



Welcome to the
Hotel Sport!

Hotel Sport
*** KLOSTERS



A

Adapter

There are 230 volt sockets in our rooms. You are welcome to borrow an international power adapter at reception for a deposit of CHF 10, which we will charge to your room bill. Please return the adapter when checking out

Allergy sufferers

Allergy-sensitive bed linen is available to our guests on request. Our kitchen team will be happy to take your food allergy into consideration. We kindly ask you to inform the reception desk of your allergy in good time.

Arrival and departure

Your room is available from 3 pm on the day of arrival and until 11 am on the day of departure. You are welcome to store your luggage in our luggage room.

Ashtray

We ask all smokers to respect the smoking ban in the rooms and to smoke on the balcony or terrace.

Airport

Information Zurich-Kloten Airport



+41 (0)43 816 22 11

Alarm clock

You can borrow an alarm clock at reception for a deposit of CHF 10.

B

Breakfast

Help yourself to our rich breakfast buffet from 7 - 10 a.m. in the panorama hall.

(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 evening before until 8 pm.

Baby monitor

You can borrow a smartphone with a baby monitor app installed on it at reception for a small fee.

This app can easily be connected to your mobile phone.



+41 (0)81 423 30 30

Babysitter

The reception can help you find a babysitter.



+41 (0)81 423 30 30

Bathrobe

You can get a bathrobe free of charge at reception. For the sake of the environment, we do not provide bathrobes in our guest rooms.

Banks

UBS AG, Promenade 48, 7270 Davos Platz (no branch in Klosters)	☎	+41 (0)81 415 11 11
Card blocking	☎	+41 (0)800 888 601
Graubündner Kantonalbank, Alte Bahnhofstrasse 6, 7250 Klosters	☎	+41 (0)81 410 26 26
Card blocking	☎	+41 (0)81 256 96 01
	☎	+41 (0)58 958 83 83
Raiffeisen Bank, Bahnhofstrasse 6, 7250 Klosters	☎	+41 (0)81 300 20 20
Card blocking	☎	+41 (0)844 888 800
	☎	+41 (0)58 958 83 83

Banquets

Ask at the reception for information about our banquet facilities.	☎	+41 (0)81 423 30 30
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Bar

Our hotel bar is open in the evening. During the day we are happy to serve you in the lobby or in the Bündnerstübli.

Bed linen

Would you like extra pillows (no decorative pillows) or extra blankets? Please contact the reception.

☎ +41 (0)81 423 30 30

Billiards

A billiard table is located in the bar.
Fees : 1 game CHF 2 | 3 games CHF 5

C

Car rental

Central Garage Klosters Dorf	☎	+41 (0)81 422 12 82
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Car wash

Please report to the reception. We will be happy to wash your car for CHF 30 outside and for CHF 50 inside and outside. You will find an automatic car wash at the Central Garage in Klosters Dorf.

Changing mat

You can order a changing mat at reception.

Church service

The reception will be pleased to inform you.	☎	+41 (0)81 423 30 30
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Children's bowling alley

Reservations for the bowling alley as well as the tokens for the alley are available at the reception. Fee CHF 10 per ½ hour.	☎	+41 (0)81 423 30 30
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Cot

We provide a cot for your little ones in the room free of charge.

Please contact the reception

 +41 (0)81 423 30 30.

Children's playroom

Our children's playroom in Casa Sereina is open daily from 10 a.m. to 8 p.m.

The room is not supervised. The responsibility lies with the parents.

Cinema

The current cinema program of the “Kulturschuppen” Klosters can be found on the notice board at the reception. The program is free of charge for our guests (with the exception of special events). Tickets can be ordered at the reception.

 +41 (0)81 423 30 30

Climbing

There is an indoor climbing wall in Davos and in Küblis.

Criticism

We are happy to receive suggestions for improvement. If you are satisfied - tell your friends! For criticism please contact the reception.

