



Welcome in our Hotel Sport!

GUEST INFORMATION
Winter 2021/22

Hotel Sport
★★★ KLOSTERS





We do everything for your health and wellbeing in our hotels. 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 or if you would like the protection concept in paper form
- Our employees are required to avoid shaking hands, but nevertheless we warmly welcome you
- Together with you we keep a distance of 1.5 meters & adhere the specifications
- You are obligated to wear a mask in all public spaces of the hotel

Enjoy from morning to evening in our bar & restaurant:

- Please wait at the restaurant entrance to be seated
- You are obligated to wear a mask in the restaurant until you are seated
- We installed additional disinfectant dispenser at the buffet & keep a distance of 1.5m
- We collect your contact details in case a contact tracing is needed
- Wherever possible we use packaged food & portion it

Relaxation and active recovery in our sport and leisure facility:

- Our sport and leisure facilities (pool, sauna, billard, bowling alley, sport hall, fitness) are also regulated by the FOPH
- Please make sure that the max. number of people not exceeds
- Hygiene and cleanliness is as well essential here, which is why our employees clean and disinfect all surfaces and touchpoints with high frequency

Welcome home in your room:

- All objects in your room that frequently fall into hands are disinfected
- Wherever possible we avoid using informative paper. Please do not hesitate contact our front office team if you have any questions



www.clean-and-safe.ch

Mehr Informationen & Videos finden Sie auf der offiziellen Webseite des Bundesamtes für Gesundheit BAG & MySwitzerland.com


A

Adapter

All our electrical sockets are with 230 volt. You can get an adapter for your electrical equipment at the reception. We will book CHF 10.00 deposit on your invoice.

Airport

Zurich Unique airport information

 +41 (0)43 816 22 11

Alarm clock


You can get an alarm clock at the reception. We will book CHF 10.00 deposit on your invoice.

Allergy

In case of a food allergy, we kindly ask you to inform the reception.
On request, we have special allergy bed linen without down feathers.

Arrival and departure

On your day of arrival, the rooms are available from 2 p.m. and on the date of departure, you can stay until 11 a.m. You have the opportunity to store your luggage in a room next to the reception. If you need help with your luggage, just get in touch with the reception.

 +41 (0)81 423 30 30


Ashtray

We kindly ask all smokers to accept the smoking ban and to smoke outside on the balcony or in the garden.

B

Babysitter

Our reception will help you to find a babysitter


 +41 (0)81 423 30 30

Baby monitor

For a small fee, you can hire a smartphone at the reception, this will have a babyphone App! The App is easy to connect with your mobile phone!


Baggage service

On request, we will gladly take your luggage to your room and pick it up again on your departure.

 +41 (0)81 423 30 30

Baggage storage

You leave after the «Check-Out»-time, we can store your luggage.
Please let the reception know.

 +41 (0)81 423 30 30

Banks

Crédit Suisse, Promenade 65, 7270 Davos (non in Klosters) Card blocking	+41 (0)81 415 32 11 +41 (0)800 800 488
UBS AG, Promenade 48, 7270 Davos Platz (non in Klosters) Card blocking	+41 (0)81 415 11 11 +41 (0)800 888 601
Graubündner Kantonalbank, Alte Bahnhofstrasse 6, 7250 Klosters Card blocking	+41 (0)81 410 26 26 +41 (0)81 256 96 01 +41 (0)58 958 83 83
Raiffeisen Bank, Bahnhofstrasse 6, 7250 Klosters Card blocking	+41 (0)81 300 20 20 +41 (0)844 888 800 +41 (0)58 958 83 83

Banquet

Please contact the reception about banquet possibilities  +41 (0)81 423 30 30

Bar

Our bar with pool table is open every evening. Throughout the day, we will serve you in the Bündnerstübli.

Bathrobe

You can get a bathrobe for CHF 5.00 per stay at the reception.

Bath slippers

Bath slippers are available at the reception.

Bed linen

If you would like an additional pillow or blanket, please contact the reception.

Billard

You will find our billiard table at the bar.

Fees	1 game CHF 2.00
	3 games CHF 5.00

Books & Games

Next to the reception you will find a corner with books and games to lend. Help yourselves!

