



Welcome

to your **#grandtimeout** at the Walliserhof Grand-Hotel & Spa

Here you'll find all the information you need to make the most of your visit to our hotel and the surrounding region. From the luxurious amenities of our spa to the culinary delights of our restaurants, we endeavour to provide you with a stay that exceeds all your expectations.

We want you to feel at home while discovering the magic and beauty of our surroundings. Our dedicated team is always at your disposal to ensure that your stay is unforgettable.

We sincerely thank you for your trust in the Walliserhof Grand-Hotel & Spa and look forward to creating unforgettable memories for you.

Your Walliserhof Grand-Hotel & Spa Team

Klaus Habegger
Host

INFORMATION A - Z

ADAPTER

Adapters are available at the reception desk. We charge a deposit fee of CHF 20, which will be credited to your account when you return the adapter.

BATHROOM STOOL

We will be happy to provide you with a bathroom stool on request. Our governess will be happy to take your request on the number 940.

CASH MACHINE/ATM

In Obere Dorfstrasse you will find ATMs of various banks for cash withdrawals.

CIGAR LOUNGE

In our Cigar Lounge we offer a wide selection of cigars. Enjoy the atmosphere and let one of our bar staff advise you.

CREDIT CARDS

We accept Visa, Eurocard/Mastercard, American Express, Maestro, WIR Card, Ali Pay, TWINT and Postcard.

CROSSFIT BOX

Sport and health shape our life and lifestyle. Together we have a huge wealth of experience in a wide variety of sports: artistic gymnastics, alpine skiing, handball, basketball, volleyball, football, Olympic weightlifting and CrossFit. With all this experience and our know-how, we offer Saas-Fee a long-awaited training centre for everyone. In addition to group classes, you can also train individually in the 24h/7 Open Gym. In personal training sessions we will work towards personal wishes and goals. Our reception team will be happy to provide you with information about the group classes.

DEPARTURE

Your room will be at your disposal until 11.30 am. on the day of departure to guarantee all guests can check in check-in by 3 pm at the latest.

We are happy to offer you the option of leaving later, subject to availability:

Departure extension until 1 pm CHF 25.00
Departure extension until 2 pm CHF 50.00
Departure extension until 3 pm CHF 100.00

If you leave after 3 pm we will charge the full room price. For a late departure please contact the reception team at 901.

DIETS & ALLERGIES

In case of food restrictions, our kitchen will gladly prepare delicious, individual dishes to cater for your requirements. Please inform the reception or restaurant team at 901.

DOCTOR

Please contact the reception team, we will be happy to help you or in case of an emergency you can call directly. The emergency number (0) 144, please always inform the reception of any emergencies.

DOGS

Well-behaved dogs are very welcome at the Walliserhof Grand-Hotel & Spa. For visits to the Caesar Ritz gourmet restaurant, we kindly ask you to leave your dog in the room or to arrange for a care service, as dogs unfortunately must stay outside in these areas. Dogs must be indicated with all table reservations. For dogs we charge CHF 30.00 per day, without food.

ELECTRONIC PROGRAM GUIDE

For TV and radio programmes, please refer to the electronic programme guide (EPG) in your TV set.

EMERGENCY STAIRS

There are emergency stairs on all floors. Please observe the relevant safety regulations at the front door of your hotel room.

FIRE

Our hotel has a modern fire alarm system. In case of fire please use the emergency exits according to the plan, which you will find on the inside of the entrance door of your room.

The meeting point is in front of the town hall. Please avoid using the lifts in case of a fire alarm. There are emergency stairs on all floors. Please observe the relevant safety regulations at the entrance door of your hotel room. No objects such as shoes or prams may be left in the hotel corridor as this is an escape route.

What to do...

...if there's a fire, alert reception.

- Keep calm.
- Follow the instructions of the employees.
- Do not use the elevator.

- Leave the hotel through the emergency exits.

. . .if there is smoke in the corridor: Close the room door.
Alert reception.
Go to the window or to the balcony
Make yourself noticed.

...if there is smoke in the room: leave the room.
Close the door.
Alert reception.

