



Directory A-Z

*We wish you a wonderful and relaxing stay with us.
Here you will find all information about your stay with us. Please do not hesitate to contact our team if you have any further questions or concerns.*

Phone number reception 91

Our services

- Adapter** Available at the reception for a deposit of CHF 20.00
- Airport** Zurich Airport (ZRH) can be reached in about 2 hours by car or 3 hours by train (www.sbb.ch). More information under www.flughafen-zuerich.ch
- Babysitter** We can arrange a babysitter for you. Please contact the reception
- Baby beds** Cots and fall out protection for the beds are available on request
- Bank** In Klosters there are several banks including ATMs
- Bar** At our piano bar on the 1st floor you can enjoy live music every day in winter. In summer we serve you at our Stübli Bar on the ground floor. The opening hours change seasonally, thank you for your understanding
- Bathrobes** Please order at the reception
- Bed Linen** We change your linen daily on request. Do you need an extra blanket for your bed? Please contact the reception
- Beauty** Our wellness oasis on the 4th floor offers a variety of cosmetic and massage treatments. You will find our offer and price lists in your room or at the reception. Appointments can be made directly under 790 or via our reception 91
- Bicycles** Mountain-/ Free-Ride- and E-Bikes (including equipment) can be rented at Bardill Sports Equipment telephone (0) 081 422 10 40 (www.bardill.ch)
- Bill** You can settle a bill for all consumption at your departure. We kindly ask you to fill in your room number, name and signature on the bill
- Billiards** A billiards table is available in our lounge all day. Balls can be received either at the piano bar or at the reception
- Board games** Are available at the reception for a deposit



- Bowling** *We have 2 bowling alleys in the house, which you can reserve at our reception. The costs are CHF 20.00 per lane and hour. Children under 16 years of age may only use the bowling alley when accompanied by an adult*
- Breakfast** *We serve a rich breakfast in the panorama restaurant on the first floor (in summer from 0700 - 1000 o'clock and in winter from 730 - 1000 o'clock). In case of early departure, please contact us the evening before so that we can provide you with a packed lunch. If you prefer to have your breakfast in your room, please order your desired breakfast via room service*
- Bus & Train** *The nearest bus stop is located directly opposite the main entrance of the Hotel Piz Buin. The train station is 5 minutes walk away. You can find the timetable at the reception or online at www.sbb.ch. With the Davos guest card you have free public transportation in Klosters and Davos*
- Check-In** *Your room will be at your disposal from 1500 on the day of arrival. Early check-in is subject to availability and is subject to a surcharge*
- Check-Out** *We ask you to vacate your room by 1100 a.m. on the day of departure. If you would like to keep your room longer, please contact the reception early (subject to availability, at extra charge)*
- Celebrations** *We are happy to organize family celebrations and events of all kinds. Please ask for our special offers and banquet proposals*
- Children** *For our little guests from 3 years on you will find a playroom on the 2nd floor. We are grateful if the room is cleaned up after playing. In addition, there is a children's club (Snowli) Club in the house, which is subject to a fee*
- Church** *Protestant mass Sunday 1000am
Catholic mass Sunday 1000am*
- Credit Cards** *We accept American Express, MasterCard, Visa & Diners Club.*
- Doctor** *If you need a doctor, please call the reception telephone number 91 or directly the police (0) 117 or ambulance (0) 144*
- Do not disturb** *If you do not wish to be disturbed in your room, please hang the appropriate card on the outside of your room door. In this case, your room will only be cleaned after you inform us accordingly*
- Electric voltage** *220-240 volts. Adapters are available for a deposit of CHF 20.00 at the reception*
- Emergency** *Call the Reception 91, or the police directly (0) 117, Fire Fighters (0) 118 Ambulance (0) 144*



- Excursions** *There are a lot of seasonal attractions and opportunities in Klosters Davos. Please see www.davos.ch or ask at the reception. Also the tourist office in Klosters is on your service (Alte Bahnhofstrasse, 6, 7250 Klosters)*
- Feedback** *We are pleased about your evaluation! We are very grateful for comments and constructive criticism in order to constantly improve our services. We are also pleased about positive entries at booking.com, Tripadvisor.com, Holidaycheck.com and other rating portals. You will find a tablet for electronic entry at our reception.*
- Fire alarm** *Please study the escape way at your door. Our hotel is equipped with a modern fire alarm system. The emergency telephone number of the fire department is 0-118. The meeting point in case of fire is located in Silvretta Park directly opposite the hotel. In winter, the meeting point is in the hall of Hotel Piz Buin*
- Firewood** *For our suites you can order firewood at the reception for a fee. We charge you CHF 25.00 per bundle*
- First Aid** *The reception is equipped with a first aid kit. In case of an emergency, please call 91 (reception) or directly the ambulance (0) 144*
- Fitness** *You will find our fitness chalet on the 4th floor in the area of our swimming area. With the room card you have free access from 0700 to 2100 o'clock. Please use the extra towels you find in your room (blue / brown) and take them back to your room after use*
- Flowers** *Your order will be taken at the reception. There is a flower shop nearby*
- Forgot something** *The following articles are kept at the reception free of charge disposable razor / shaving cream, toothbrush / toothpaste, sewing kit, hygiene for women and shower cap*
- Golf** *We are a certified golf hotel and offer our guests free* green fees for the golf course Klosters (9 holes) as well as reduced green fees for other golf courses nearby (Davos, Alvaneu) (*free greenfees only for our direct booking guests)*
- Guest Card** *You will receive the Davos Klosters Premium Card on arrival at the reception. With it you travel free of charge with public transport in Klosters and Davos (without side valleys) and receive discounts on the mountain railways (only in summer) and various service providers. More information at www.davos.ch*
- Gift Voucher** *Would you like to give the "Silvretta" experience to someone? Gift vouchers are available at our reception desk*
- Horse-drawn** *Our reception team will gladly reserve carriage rides for you. Prices and*