Carriage rides

Small round trip (1 h) with horse-drawn carriage, Flütsch

Approx. CHF 100 for 1-2 persons

Approx. CHF 150 for 4 persons

The reception will be pleased to inform you.

 +41 (0)81 422 18 73

 +41 (0)81 423 30 30

D

Doctors

Prätti+doc Emergency Services

Klosters Medical Centre

Dr. med. Ch. Bizer

Praxis Klosters

Arzt-Team «Dokterhus»

Spital Schiers

 +41 (0)848 081 081

 +41 (0)81 544 81 90

 +41 (0)81 422 33 00

 +41 (0)81 422 13 28

 +41 (0)81 511 55 44

 +41 (0)81 308 08 08

Drugstore

Dropa Drogerie, Klosters Platz

Open from 8 - 12 a.m. / 2 – 6:30 p.m.

 +41 (0)81 422 11 83

Drinking water

The tap water is of drinking water quality and can be drunk without hesitation.

Dentist

Dr. med. dent. P. Wörle

 +41 (0)81 422 39 15

Dogs / Cats

Dogs and cats are welcome. Please let us know if you have a dog or cat in your room. There is a charge of CHF 15 per pet per night excluding food. (Please note that animals are not allowed in the panorama restaurant and the wellness area).

E

Emergency exits / fire

A map showing the nearest emergency exit is located on the inside of the entrance door. Please remain calm in the event of an emergency.

Further information on fire can be found at the end of this document.

EMERGENCY

Reception / Night porter		+41 (0)81 423 30 30
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Emergency call ambulance *		144
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Fire brigade *		118
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Police *		117
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(*from Swiss mobile phone network - without area code)

International Emergencies**		112
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(**works with any mobile phone - without area code)

Electricity

230 Volt, 50 Hz, adapters are available at the reception. The deposit of CHF 10 will be charged directly to your room bill. Please return the adapter when checking out.

Electric kettle

All our rooms have their own kettle.

F

Fire

There is an escape route plan on the inside of the entrance door in each room.

Please remain calm in case of an emergency. Further information on fire can be found at the end of the document.

Flowers

Come In (Fleurop), Klosters Platz		+41 (0)81 422 45 22
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Blumen Roniger, Klosters Platz		+41 (0)81 422 16 09
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COOP, Klosters Platz		+41 (0)81 410 23 40
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or contact our reception		+41 (0)81 423 30 30
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G

Garage

Reserve your garage space at the reception for a daily surcharge of CHF 10. (Limited number of spaces)

Guest card

You will receive the guest card at reception after your arrival. The following routes are free for guests with the «Davos Klosters Premium Card» in Winter.

Bus: Klosters – Serneus - Saas

Bahn: Klosters – Davos Platz

Excluding night fares

Guest bill

You can have all consumptions written on your room bill.

IMPORTANT: Please sign the bill every time!

Games & Books

Next to the reception we have set up a small room with toys and books to borrow. Please help yourself.

H

Management

Therese Leuenberger, Director & Host

Hair dryer

A hairdryer is available in each bathroom.

Heating

Our radiators adjust to the desired room temperature. No. 3 is for approx. 21 degrees. Once this is reached, the heating closes automatically - 4/5 is warmer. If you prefer it cooler, select No. 1 to 2. NEVER turn it back further than *! If, contrary to expectations, the radiator does not respond, please report this to reception.

Hygiene articles

If you have forgotten your personal utensils, you can obtain the most important hygiene articles at our reception.

Horse riding

Riding stable Jörg Marugg, Boscaweg 14, Klosters Dorf



+41 (0)81 422 14 63

Mr. Jörg Marugg will guide you with his horses on safe paths through the charming landscape.

I

Iron and ironing board

If required, you are welcome to iron your clothes yourself. The iron and the ironing board are located in our laundry room in house 2 Casa Sereina, the key is available at reception.

