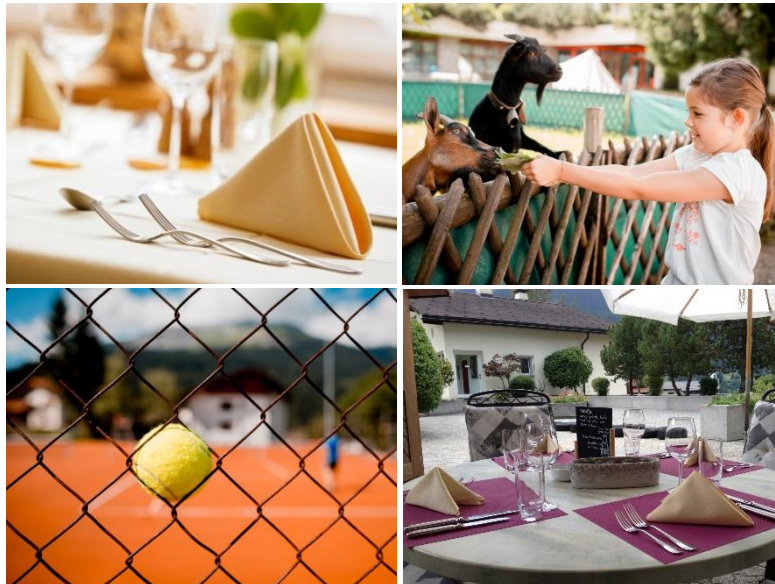


WELCOME IN OUR HOTEL SPORT!

GUEST INFORMATION



DO YOU HAVE WISHES OR QUESTIONS? ON THE FOLLOWING PAGES YOU FIND THE MOST IMPORTANT INFORMATIONS AND NUMBERS.

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 2 meters & adhere the specifications

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
- Wherever possible we avoid using informative paper. Please do not hesitate contacting our front office team if you have any questions

Relaxation and active recovery in our sport and leisure facility.

- Our sport and leisure facilities (sauna, billard, bowling alley, sport hall, fitness, crazy golf and tennis) are also regulated by the FOPH
- Hygiene and cleanliness is as well essential here, which is why our employees clean and disinfect all surfaces and touchpoints with high frequency



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

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 depart

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 baby phone App! The App is easy to connect with your mobile phone!

Baggage

If you leave after “check-out” time, your baggage can be deposited in the Hotel.

Please contact the reception.

☎ +41 (0)81 423 30 30

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

Banks

Crédit Suisse, Bahnhofstr. 13 (current only open in Davos) ☎ +41 (0)81 415 32 11
(card blocking ☎ +41 (0)800 800 488)

UBS AG, Promenade 48, 7270 Davos Platz (not in Klosters) ☎ +41 (0)81 415 11 11
(card blocking ☎ +41 (0)800 888 601)

Graubündner Kantonalbank, alte Bahnhofstr. ☎ +41 (0)81 410 26 26
(card blocking ☎ +41 (0)81 256 96 01)

Raiffeisen Bank ☎ +41 (0)81 300 20 20
(card blocking ☎ +41 (0)844 888 800)

Banquet

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

Bar

Our bar is from time to time open during the summer season (depending on weather). We serve daily drinks on our terrace, in the hotel lobby or in our Panorama restaurant.

Bath robe

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

Bath slippers

Bath slippers are available at the reception for an extra charge of CHF 4.00

Bed linen

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

Bike garage

Beside the main entrance of the hotel we have a lockable bike garage for all bikes. It's possible to carry out smaller repairs. In our car garage you have the possibility to wash your bike.

Billard

You will find our billard table at the bar. The queues you get at the reception.

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!

Bowling alley

Please make a reservation for the bowling alley at the reception.

Charge CHF 15.00 per hour.

Breakfast buffet

You can help yourself at our breakfast buffet from 7.30 - 10.00 a.m in the Panorama restaurant.

Brochure

Informational material and helpful links for the planning of your excursions you get at the reception.

C

Car rental

Central Garage Klosters Dorf

☎ +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 (27.06. - 11.10.)

☎ +41 (0)81 417 68 00

Madrisa Bergbahnen (20.06. - 18.10.)

☎ +41 (0)81 410 21 70

Rinerhorn (06.06. - 18.10.)

☎ +41 (0)81 417 00 30

Parsenn (27.06. - 11.10.)

☎ +41 (0)81 417 67 57

Jakobshorn (27.06. - 18.10.)

☎ +41 (0)81 417 61 50

Schatzalp (06.06. - 25.10.)

☎ +41 (0)81 415 51 51

Change of opening hours reserved!

Church service

Please ask at the reception for informations.

☎ +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

Dinner

Half board dinner in the Panorama restaurant 6.00 pm - 8:30pm*

*(During few weeks, the restaurant will be closed on Tuesday and Wednesday. On these days, you will enjoy your dinner at our partner Hotel Piz Buin)

Dentist

Dr. med. dent. A. Landolt

☎ +41 (0)81 422 40 50

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.

Drugstore

Dropa Ambauen AG, Klosters Platz

☎ +41 (0)81 422 11 83

E

Electricity

230 Volt alternating current / 50 Hz, adapters are available at the reception. We will book CHF 10.00 deposit on your invoice.