Carriages	<i>further information at reception</i>
Information	<i>In the lobby as well as on the 1st floor you will find information about our house and about the various experiences in and around Klosters. At www.klosters.ch you will also find all information and the guest program ("Gästeprogramm") online</i>
Internet	<i>Free wireless LAN is available throughout the hotel. Network Silvretta Parkhotel</i>
Ironing	<i>If you return the ironed laundry before 900 a.m. you will get it back the same day. The price is CHF 50.00 per hour. On request, we can also bring an ironing board with iron to your room</i>
Keycard	<i>Your keycard allows you to access your room, the pool area and the ski and bicycle storage room. The card must be handed in at departure. If you lose your card there will be a charge of CHF 10, - per card</i>
Laundry	<i>Your laundry can be washed by us. Please leave the completed form and the laundry bag on the bed or give these to the front office. Duration will be about 2 days, on request we offer also an express service (within 24 hours when given before 0900am with a 50% surcharge on the final price). For smaller sewing jobs (emergencies) our sewing service is at your disposal daily from 08:00-17:00 (CHF 50.00 / h)</i>
Letters / Stamps	<i>Stamps are available at our reception. Your letters will be posted daily</i>
Lost Property	<i>We keep lost property for 6 months. Please contact the reception</i>
Luggage	<i>We are happy to help you with your luggage on arrival/departure. Please call the reception desk. If you arrive early or leave late, you can leave your luggage at the reception</i>
Lunch Box	<i>Order your packed lunch at the reception by 18.00 the evening before at the latest at the price of CHF 15.00 per person</i>
Map	<i>Maps of Klosters and Davos are available for free at the reception</i>
Main entrance	<i>Our hotel entrance door is open until 23.00 hrs. After 23.00 o'clock you open the main door with your room card (you will find the corresponding card reader on the left in front of the entrance)</i>
Massage	<i>Our wellness oasis on the 4th floor offers a variety of cosmetic and massage treatments. You will find our offer and price lists in your room or at the reception. Appointments can be made directly under 790 or via our reception 91</i>
Minibar	<i>A mini bar with drinks is available in the room for a fee. Please indicate the drinks you have consumed when checking out</i>



- Meetings** We offer conference rooms with daylight and modern equipment for 10 to 160 participants. We would be pleased to submit you an individual offer
- Money Exchange** We are happy to exchange EUR, USD and GBP into Swiss Francs at our reception. Alternatively you can change money in banks or at the post office in Klosters
- Newspapers** Do you want to order your daily newspaper or magazine with us? Our reception will be glad to help you
- Parking**
- | | | |
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| Summer | outdoor spaces
garage | for free (upon availability)
CHF 10.- per day |
| Winter | outdoor spaces
garage | CHF 10.- per day,
CHF 18.- per day |
- Payment** We accept cash and credit cards (Visa, American Express, Mastercard, Diners Club, WIR) and payment with EC / Maestro Card
- Pharmacy** In Klosters there are 2 pharmacies and 1 drugstore, which are usually open from Mon – Sat
Helios Pharmacy, Alte Bahnhofstrasse 11
Vereina Pharmacy, Country Road 177
Dropa drugstore, Alte Bahnhofstrasse
- Phone** Each phone has a direct number which is located on or next to your phone. From room to room you simply dial the corresponding room number. For external calls, first dial the 0
- Phone numbers** You find an overview of the most important telephone numbers and international dialing codes in this folder
- Photocopies** Can be made at our reception (service charge)
- Pillows** In addition to our standard pillows, we have a choice of different pillows (e.g. neck pillows, wedge pillows, anti-allergy pillows). Please let us know your wishes in time
- Pool Area** With room card free access daily from 0700 to 2100 (indoor pool, whirlpool, fitness and relaxation room). On Wednesdays the bathing area is closed until 1100a.m. for basic cleaning. Please use the special bath towels you will find in your room. Parents are liable for their children.
- Post Office** We are happy to post your mail on a daily basis. Stamps are available at the reception too.
- Reception** Open 24 hours a day. Please dial 91 on your phone.