Kids Bowling alley

The bowling alley can be reserved for groups and single persons at the reception. Please ask for chips at the reception. Charge CHF 10.00 per ½ hour.

Breakfast buffet

You can help yourself at our breakfast buffet from 7.00 – 10.00 a.m. in the Panoramasaal.

C

Car rental

Central Garage

☎ +41 (0)81 422 12 82

Car washing

We are at your disposal to wash your car for CHF 25.00 outside / CHF 35.00 inside and outside. Please contact the reception.

Cable cars

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

Pischa

☎ +41 (0)81 417 67 00

Children's play room

The room is located in house 2 and is open from 10 am till 8 pm. The room is unsupervised. Parents are responsible for their children.

Church service

The reception will gladly inform you about the church services in Klosters.

☎ +41 (0)81 423 30 30

Cinema

You can ask for the current cinema program from Kulturschuppen Klosters at the reception.

Climbing

There is an indoor climbing wall in Davos and Küblis.

Cot

A free child's bed is available for your baby. Please ask at the reception

☎ +41 (0)81 423 30 30

D

Dentist

Dr. med. dent. P. Wörle

☎ +41 (0)81 422 39 15

Doctors

Dr. med. N. Schuback,

☎ +41 (0)81 410 25 25

Dr. med. Ch. Bizer,

☎ +41 (0)81 422 33 00

Dr. med. W. Rohrer

☎ +41 (0)81 422 13 28

Dogs / Cats

Dogs and cats are welcome at our hotel. If your dog or cat stays in the room, please notify our reception. Per pet and night, a fee of CHF 15.00 excluding food will be charged. Please note, animals are not allowed in the panorama restaurant and in wellness area.

Drugstore

Dropa Ambauen AG, Klosters Platz

☎ +41 (0)81 422 11 83

E

Early birds and Lunch packet

You start your day early or you are the whole day on an excursion. Our reception will show you our possibilities for a lunch packet. Please order your packet before 8 p.m.

Eating times

Breakfast	7 am – 10 am
Dinner (half board)	6 pm – 8.30 pm
À la Carte	12 pm – 9.30 pm

Electricity

230 Volt alternating current / 50 Hz. You can get an adapter for your electrical equipment at the reception. We will book CHF 10.00 deposit on your invoice.

Emergency

Réception / Night Porter ☎ +41 (0)81 423 30 30

Ambulance / Medical emergency* ☎ 144

Fire alarm* ☎ 117

Police alarm* ☎ 118

(*from swiss mobile network)

International Emergencies** ☎ 112

(**works from any mobile device without pre-dial)

Emergency exit / Fire

A location map is placed at the room door. Please take note of the closest fire exit.

All fire exits are signposted. Please stay calm in case of an emergency.

You will find more information about fire at the end of this document.

Entrance to the hotel

The main entrance is open from 6.45 am until 10.00 pm. After that time, you can open the door with your room card.

Excursions

Our reception will give you information concerning excursions.

☎ +41 (0)81 423 30 30

F

Flowers

Come In (Fleurop), Klosters Platz
Blumen Roniger, Klosters Platz
COOP, Klosters Platz
or contact our reception

☎ +41 (0)81 422 45 22
☎ +41 (0)81 422 16 09
☎ +41 (0)81 410 23 40
☎ +41 (0)81 423 30 30

G

Garage

Reserve your garage place at the reception at a daily fee of CHF 10.00 (limited places).

Guest bill

You can put all consumptions on your room bill. **Be so kind and sign the bill.**

Guest card

The following routes are free for all guests with the Davos/Klosters guest card in winter:

Bus: Klosters – Saas und Davos (without lateral valleys)

Bahn: Klosters – Davos - Filisur

Exception: Night buses are not included, dogs ½ price in the 2nd class

Gymnastic hall

The hall is open daily from 7.30 a.m. – 10 p.m. We kindly ask you to use the hall only with white or non-marking shoes and to put the equipment away after use.

H

Hairdresser

Natürlich Schön, Ursi Simeone, Doggiloschst. 18
Coiffeur Cinema Boutique, Landstrasse 180
Coiffeur Belleri, Bahnhofstrasse 10

☎ +41 (0)79 233 06 95
☎ +41 (0)81 422 12 61
☎ +41 (0)81 534 26 36

Hair dryer

A hair dryer is available in each bathroom.

