

The Hotel from A-Z

ALL INFORMATION FOR YOUR STAY AT THE VALBELLA RESORT

ALLERGIES AND INTOLERANCES

Please let us know in advance and we will organize everything for you.

ADAPTER AND CHARGING CABLE

If you have forgotten your adapter or charging cable, please speak with the reception.

DAY OF ARRIVAL AND DEPARTURE

You are welcome to use all our infrastructure on your arrival and departure day.

DOCTOR AND PHARMACY

*Doctor: Praxis Bergamin, Valbella
Phone: 081 384 20 22*

*Pharmacy: Pill-Apotheke, Lenzerheide
Phone. 081 384 12 44*

In emergency, please contact the reception immediately by dial "999"

EXCURSIONS

Please ask our friendly front office team for any advices and recommendations.

ATM

In Valbella right on the village square is a 24-hour ATM.

PAYMENT

We are accepting Cash, prepayment, Maestro, Postcard, Visa, Mastercard, American Express Reka Card as well as Reka Cheque. We recommend you to settle your bill in the evening bevor departure.

STAMPS AND POSTCARD

Available at the front desk.

BOOKING REQUESTS

We will gladly take your request for your next stay already. Please speak with our front office staff

CHECK IN

Summer: From 3pm // Winter: From 4pm

CHECK OUT

Until 11am

DVD - RENTAL

A selection of DVD is available free of charge at the reception. Partly, the DVD player is integrated into the TV, if not, you can get a portable DVD player at the reception.

FEEDBACK

In order to continuously improve our quality, we are look forward to your suggestions

TV & RADIO

Press the GUIDE button on your remote control to display the overview of all TV channels. Select the „600“ on your remote control to listen to the radio. In rooms with a Vita Audio system, you can also listen via this radio.

FITNESS

Located in the Tgiasa Principala in the basement and is available from a Age of 12 years accessible. Among other things, equipped with cardio equipment, exercise bike, multi-purpose bench, dumbbells, punching bag, TRX bands and Gymnastics accessories. Key card available at the reception.

GARAGE AND PARKING SPACES

You can park your car in our underground garages for the price of 20 CHF per night in winter and 10 CHF per night in summer set. The outdoor parking spaces are available to our guests free of charge available. There are 15 e-charging stations (NovaVolt, Type 2) available throughout the resort.

THE GARDEN

Tennis court, mini golf course, children's playground, table tennis, sunbathing lawn, Lounge area and bio swimming pond are at your disposal. Court reservations for tennis, contact in advance the Reception. Sports accessories can be found in the garden shed.

MONEY CHANGE

Note that currency exchange is possible only in banks.

LUGGAGE

We will gladly take care of your luggage on the day of arrival and departure. Furthermore, in the Tgiasa Principala and in the Tgiasa Fastatsch you will find a locked room for storage is available.

BOARD GAMES

You have the possibility to choose from different board games to choose. You will find these at Kids Inn

GOLF

For our house guests we grant 12 golf courses in Graubünden 20% Green fees. You can get the vouchers at the reception

DOGS

Dogs are welcome with us. We charge a one-time final cleaning fee of CHF 50. - per dog on the day of departure. We ask you to keep the animals on a leash.

SANITARY PRODUCTS

Toothbrush and shaving kits are available at the reception desk.

INTERNET

Throughout the resort you have free access to our WiFi network „Guest-Valbella-Resort“.

KIDSINN

At KidsInn, children from the age of 2 are cared for by our caregivers taken into loving care. Opening hours you can find out at the Reception or on the website. For older children is available in the „Tgiasa Fastatsch“ a pool table and table football available.

PILLOW AND BLANKET

On request for selection: spelt pillow, virgin sheep wool pillow, Horse-hair flat pillows and bolsters and extra comforters. A call to the reception desk is all it takes.

CONSUMMATION

Have your consumptions conveniently written on your hotel bill

CORRESPONDENCE

You can drop off your outgoing mail directly at the reception desk. We will be happy to bring your incoming mail to your room.