- Restaurants** *We serve you as follows*
- Panorama** (1. Floor)
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|-----------|--------|-----------------|
| Breakfast | Summer | 0700 to 1000am |
| | Winter | 0730 to 1000am |
| Dinner | Summer | 0600 to 0900 pm |
| | Winter | 0630 to 0630 pm |
- Stübli** (Groundfloor)
- | | | |
|--|--------|------------------|
| | Summer | 1000am to 1100pm |
| | Winter | 0900am to 1100pm |
- For a table reservation please contact the reception or call the Stübli directly under 780*
- Room Service** *We will be happy to serve you a selected selection of food and beverages in your room from 08:00 to 21:00, see separate "Room Service Card. Order at Tel Stübli: 780, the additional service charge is CHF 10.00 per order*
- Safe** *In all rooms there is a safe with combination lock. You can also deposit your valuables in the hotel safe at the reception. We are not liable for the loss of valuables in the rooms and in the hotel*
- Sauna** *In our sauna area you can choose between Finnish (classic) sauna or textile sauna. The opening hours are daily from 07:30 h to 20:30 h, except Wednesdays from 11:00 am*
- Sewing service** *Our sewing service is available daily from 0800 am -1700pm (CHF 50.- / h)*
- Shopping** *Klosters has a small, fine selection of shops. Supermarket, sports, food, optics, pharmacy etc. are usually open from Mon - Sat. Information and exact opening hours are available at the reception*
- Shoe Cleansing** *Gerne stellen wir Ihnen Schuhputzutensilien zur Verfügung oder reinigen Ihre Schuhe für Sie*
- Ski School** *The ski school offers you a wide range of snow sports activities: Group and private courses for children and adults, guiding, freeride, off-piste, alpine skiing, snowboard, snowshoe- Trekking. Contact: Swiss Ski- & Snowboard School Klosters, Bahnhofstr. 4, 7250 Klosters, Tel. +41 (0)81 410 28 28, www.sssk.ch / info@sssk.ch*
- Ski Area** *Gotschnabahn approx. 10 min. on foot (all classes), Gondelbahn Madrisa approx. 10 min. by car (all classes, very family-friendly) Gondola Selfranga approx. 15 minutes on foot (suitable for families), T-bar lift Snowgarden: approx. 5 minutes on foot (only infant beginners) Our reception will be happy to provide you with further information.*



- Ski Pass** *Ski passes can be ordered in advance at the reception. Please report to reception by 19:00 pm so that we can prepare your ski passes for the next day. A deposit of CHF 20 is charged per ski pass. In case of heavy rush, we reserve the right to refer you directly to the ticket office of the Gotschna- / Madrisabahn*
- Sports Shop** *Summer and winter sports equipment (bikes, skis, snowboard etc.) can be rented from our partner Bardill Sport. Phone (0) 081 422 10 40 / www.bardill-sport.ch*
- Tab Water** *Our water from the tap has the best drinking water quality and tastes delicious. You will find a glass bottle in your room, which you are welcome to fill as needed. You can also purchase the bottle if you wish.*
- Taxi** *Gotschna taxi: 081 420 20 20 / www.gotschnataxi.ch
We will be happy to organise your desired journey for you.*
- Towels** *Daily washing of towels pollutes our environment - we would like to make our contribution to the conservation of resources and would be pleased if you support us. Of course we will gladly change the towels if you put them on the floor in the bathroom.*
- Toiletries** *In your bathroom you will find high-quality hygiene products for daily use. For environmental reasons, we do not use disposable items and offer shower gel, body lotion and shampoo as well as soap in large dispensers. Thank you for leaving them in the bathroom. If you would like to buy these products, please contact reception. Forgotten something? In case of emergency, you will receive disposable razors/shaving foam, toothbrushes/ toothpaste, sewing kit, and shower cap at the reception.*
- Tourist Office** *Destination Davos Klosters, Information & Gästeberatung Klosters, Alte Bahnhofstrasse 6, 7250 Klosters, Tel. +41 81 410 20 20, info@klosters.ch / www.klosters.ch*
- Train station** *The train station of Klosters Platz can be reached in a 5-10 minutes walk. By arrival / departing we offer shuttle services*
- Transfers** *We offer a free transfer to the train station Klosters Platz on arrival and departure. Please inform us as early as possible about the desired transfer times.*
- TV** *The TV-programs can be found in this folder.*
- Umbrella** *Umbrellas can be rented at the reception*
- Wake-up call** *We will be happy to wake you up at your desired time. Please contact our reception desk.*



19.06.2020/*Subject to change*