Ironing service

For information on the ironing service, please refer to the laundry section.

Internet

You can use the WLAN free of charge throughout the hotel.
The password for the network is: hotelsport7250

K

Kiosk

Postcards, stamps and products from the showcases are available at reception or in the shops.
The reception will gladly stamp your post and take it to the post office.

Kids Playground Capricorn

In Casa Ursina you find the Kids Playground for children with a fun park, spiral slide, spider climbing tower with suspension bridge, basketball and football pitch with timekeeping, bouldering wall and table tennis.

The Kids Playground is available from Tue-Sun from 8 a.m. – 10 p.m. & Mon from 12.00 a.m. – 10 p.m. and is suitable for children from 2 - 12 years.

L

Lost property office

Municipal police, Klosters Platz
Opening hours: Mon – Fri 9.30 – 11.30 a.m.



+41 (0)81 423 36 80

Lost property

We keep lost property at the reception



+41 (0)81 423 30 30

Luggage

If you are leaving after the "check-out time", your luggage can be deposited at the hotel.
Please contact the reception.



+41 (0)81 423 30 30

Luggage service

If you wish, we can bring your luggage to your room and collect it again on departure.
Please contact the reception.



+41 (0)81 423 30 30

Local bus

Whenever possible, use the free local bus instead of your car.
The bus stops directly in front of the hotel entrance. (Show your Davos/ Klosters Premium Card)

Local map

Available at reception

Laundry

Washing and ironing of guest laundry. (Drop off before 9 a.m. - return within 9 h). A laundry list is in your wardrobe with a laundry bag. Please inform the reception.



+41 (0)81 423 30 30

You also have the option of doing your own laundry (for CHF 10 incl. washing powder). You will receive the key and the washing powder at the reception.

M

Mountain railway

Gotschnabahn		+41 (0)81 417 68 00
Madrisa Bergbahnen		+41 (0)81 410 21 70
Rinerhorn		+41 (0)81 417 00 30
Parsenn		+41 (0)81 417 67 57
Jakobshorn		+41 (0)81 417 61 50
Schatzalpbahn		+41 (0)81 415 51 51

Mountain railway tickets

On request, you can obtain ski passes for the Davos/ Klosters mountain railways at reception so that you do not have to queue at the ticket office at the valley station.

Meal times

Breakfast buffet	7 – 10 a.m.
Dinner (half board)	6 – 8.30 p.m.
À la Carte (2 p.m. – 6 p.m. small card)	12 a.m. – 9.30 p.m.

Microwave

Would you like to warm up your child's porridge or bottle? We will be happy to put a microwave in your room. A deposit of CHF 100.00 will be charged directly to your room bill

Please contact reception at  +41 (0)81 423 30 30

Money exchange

You can change the following currencies into Swiss Francs at the reception:
Euro, US Dollar and GBP.

The exchange rate is updated daily and can be requested at reception.

Main entrance

Our main entrance is open from 7 a.m. - 10 p.m. From 10 p.m. you can only enter the hotel with your room card.

Massages

We do not have massage in our hotel. You are welcome to book your massage at our partner hotel Piz Buin

 +41 (0)81 423 33 33

Menu

The daily evening menu is posted in the lift.

Minibar

Your consumption will be refilled daily and charged to your room bill.

N

Night porter

Our reception is staffed until 10 p.m.

From 10 p.m. to 7 a.m. you can reach our night porter in case of emergency  +41 (0)81 423 30 30

Newspapers

Daily newspapers and magazines are available at reception.

O

Opticians

Maissen, Bahnhofstrasse 15, 7250 Klosters



+41 (0)81 410 22 33

P

Pharmacy

At the Coop, Helios pharmacy



+41 (0)81 422 16 84

Photo shop

Foto Gadä, Nadja Wandfluh, Landstrasse 153



+41 (0)76 200 16 65

Photocopies

Photocopies can be made at reception.