LATE CHECK - OUT

Subject to availability, you can add late check-out to your package. An extension until 15.00 costs 50 CHF. If you would like to use your room even longer, this is possible for 100 CHF possible.

LUNCH BOX

We will be happy to prepare a packed lunch for you on advance order. (fee required).

DRINKS

The non-alcoholic drinks from the minibar and the service station on the floors are free of charge.

SEWING SERVICE

You can find a sewing kit in your closet. With pleasure we are assist with minor work from 09. 00 - 17. 00.

SMOKING

Our resort offers you the possibility of smoking your cigarette or cigar to enjoy in the smoker lounge in the „Tgiasa Principala“.

RESTAURANT

Breakfast: 07.00 – 10:30

Lunch: 12:00 – 14:00

Dinner: 18:00 – 21:00

Also in the afternoon you can choose from a small menu with choose hot and cold dishes. When the weather is nice our Sun terrace open for you. For a sociable get-together is our fireplace bar from 16. 00 clock open.

RECEPTION

The reception is staffed 24 hours a day. At the main entrance in the „Tgiasa Principala“ is located on the right side the night bell. The entrances in the „Tgiasa da Lenn“ and in the „Tgiasa Fastatsch“ you can open at night only with your room key.

PHONE

External calls: First dial „0“, then the desired Call number (chargeable). Calls to another room: Dial the room number. For calls to a room at Tgiasa Principala and Tgiasa da Lenn select a „2“ in front of the room number. Calls from external to the room: ask at the reception desk Your direct extension to your room.

SAFE

There is a safe in your room where you can safely lock your valuables.

SWIMMING POOL

The water temperature in the indoor pool (15 m x 6 m x 1.35 m) in the „Tgiasa Principala“ is about 28°C and in the whirlpool and children's pool about 34°C. The children's corner is equipped with a rain shower, light game, slide and water fountains equipped. Opening hours: 07.00 - 20.00

SKI - AND SNOWBOARD ROOM

In the locked ski rooms you can store your ski equipment imply.

SKI AND SPORT SHOP

In the „Tgiasa Fastatsch“ during the winter season there is the Alexander ski and sports store. On advance booking you can also Rent skates, sleds and snowshoes (partly chargeable).

SKI TICKETS

Book your ski ticket best in advance online on the webshop of the mountain railroads Lenzerheide.

SPORT BUS

Below the Posthotel is the stop for the free sports bus, which goes around the Heidsee both in winter and summer. You can get the timetable at the reception.

WATER

Through the „Grander“ water revitalization plant, the water of the entire hotel returned its very own energy. Finer Taste and softer consistency are the result. Due to reduced chlorine additions in the swimming pool and wellness area there is less odor and the water is more pleasant for the skin.

LAUNDRY SERVICE

There is a laundry bag in the closet. The prices for the Washing and ironing service see the list.

WAKE UP CALL

For a wake-up service by phone, please contact the reception.

WELLNESS

For our house guests the entrance to our wellness tower „Tor da Lenn“ over 5 floors with different saunas, steam bath, heated stone loungers, relaxation room, ice and salt peeling as well as open Roof terrace (from 16 years), free of charge. For massage and cosmetic treatments contact the Wellness reception under the direct dial „880“.

WINTER ACTIVITIES

Ski lift, ski school, ski kindergarten, practice lift as well as cross-country skiing trails are located right next to the resort.

NEWSPAPER

Your favorite newspaper travels with you: In our online newspaper kiosk, you can download various newspapers during your stay retrieve.

ROOM SERVICE

Would you like to have lunch or dinner in your room we ask you to take this in good time in the restaurant order for breakfast in the room you will find an order card in your Info folder. For room service we charge a surcharge of 10 CHF. Longer waiting times must be expected during mealtimes for which we ask for your understanding. 07. 00 - 21. 30