

FAQ

INFORMATION ABOUT THE VALBELLA RESORT

ALLERGIES & INTOLERANCES

We are happy to receive the information in advance so that we can organise everything for you.

ADAPTER & CHARGING CABLE

If you have forgotten your adapter or charging cable, please contact reception.

ARRIVAL AND DEPARTURE DAY

You are welcome to use the entire infrastructure of the resort on both days.

DOCTOR & PHARMACY

*Doctor: Dr. med. Arno Bergamin, Valbella
Tel. 081 384 20 22*

*Pharmacy: Pill pharmacy, Lenzerheide
Tel. 081 384 12 44*

In urgent cases, please call reception „999“ immediately.

EXCURSIONS

There is a 24-hour ATM in Valbella directly on the village square.

CASH DISPENSER

In Valbella direkt am Dorfplatz befindet sich ein 24-h-Bankomat.

MOUNTAIN LIFT TICKETS

*During the summer season you can get the mountain railway ticket of the holiday region Arosa-Lenzerheide for a small fee.
The tickets are available at reception for a deposit.*

PAYMENT

We prefer cash payment or bank transfer, as well as Maestro we also accept Visa, Mastercard and American Express. We recommend that you settle your bill the evening before departure (by 10.30 pm).

STAMPS & POSTCARDS

You can get them at the reception.

BOOKING REQUEST

We are happy to accept your request for your next stay already now.

CHECK-IN

From 3.00 p.m. in summer // From 4.00 p.m. in winter

CHECK-OUT

Until 11.00 a.m.

DVD RENTAL

A selection of DVDs is available free of charge at reception. In some cases the DVD player is integrated in the TV, if not, you can get a portable DVD player at the reception.

FEEDBACK

In order to constantly improve our quality, we look forward to your suggestions.

TELEVISION & RADIO

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

FITNESS ROOM

Located in the Tgiasa Principala in the basement and accessible from the age of 12. Equipped with cardio equipment, exercise bike, multi-purpose bench, dumbbells, punching bag, TRX bands and gym equipment. Key card available at reception.

GARAGE & PARKING

You can park your car in our underground garages in winter at a price of 15 CHF per night (free of charge in summer, subject to availability). The outdoor parking spaces are available to our guests free of charge.

GARDEN FACILITIES

Two sand tennis courts, bocchia and mini golf, garden chess, children's playground, table tennis, sunbathing lawn and garden seating areas are at your disposal. For sports equipment, please contact the reception.

CURRENCY EXCHANGE

Please note that currency exchange is only possible in banks.

LUGGAGE

We will be happy to take care of your luggage on the day of arrival and departure. In addition, a locked room is available for your storage at Tgiasa Principala and Tgiasa Fastatsch.

PARLOUR GAMES

You have the possibility to choose from various parlour games. Information is available at the reception.

GOLF

The Lenzerheide Golf Course and the Davos Golf Course offer reduced green fees for our guests. The vouchers are available at the reception.

DOGS

Dogs are welcome. We charge a one-off final cleaning fee of CHF 50 per dog on the day of departure. We kindly ask you to keep your dog on a leash.

HYGIENE ARTICLES

Toothbrush and shaving kits are available at the reception.

INTERNET

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

KIDS-INN

In the KidsInn, children from the age of 2 are looked after by our childminders. Opening hours can be found at reception or in the online resort guide. For older children, a pool table and table football are available in the „Tgiasa Fastatsch“.

PILLOWS & BLANKETS

Choice of pillows on request: Spelt pillows, pure new wool pillows, horsehair pillows and bolsters, as well as additional duvets, blankets. A call to reception is all it takes.

CONSUMPTIONS

Have your consumptions conveniently written on your hotel bill.

CORRESPONDENCE

You can hand in your outgoing mail directly at reception. We will be happy to deliver your incoming mail to your room. The reception desk is at your disposal for copies and faxes.

LATE CHECK-OUT

Subject to availability, you can add late check-out to your package. An extension until 3 p.m. costs CHF 50. If you would like to use your room for longer, this is possible for CHF 100.

TAKE AWAY LUNCH

We will be happy to prepare a packed lunch for you on request (subject to a charge).

MINIBAR

The non-alcoholic drinks from the minibar are free of charge.

SEWING SERVICE

You will find a sewing kit in your wardrobe. We are happy to help you with small jobs from 09:00 - 17:00.

SMOKING

Our smoke-free resort offers you the possibility to smoke your cigarette or cigar in the smoker lounge in the „Tgiasa Principala“.

RESTAURANT

Breakfast: 07:00 - 10:30

Lunch: 12:00 - 14:00

Dinner: 18:00 - 21:30

In the afternoon you can also choose from a small menu with hot and cold dishes. When the weather is nice, our sun terrace is open for you. For a sociable get-together, our fireplace bar is open from 17:00.

RECEPTION

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

TELEPHONE

External calls: First dial „0“, then the number you wish to call (chargeable).

Calls to another room: Dial the room number.

For calls to a room in the Tgiasa Principala and Tgiasa da Lenn, dial „2“ before the room number.

Calls from outside to your room: Ask at the reception for 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 swimming pool (15 m x 6 m x 1.35 m) at the „Tgiasa Principala“ is approx. 28°C and in the whirlpool and children’s pool approx. 34°C.

The children’s corner is equipped with a rain shower, light show, slide and water fountains.

Opening hours: 07:00 - 20:00

SKI AND SNOWBOARD ROOM

You can store your ski equipment in the locked ski rooms.

SKI- UND SPORTSHOP

In the „Tgiasa Fastatsch“ you will find the Alexander ski and sports shop during the winter season. You can also hire skates, sledges and snowshoes by prior arrangement (some for a fee)..

SKI TICKETS

With us you get the ski tickets 20% discounted, the amount will be booked directly on your hotel bill.

SPORTS BUS

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

EVENTS

Are you planning a seminar, a group trip or a festive event? You can get more information at the reception.

WATER

Through the „Grander“ water revitalisation system, the water of the entire hotel is given back its very own energy. Finer taste and softer consistency are the result. Reduced chlorine additions in the swimming pool and wellness area result in less odour and the water is more pleasant for the skin..

LAUNDRY SERVICE

There is a laundry bag in the wardrobe. The prices for the laundry and ironing service can be found in the list.

WAKE-UP SERVICE

For a wake-up service by telephone, please contact 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), is free of charge.

Opening hours: 10:00 - 19:00

For massage and beauty treatments, contact the wellness reception on direct dial „880“.

WINTER ACTIVITIES

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

NEWSPAPERS

Your favourite newspaper travels with you: In our online newspaper kiosk you can call up various newspapers during your stay.

ROOM SERVICE

If you would like to have lunch or dinner in your room in your room, we kindly ask you to order it in good time in the in advance. For breakfast in your room, you will find an order card in your information folder. We charge a surcharge of CHF 10 for room service. Longer waiting times must be expected during meal times for which we ask for your understanding.

Meals: 07:00 - 21:30

Drinks: 24 hours

WE WISH YOU A PLEASANT TIME.

*ALL IMPORTANT INFORMATION
ABOUT YOUR HOLIDAYS IN THE VALBELLA RESORT
YOU CAN ALSO FIND IN
OUR DIGITAL INFORMATION FOLDER:*

*ONLINE
RESORTGUIDE*

hotelinfo.valbellaresort.ch



#WECARE

PLEASE NOTE OUR HEALTH PROTECTION CONCEPT.