EMERGENCY

Reception/Night Porter*

☎ +41 (0)81 423 30 30

Ambulance / Medical emergency*

☎ 144

Police alarm*

☎ 117

Fire 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 on the inside of cupboard-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 7.00 am - 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

E-bikes rental

Our hotel has 5 E-bikes for rent. Please contact us at reception ☎ +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 5.00 (limited places)

☎ +41 (0)81 423 30 30

Golf

9 hole golf course Klosters
18 hole golf course Davos

☎ +41 (0)81 422 11 33

☎ +41 (0)81 416 56 34

Guest bill

By showing your room key, you may put all consumptions on your room bill. **Be so kind and sign the bill.**

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, Doggilochstrasse 18
Coiffeur Cinéma, Landstrasse 180

☎ +41 (0)79 233 06 95

☎ +41 (0)81 422 12 61

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

From Hotel Sport, small round trip (1 h)

1 - 2 persons ca. CHF 80.00

to 4 persons ca. CHF 100.00

Please ask at the reception

☎ +41 (0)81 423 30 30

Horse riding

Horse trekking Marugg

☎ +41 (0)81 422 14 63

Jörg Marugg will take you on his horses on safe trails through our magnificent landscape.

Hotelbus

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

☎ +41 (0)81 423 30 30

I

Internet

There is a free wireless LAN in the whole hotel. The access-code for the network is **hotelsport2018**.

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. / 2.00 - 4.00 p.m.

Lost properties

Lost properties are held at our reception

☎ +41 (0)81 423 30 30

M

Management

Jean-Claude Huber, Manager
Therese Leuenberger, Host

Map

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

Massage

In our hotel we not offer massages. You can arrange an appointment (Mon & Wed - Sat) in our partner hotel Piz Buin in Klosters Platz. ☎ +41 (0)81 423 33 33

Menu

The daily menu for dinner is posted in the lift.

Minibar

You get different drinks for your minibar at the reception. . Your minibar will not be refilled.

Mini golf/ crazy golf

Our hotel guests may use the crazy golf for free. Clubs and balls are available at reception.

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.

Mountain railway tickets

You get discounted tickets for the mountain railways Davos / Klosters at the reception. For CHF 15.00 you can order a daily ticket. A ascent and descent (per mountain) costs CHF 10.00. (childred 6- 17 years old get a discount of 50%)

N

Night concierge

Our reception is open until 8 p.m.

In case of an emergency between 8 p.m. and 7 a.m., ☎ +41 (0)81 423 30 30

Newspaper

In the lobby you find daily newspaper and magazines.

O

Optician

Maissen, Bahnhofstrasse 15

☎ +41 (0)81 410 22 33

P

Packed lunches

Until 8.00 pm you can order a packed lunch for the following day at the reception.

Parking

Outside parking space along the main road is free. Inside parking costs CHF 5.00 per night.

Payment method

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

Pharmacy

Helios, in Klosters Platz,
Vereina in Klosters Platz

☎ +41 (0)81 422 16 84

☎ +41 (0)81 422 43 33

Photocopies

Our reception will take care of your copies against a small charge

A4 CHF 0.20 per black and white copies

A4 CHF 0.50 per color copies

Physiotherapy

Physiofit Klosters Platz
(Appointment necessary).

☎ +41 (0)81 422 35 37

Post

Stamps and postcards are available at the reception. The letter box 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 Klosters-Platz is located at the "Bahnhofstrasse " across from the Coop.

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. For selecting a program, press the middle button in the arrow set.

Railway line / Guest card

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

Bus: Saas - Serneus - Klosters and Davos (without lateral valleys)

Train: Klosters-Davos-Filisur

Dogs ½ price in the second class

Railway station

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

☎ +41 (0)900 300 300

☎ +41 (0)81 288 37 16

Reception

Phone

☎ +41 (0)81 423 30 30

Daily open from 7 a.m. to 8 p.m. Please call during the night only in urgent cases.

Reservation

All reservations for sports, restaurants and excursions can be made at the reception.

☎ +41 (0)81 423 30 30

Restaurant

Between noon and 8.30 pm, we offer a small choice of meals at our Panorama Restaurant and on the terrace. Furthermore, you can enjoy our 4-course halfboard menu between 6 and 8.30 pm (Salad and soup from the buffet, main course and dessert)

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 second day. If you wish a daily cleaning or none, please contact reception, or hang the „please clean the room“ shield on the door knob outside of your room.

If you do not wish to be disturbed, please press the knob on the inside of your door and 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 11.00 am - 8.00 p.m for free. Please book it in advance at the reception.

Seminar

Our hotel has large range 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.

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.

Swimming pool

We are building a great new indoor pool for you, which will open in December 2020.

Meanwhile you have the possibility with your Premium Card to use the swimming pool “Strandbad” in Klosters or the Eau-la-la indoor swimming pool in Davos at discounted conditions.

T

Table tennis & table football

Our game room is in Casa Flurina 3. Rackets and balls are available at the reception.

Tap water

Our tap water is perfectly safe to drink.

Taxi

Gotschna Taxi, Klosters
Express Taxi, Davos Platz

☎ +41 (0)76 377 77 66

☎ +41 (0)81 410 11 11

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

Sand tennis courts of our hotel

Reservation at Reception

Indoor Tennis Klosters (chargeable)

☎ +41 (0)81 423 30 30

☎ +41 (0)81 410 21 31

Terrace

Weather permitting open every day.

Toilet-articles

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

Towels

Additional towels for the sauna are available for free at the reception

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.

TV

All rooms have a flat screen, which are connected to the cable TV. Press the button „guide“ on the remote control for the tv-program

U

Umbrellas

Umbrellas can be borrowed at the reception.

W

Washing machine

It is possible to wash your laundry yourself. There is a washing machine in house 2; you can get the key at the reception.

Weather

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

Weekly Guest Program

At our memo board at the reception you will find the actual guest program, as well as in the brochure Summer activities in Klosters/ Davos.

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. **Do not use the elevator.** 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.