A4 CHF 0.50 per black and white copy

A4 CHF 1 per colored copy

Parking

Outdoor parking on the main road (free of charge). There is one parking space for one car per room.

Garage parking available for a fee of CHF 10 per night. (limited number of places)

Physiotherapy

Physiofit Klosters Platz



+41 (0)81 422 35 37

(Advance booking obligatory)

Post office

Stamps are available at the reception. The letter box at reception is emptied daily at 8 am. We will put your guest mail in the key box.

Post office

The post office Klosters-Platz is located on Bahnhofstrasse opposite the Coop.

Payment options

We accept cash in the following currencies: CHF, Euro, US\$, GB£. You can also pay with EC/Maestro, Eurocard/Mastercard, Visa, American Express, Diners, Twint, Postcard and with Reka.

R

Railway station

Rhaetian Railway, RhB Klosters-Platz



+41 (0)81 288 37 16

Swiss Federal Railways, SBB Landquart



+41 (0)900 300 300

Radio

The radio is integrated in your TV set.

To access the program guide, press the «GUIDE» button on your remote control. In this overview, you can see each station and what is currently playing and what will be played afterwards. To navigate, use the arrow buttons and to select a channel, press the button in the middle of the arrows.

Reception

Telephone



+41 (0)81 423 30 30

Our reception is open daily from 7 a.m. - 10 p.m. After 10 p.m. you can reach our night porter on the same number.

Restaurant

Our à la carte restaurant in the Bündnerstübli is open daily.

(In the early & late season Wednesday to Sunday).

Opening hours:

12 a.m. – 2 p.m. / from 6 p.m. large menu

2 p.m. – 6 p.m. small menu

Our Raclette Stübli Casetta Allegra is open from Wednesday to Saturday.

Opening hours: 6:00 p.m. – 10 p.m.

For our HP guests we serve dinner daily from 6 - 8:30 p.m. in our panorama restaurant.

Room cleaning

Your room will be cleaned daily. If you do not wish to be disturbed, please hang the «DO NOT DISTURB» sign on your door handle from the outside. If the room is to be cleaned at a later time or if you do not wish to have your room cleaned at all, please inform reception.

S

(Indoor) swimming pool

Our indoor swimming pool is open from Sun - Thurs from 7 a.m. – 7 p.m. and Fri + Sat until 9 p.m. You have access to the pool with your room card. The water temperature is approx. 28 degrees. **Children under 10 years of age must be accompanied by an adult!!!** Please also note the swimming course times.

Slippers

Practical slippers are available at reception. For the sake of the environment, we do not provide slippers in any of our rooms.

Sewing service

You can obtain small sewing kits at reception. We can pass on larger jobs to a seamstress.

Smoking

Since 1 March 2008 we ask our guests to refrain from smoking in the whole hotel. Please smoke outdoors only.

Safe

All rooms are equipped with a safe. Please refer to the instructions for use. The hotel accepts no liability for valuables that are not locked in.

Sauna

Our new renovated Finnish sauna (up to 90°C) is located in Casa Sereina and is available daily from 3 p.m. to 8 p.m. free of charge to all hotel guests. Private sauna Tuesday - Sunday from 1p.m. - 3 p.m. and 8 p.m. - 10 p.m. The reception will be happy to take your reservation. We charge CHF 30 per hour. Children under 16 years of age are not permitted.

Shuttle service

If you require transport to the train station, please contact the reception.



+41 (0)81 423 30 30

Shoeshine machine

There is a shoeshine machine in the ski boot room.

Seminars

Our hotel has seminar rooms for 4 to 100 people. We will be happy to show you the possibilities and make you an offer.

Sustainability

Working together for the environment. You can find out more about our commitment to sustainability and how you can help us at the end of this document.

T

Television

All rooms have a flat screen TV connected to the cable TV.

Press the «GUIDE» button on the remote control to watch the TV program.