Heating


Our heating is equipped with modern Danfoss control. This adapts to the desired room temperature. NEVER turn down further than *! In case of problems, please contact our reception.

Horse carriages

Small round trip (1 h) with horse carriage, Flütsch
1 – 2 persons approx. CHF 100.00
Please ask at the reception

☎ +41 (0)81 422 18 73
☎ +41 (0)81 423 30 30

Horse riding

Horse riding stables Jörg Marugg, Boscaweg, Klosters Dorf  +41 (0)81 422 14 63
Jörg Marugg will take you on his horses on safe trails through our magnificent landscape.

I

Internet

There is a free wireless LAN in the whole hotel. The access-code for the network is **hotelsport7250**

Iron and Ironing board

If required you can iron your clothes yourself, an iron and an iron board are in our laundry in house 2. Ask at the reception for the key.

Ironing service

For information about our ironing service, please check the section «Laundry»


K

Kiosk

Postcards, stamps, tobaccos, sweets, drugstore articles, souvenirs and gifts are available at the reception.

L

Laundry

Washing and Ironing service. (Delivery before 9 am – Return within 9 hours). You will find a list as well as a laundry bag in your closet. Please tell the reception.  +41 (0)81 423 30 30


Local bus

If possible, please use the free local bus instead of your car. The bus stops directly in front of the hotel. Just show your Davos/Klosters guest card.

Lost property office

Communal police, Klosters Platz  +41 (0)81 423 36 80
Opening hours:
Mon – Fri 9.30 – 11.30 a.m. / 2– 4 p.m.

Lost properties

Lost properties are held at our reception  +41 (0)81 423 30 30

M


Management

Therese Leuenberger, Manager & Host

Map

You will get a map of Klosters and Davos at the reception.

Massage

We do not provide massage in our hotel. But you can arrange an appointment in hour partner hotel Piz Buin. Please contact the Piz Buin directly  +41 (81) 423 33 33

Menu

The daily menu for dinner is posted in the lift.

Minibar

It will be refilled every day and charged to your bill. At check-out, please tell the reception what you have taken out on your last day.

Money change


You can change money at our reception. We change the following currencies: Euro, US-Dollar and GB-Pounds. The exchange rates are updated daily.

N

Night concierge

Our reception is open until 10 p.m.

In case of an emergency between 10 p.m. – 7 a.m., please dial

 +41 (0)81 423 30 30.


Newspaper

At the reception you find daily newspaper and magazines.

O

Optician

Maissen, Bahnhofstrasse 15, 7250 Klosters

 +41 (0)81 410 22 33

P

Parking

Outside parking space along the main road is free. Inside parking costs CHF 10.00 per night.

Payment method

We accept cash money in CHF, Euro, US\$, GB£. Also EC/Maestro, Eurocard/Mastercard, Visa, American Express, Diners, Postcard, Twint and Reka 50%.

Pharmacy

Helios in Klosters Platz,



 +41 (0)81 422 16 84

Photo shops

Foto Gadä, Nadja Wandfluh, Landstrasse 153

 +41 (0)76 220 16 65

Photocopies

Our reception will take care of your copies
A4 CHF 0.50 per black and white copy
A4 CHF 1.00 per coloured copy

Physiotherapy

Physiofit Klosters Platz
(Appointment necessary).

☎ +41 (0)81 422 35 37

Post

Stamps and postcards are available at the reception. The letterbox at the reception will be emptied daily at 8 a.m. You will find your mail/newspaper in your key box at the reception.

Post office

The post office is located in Klosters-Platz opposite the Coop supermarket.

R

Radio

The Radio is combined with the TV.

To see the TV program and radio press on the remote control the button «GUIDE».
With the arrow buttons you can navigate within the menu.

Railway station

Rhaetian Railway, RhB Klosters-Platz
Swiss Federal Railways, SBB Landquart

☎ +41 (0)81 288 37 16

☎ +41 (0)900 300 300

Reception

Phone

☎ +41 (0)81 423 30 30

Daily open from 7 a.m. to 10 p.m. Please call during the night only in urgent cases.

Restaurant

Our à la carte restaurant Bündnerstübli is open daily.