FITNESS

Opening hours: daily from 6.00 am until 12 pm
CrossFit Box: open 24h daily

For safety reasons, training on the fitness equipment in the fitness room is only permitted from the age of 16. The fitness room is not supervised - parents are liable for their children. Access to the fitness room is granted with your room card. You are only allowed to enter the fitness room if you are dressed appropriately and wear indoor gym shoes. A wide range of fitness equipment is available in the fitness area. Besides the equipment, water & towels are available.

HYGIENE PRODUCTS

If you have forgotten your toothbrush or need further hygiene articles, various articles are available at the reception desk.

INTERNET

We offer you free WLAN throughout the house. You will find all information about internet access in your key card case. The password is: #GRANDTIMEOUT

IRONING AND LAUNDRY SERVICES

For the laundry and ironing service you are welcome to contact the housekeeping at 940. They will contact you immediately. Laundry handed in before 12 am will be returned to you the same day by 6.30 pm. Laundry that you hand in after 12.00 o'clock will be returned the next day. Please hand in the laundry separately for ironing.

LOST PROPERTY

Please hand in found objects at the reception desk. The hotel assumes no liability for items left behind or not found. For the subsequent sending of found objects, the postage costs incurred will be charged to you.

LUGGAGE SERVICE

We gladly offer you our luggage service. This service includes the transport of your luggage from the car park or bus terminal to your room and on departure from your room to the car park or bus terminal. The transport time is usually 30 minutes. To ensure that your luggage arrives on time, please inform our Reception Team in good time by calling 900.

MOBILE PHONES

We ask all guests in the restaurants and the spa to switch their mobile phones to silent or vibrating to ensure a quiet and relaxed atmosphere during the most beautiful time of the year. A selection of chargers is available for you at the reception desk. We charge a deposit fee of CHF 20, which will be credited to your account when you return the charger.

EMERGENCY NUMBERS

Doctor: 144
Fire department: 118
Rega: 1414 (mountain rescue)
Police: 117
General: 112

PILLOWS AND DUVETS

To support your well-being, we offer you a special selection of pillows and duvets in our "pillow menu", which you will find in the info box on the TV. Please contact our housekeeping team, they will be happy to take your wishes under 940.

PHARMACY

The closest pharmacy is located at Obere Dorfstrasse 25, and the reception team will be happy to provide you with information on how to get there and the opening hours. For legal reasons, we are unfortunately unable to dispense medication and therefore ask for your understanding.

POST

We will gladly accept your postcards at the reception desk. Here you can also get stamps. Parcels can be posted at the post office counter in the bus terminal.

RESTAURANTS

TABLE RESERVATIONS

We kindly ask you to be at the restaurant no later than 15 minutes after the reserved time to guarantee you and all other guests a first-class service. If you do not wish to make a reservation, we will of course place you at the next possible unreserved free table. For all table reservations we ask you to indicate your dogs.

DRESS CODE

We ask our guests to come to dinner dressed in accordance with the elegant ambience of the Caesar Ritz gourmet restaurant. We expect smart attire, such as business casual or smart elegant casual (long trousers for men).

DELIGHT-BOARD

Our Delight-Board is a first-class catering offer, you are welcome to add the pension to your arrangement. This is how it works:

- Our Delight-Board is offered in the Caesar Ritz restaurant
- Your choice: 4-course menu from the Caesar Ritz menu (à la carte and daily recommendation)
- On days when the Caesar Ritz restaurant is closed, we offer an alternative menu at the Del Ponte: This consists of an Italian tasting menu (not part of the à la carte menu) but can be combined with the à la carte menu at any time
- The Delight-Board can be booked for a stay of 2 nights or more
- If you do not wish to take advantage of the enjoyment pension on a particular day, you can cancel your booking at reception by 10.00 a.m. on that day. The amount for the enjoyment pension will be credited to your total bill.
- Drinks are not included in our Delight-Board and will be charged separately.