Towels

Towels for the indoor pool and sauna are available on site. Additional towels for the sauna or the indoor pool are available free of charge at the reception.

Towels room area

Together for our environment. If you wish to use your towels again, hang them back on the towel rail. If towels are lying in the bathtub, shower or on the floor of your bathroom, we will be happy to replace them.

Taxi

Gotschna Taxi, Klosters



+41 (0)81 420 20

Telephone

Your room does not have a direct telephone connection. For a fee of CHF 5 per day, you can borrow a smartphone at reception for the duration of your stay. The deposit of CHF 100 will be charged directly to your room bill.

Tennis

Indoor Tennishalle in Klosters (fee required)



+41 (0)81 410 21 31

Table tennis

Located in the Kids Playground at Casa Ursina. Rackets and balls are available at reception for a deposit of CHF 20.

Tip

If you would like to pay special tribute to the performance and care of our staff, you will find a community tip box at our reception. This is divided among the staff at the end of the season.

U**Umbrella**

Umbrellas are available to borrow at the reception.

W**Weather**

You can see the latest forecasts on our pin board at reception.

FIRE



Nobody likes to think about an accident during their holidays and yet they happen all the time.

At **Hotel Sport** we are very concerned about your safety. The main risk areas such as restaurants, bar, kitchen, heating centre and fireplace are located in the main building. No guests sleep in the main building. The hotel also has a modern fire alarm system.

There are fire extinguishers in all buildings. Leave them in their places and only use the fire extinguishers in emergencies. They are checked several times to make sure they are in working order. In the event of a major fire, follow the instructions of the fire brigade and hotel management.

However, think of the neighbour and your danger yourself and adhere to the following rules:

1. there has been a legal ban on smoking in Graubünden since 1 March 2008. We kindly ask you not to smoke in the room out of consideration for the following guests.
2. should a fire break out in the room, please extinguish it if possible and inform the reception.

If the smoke is already bigger, **keep calm**, inform your fellow occupants and leave the house. You can get out of all buildings without any problems.

Do not use the lift!





DEAR GUEST

We look forward to welcoming you to our hotel.

Your well-being, the conscious use of our resources and the protection of our beautiful region are important to us. That is why we have been awarded the ibex fairstay seal for sustainable management.

We are voluntarily committed to sustainable management and have this regularly checked by an external, neutral body.

IBEX FAIRSTAY

THE SEAL OF QUALITY FOR SUSTAINABILITY IN THE ACCOMMODATION INDUSTRY

With ibex fairstay, we are sending a visible and verifiable signal of our commitment to the careful use of resources, social balance, sustainable management and strengthening the region. Together, we take responsibility by

- giving preference to environmentally friendly and regional products
- using energy and water sensibly
- reducing CO2 emissions and, where this is not possible, partially compensate for them
- using renewable energy
- avoiding waste or disposing of it separately
- training and motivating our employees
- supporting the regional economy
- preserving natural diversity and cultural heritage
- creating offers for guests and the local population
- increasing the satisfaction of guests and employees
- continuously improving the (environmental) quality of our business
- supporting guests in planning sustainable holidays

Further information: www.ibexfairstay.ch

We would be delighted if you, as our guest, would support our efforts and actively contribute to ensuring that our children and grandchildren can also see and experience all this beauty. You can do this in a simple way by

- closing windows when the heating or air conditioning is on
- turning off the lights when you leave the room
- not leaving the water running unnecessarily and using the economy flush button on the toilet
- reporting dripping taps or leaks
- place towels on the shower floor or in the bathtub for changing
- separating rubbish into the designated bins
- only smoking in designated areas
- preferring public transport and bicycles
- protecting flora and fauna during excursions
- respecting regional customs
- preferring to buy regional, environmentally friendly and low-waste products.

Thank you for your cooperation.

We welcome your ideas and suggestions on how we can improve. Thank you for your cooperation.

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