(In January, March & April open from Wednesday to Sunday only)

Opening hours: 12 pm – 2 pm / from 6 pm the big menu
2 pm – 6 pm the small menu

Our Raclette Stübli Casetta Allegra is open Wednesday until Saturday

Opening hours: 6.30 pm Uhr – 10 pm


The half board menu will be served daily from 6 till 8.30 pm in our Panorama Restaurant.

Review

We are glad to get any suggestions from our guests. You will find forms in the folder on your desk. If you are satisfied, please tell your friends! If not, tell us!!

Room service

Your room will be cleaned every day. If you do not wish to be disturbed, please hang out the red sign. If you want your room to be cleaned at a later time, please tell our reception.

 +41 (0)81 423 30 30

S

Safe

Each room is equipped with a safe. Please read the instructions for use. Our hotel does not take any liability for valuables, which are not locked up.

Sauna

Our Finnish sauna (up to 90° C) is in Casa Seraina 2 and daily open for private use from 15.00 am – 8.00 p.m for free. Please book it in advance at the reception. (The time is limited per reservation for 1 ½ hour.)

Seminar

Our hotel has a large range of conference facilities for 4 up to 100 people. We would be happy to show them to you and discuss various possibilities.

Sewing


You can get a small sewing kit at the reception. If you need help, let us know and we will give it to a needlewoman.

Shoe cleaning machine

You will find a shoe cleaning machine in the wardrobe of the ski room.

Shuttle service

If you need a lift to the railway station on your departure, please contact the reception

 +41 (0)81 423 30 30

Smoking

Since 1st March 2008, smoking is forbidden by law in public rooms and we kindly ask our guests not to smoke in our hotel. You can smoke on your balcony or in the garden.

Ski tickets

On request we can print you out your ski ticket. Please ask the reception

Swimming pool

Our inside pool is open SUN until THU from 7.00 am until 7.00 pm and FRI + SAT 7.00 am until 09.00 pm. The temperature of the water is 28 degrees. **Children under 10 years may visit our pool only attended by an adult!!!**

T

Table tennis & table football

Both of it you find in game room in Casa Flurina. Rackets and balls are available at the reception

Tap water

Our tap water is perfectly safe to drink.

Taxi

Gotschna Taxi, Klosters

☎ +41 (0)76 377 77 66

Telephone

Your room does not have a phone! For CHF 5.00 per day, you can hire a smartphone at the reception for the duration of your stay. We will charge a deposit of CHF 100.00 which will be charged to your room-bill.

Tennis

Indoor tennis Davos

☎ +41 (0)81 413 31 31

Indoor Tennishalle in Klosters

☎ +41 (0)81 410 21 31

Tip

There is a common tip receptacle at the reception. This will be divided up by the entire staff by the end of the season.

Toilet-articles

Did you forget some sanitary products? Contact our reception, we have a choice of the mostly used toiletries.

Towels

Extra Towels for the sauna are available at the reception free of charge.

TV

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

All TV programs are on the places 1 – 79.

To see the TV program and radio press on the remote control the button «GUIDE». With the arrow buttons you can navigate within the menu.

U

Umbrellas

Umbrellas can be borrowed at the reception.

W

Washing machine

It is possible to wash your laundry yourself. You will get the key at the reception.

Weather

You will find the latest forecasts on our pin board next to the reception.

FIRE



Nobody is thinking about an accident during his holiday, but it may still happen that there is a fire in a hotel.

At **Hotel Sport** the most-likely places where a fire might start are: restaurant, bar, kitchen, heating or fire-place, these are situated in our main building. There are no guests sleeping in this main building. In addition there are various fire-detectors. That is the reason why you may sleep quite safely.

Please think of your neighbours and your own risk and keep the following rules:

1. As per 1st March 2008 smoking in public area is forbidden by law. We kindly ask our guest not to smoke in the room.
2. If there is a fire in your room, try to stop it if possible and immediately inform our reception.

If the smoke increases and comes from another room, please be calm, inform the people next door, and leave the house immediately according to the plan on your room door. Walk through the hallways and the garage. There are fire-extinguishers in all the houses. They should be used only in emergencies. These fire extinguishers are regularly checked. In case of a larger fire, please follow the instructions of the fire-brigade and the hotel management.

Do not use the elevator!

