note that this is a nude zone. You will need your room card for entry.



3 p.m. till 8 p.m.



Finnish sauna

80 to 100 degrees | Humidity: 10 - 20 %

Bio Sauna

60 degrees | Humidity: 50 %

Steam bath

approx. 45 degrees | Humidity: 100 %

## Shoe shine machine

In the -1 you will find a shoe shine machine in the corridor to the massage on the left side, which is available for you 24 hours a day.

## Seminar room

The Hotel Piz Buin has a small seminar room for meetings and banquets. We will be happy to provide you with further information at our reception.

# T

## Telephone

A direct dial telephone is available in your room. From your room you can dial out directly from your room: Pick up the handset - to get a dial tone, please dial -0- and then the respective area code with the desired telephone number.

Only in case of a connection, a one-time connection fee of CHF 1 will be charged and from then on a fee of CHF 0.10 centimes per 20 seconds.

Internal calls are free of charge. To dial from room to room, please dial the number "2" first and add the desired room number.

To be reached on your telephone from outside, you need the direct extension number for your room. You will find this under your telephone receiver.

You are also welcome to give your callers our hotel telephone number and the reception team will forward their calls to you.

## **Transfer**

If you require transport to the train station on your departure, please report to reception in good time. Our porter will drive you to the station Klosters Platz with our hotel bus.

## **TV**

All rooms are equipped with a cable TV set. You can also receive radio programs via the TV set.

## **V**

## **Vouchers**

Surprise your partner, friends, relatives or colleagues with a hotel voucher from Hotel Piz Buin. An exclusive gift that is guaranteed to give pleasure. Is the offer you are looking for not included? Just ask us! We will be happy to arrange your gift idea according to your individual ideas.

## **W**

## **Wake-up calls**

If you would like a wake-up call, please let our reception team know. Our reception is staffed 24 hours a day. We can wake you up around the clock

## **Weather**

You can find the current weather on our information wall next to reception.

# Additional information for chalet guests

## C

### **Coffee machine**

A «welcome» ration of coffee capsules that you need for the Nespresso coffee machine is free of charge. If you need more capsules, you can buy them at reception for an extra CHF 0.50 per capsule.

## F

### **Breakfast**

We offer our rich breakfast buffet from 7 a.m. to 10:30 a.m. in the restaurant / bistro.

The following surcharges are optional:

CHF 25 per person (from 12 years)

CHF 15 per child (6 to 11 years)

## K

### **Kitchen**

You will find the inventory list of your flat's kitchen at the end of this folder! If anything is missing, we would be grateful if you could let us know.

## L

### **Laundry**

In Chalet Piz Buin, a washing machine and tumble dryer are available to our guests on the ground floor.

## R

### **Room cleaning**

If you wish a daily cleaning, we charge CHF 50 per day. Please contact the reception for this. The final cleaning in the amount of CHF 50 will be automatically charged once to your bill.

## T

### **Towels**

Will be provided once on arrival.

## **Take Away**

Please find attached a selection of dishes which you can purchase in our BÄR'S Bistro in the Hotel Piz Buin. Please note that we do not offer a delivery service. For orders dial 2509!

# W

## **Waste / waste glass**

A waste bag is available in the kitchen on arrival. If you would like to dispose of it, the collection point is located by the bridge at the Hotel Silvretta. Additional refuse sacks can be obtained from reception at a price of CHF 1.80 each. The collection point for used glass is also located by the bridge!

# Kitchen inventory Chalet Piz Buin

## B

Broom and shovel (small)  
(Fruit) Bowls (round and angled / 1 piece each)  
(Cereal) bowls (4 pieces)

## C

Cleaning brush  
(Nespresso) Coffee machine  
Coffee cups and saucers (4 pieces each)  
(Espresso) Coffee cups and saucers (2 pieces each)  
Coffee capsules (+ sugar sticks / 4 pieces complimentary)  
Cooking spoons (small and large / 1 piece each)  
(Large) Cooking pot with lid  
(Small) Cooking pot with lid  
Cleaning cloth  
Cutlery (knives, forks, spoons, coffee spoons / 4 pieces each)

## D

Dish soap  
(Tabs and glass cleaner for) Dishwasher (Apt. 10, 20, 30 / 1 piece each)

## E

Egg cups (4 pieces)

## G

Glass cloths (2 pieces)  
(Wine) glasses (4 pieces)  
(Drinking) Glasses (4 pieces)

## K

Kitchen utensils (paring knife, peeler, bread knife, bottle opener, can opener, salad cutlery, salad bowl, salad screen, cutting board, ladle / 1 piece each)  
Kettle

## M

Mug for water

# P

Plates (large and flat / 4 pieces)  
Plates (small and flat / 4 pieces)  
Plate for soup (4 pieces)  
Pepper mill

# R

Roast pan with lid  
Roast turner

# S

Salt mill  
Sponge

# T

Table sets (4 pieces)  
Toaster