RESTAURANT CÄSAR RITZ

The Cäsar Ritz is the gourmet restaurant of the Walliserhof. The cuisine is traditional and authentic - always natural and fresh from regional produce. The exquisite wine list is among the best in the Saas Valley. The well-kept Cäsar Ritz has 135 seats and is ideal for a romantic dinner for two or a dignified dinner among friends.

Breakfast:	Monday - Friday	7 am until 10.30 am
	Saturday & Sunday	7 am until 11.00 am

Dinner:	Sunday & Monday	closed
	Tuesday – Saturday	6.30 pm until 9.30

RESTAURANT & BAR DEL PONTE

The cosy Del Ponte is the Mediterranean restaurant of the Walliserhof Grand-Hotel & Spa and has 65 seats in the restaurant and 25 seats in the lounge. The ingredients used are market fresh and natural. The Del Ponte convinces with its modern alpine design which, with a pinch of mountain romanticism, creates a cozy and uncomplicated atmosphere.

Opening hours:	Thursday - Monday	11.30 am until 10 pm
	Tuesday & Wednesday	closed

RESTAURANT STÜBLI (Only open in winter season)

Our rustic and cosy Valaisan parlour offers Swiss classics such as cheese fondue, fondue chinoise and raclette. Enjoy exquisite wines from the largest Swiss wine-growing region, the Valais.

Stübli

Opening hours:	Thursday - Monday	6 pm until 10 pm
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BAR & LOUNGE

The stylish, well-stocked Hotel Bar & Lounge with its inviting lounge area is the ideal après-ski meeting point in winter and the perfect place for a refreshing drink in summer. Start your evening with a cultivated aperitif or round off the day with an imaginative cocktail in front of the fireplace.

Opening hours: daily from 3 pm

ROOM SERVICE

You can find our room service offer in the corresponding TV menu or in the QR Code in the Minibar menu.

SAAS-FEE

All information can be found in the menu item on your TV set.

SAFE

We kindly ask you to keep cash and smaller valuables in the room safe. For larger valuables, the safe deposit boxes are available free of charge at the reception desk. We would like to point out that the hotel can only be held responsible to a limited extent and within the framework of general liability in the event of loss or theft. The hotel is not liable for valuables that have not been deposited.

SECURITY

You can feel safe with us. The Walliserhof Grand Hotel & Spa is equipped with an automatic fire alarm system. The automatic fire detectors trigger an alarm immediately. By pressing the red alarm button, the alarm can also be triggered manually (break the window, press the button). Missuses will be prosecuted.

SHOE POLISHING MACHINE

In the skiroom near the lobby there is one shoeshine machine.

SHOE POLISHING SERVICE

If you want to give your shoes a new shine, you are welcome to put them in your room and let us know under the number 901. We will return your «new» old ones to this place until 9 am the next morning. If you have any wishes or questions, you can contact us via 940.

SKIROOM

The ski room is located on the 1st basement floor behind the reception. To access your personal locker, you just need your room card. The hotel accepts no liability for any items placed in the locker. Please place ski boots in the heated ski locker and not on the hotel corridor.

SMOKING

We are a non-smoking hotel and would like to point out that smoking is only allowed outside the hotel or on the terrace. In addition, our Cigar Lounge is at your disposal for smoking. Smoking in the room is prohibited. If you do smoke, we will charge you CHF 300.00 for the costly cleaning and locking of the room. If the smoke detector is tampered with, an alarm will be triggered, which we will charge you for.

SPA AREA

Spatially subdivided bathing and recreation zones are available on 2100 m². The Alpine wellness concept is based on regional products and includes a range of additional offers such as massages, cosmetics, and other treatments, which are applied by expert staff.

OPENING HOURS

Swimming pool	daily from 7 am until 8 pm (for all up to 10 years: 9 to 11 am & 3 to 5 pm)
Sauna	daily from 3 until 8 pm (on request also earlier possible)
For treatments,	please inform yourself at the Spa reception or contact our hotel reception
Spa reception	daily from 9 am until 8 pm

OUR GRAND SPA OFFER

- Treatment rooms with heated wellness couches for single and pair treatments
- Swimmingpool, depth 135cm
- various rest areas, Sauna area with different saunas
- Steam bath
- Experience showers

You can find the entire Grand Spa offer in detailed form in our spa brochure. We will be happy to advise you and put together your individual spa program with you. If you have any questions or suggestions, please contact us at 960.

SPA CLOTHING

Bathrobe and bath slippers are available for you in your room. The lift will take you to the wellness center in a simple and uncomplicated way. You will receive your sauna towel at our spa reception. You will find shower equipment in our shower areas. Please do not take any valuables or mobile phones into the spa area.

SPA CLOTHING

Our sauna area is a textile-free area for hygienic reasons. Please use your sauna towel during sauna sessions so that no sweat gets onto the benches. Before and after your visit to the steam bath, please use the water hoses provided for cleaning the seats. You do not need a sauna towel in the steam bath cabin. Showering before bathing and after sweating is a matter of course for our guests.

REST AND RELAXATION

Our wellness area serves for recreation and relaxation. Out of consideration for other wellness guests, we ask you to refrain from mobile phones and loud conversations.

CHILDREN AND TEENAGERS UP TO 16 YEARS

Out of consideration for other wellness guests, we ask that your children behave appropriately in the adventure pool. Pooltime for all up to 10 years: 9 to 11 am & 2 to 5 pm. Admission to the sauna area is permitted for young people aged 16 and over. For safety reasons, training on the fitness equipment in the fitness room is only permitted from 16 years of age. The spa area and the fitness area are not supervised - parents are liable for their children.

NO SMOKING

The entire wellness and spa area and the spa terrace are smoke-free.

APPOINTMENTS

We recommend that you reserve your spa treatment a few days in advance to ensure that you can have your desired date. You can reach us directly at 960 or personally at our Spa reception. Our competent spa team will be happy to advise you individually according to your needs.

MEETING POINT

We will be happy to wait for you at our Spa reception 10 minutes before your appointment starts so that you can enjoy your pampering program in a relaxed and punctual manner. A shower before your massage and body treatments relaxes, cleanses the skin, and prepares you ideally for our treatments.

DELAY

In case of a delay, please inform our Spa reception. We ask for your understanding that your spa reservation may be shortened accordingly. You will still be charged the full price.

CANCELLATION POLICY

If you are unable to keep your appointment, please let us know up to 24 hours in advance. Otherwise you will be charged for the booked service.

PRODUCT SHIPPING

We will gladly send you your favorite product from our Grand Spa product range to your home. Please contact our spa team at 960.

SPORT & ACTIVITIES

For information on activities, please refer to the Virtual Concierge on your TV set.

SPORTSHOP/RENTAL/SERVICE

Rental and sale of the latest skis & snowboards, advice, service and repairs are promptly and competently handled by the SportArt team on the 1st floor of house 2. Opening hours in summer from Monday to Sunday 9 am to 6.30 pm. There you will also find rental equipment. The reception-team is at your disposal for further information under 901.

WINE CELLAR

A warm welcome to the "Valaisan Wine World"

Our wine list consists of about 250 carefully selected items with a focus on Switzerland and the surrounding countries. From the most important wineries to small family businesses, you will find something for every taste and have the opportunity to get to know new plants. Ask for advice from one of our wine connoisseurs, we will be happy to give you a recommendation.

TELEPHONE SYSTEM

Internal connections "from room to room: Select the room number

External connections: please note that for a chargeable trunk line you must dial "0" to make a call.

Foreign Talks:

Brasil	0055	Luxembourg	00352
Belgium	0032	Monaco	003393
Denmark	0045	Netherlands	0031
Germany	0049	Norway	0047
France	0033	Austria	0043
Greece	0030	Russia	007
Great Britain	0044	Schweden	0046
Ireland	00353	Spain	0034
Israel	00972	South Africa	0027
Italy	00390	USA and Canada	001
Liechtenstein	00423		

TV & RADIO PROGRAMMES

For the TV and radio programmes, please refer to the electronic programme guide (EPG) in your TV set.

WAKE-UP SERVICE

The reception will be pleased to receive your desired wake-up time under 901.

