



spitzhorn

Saanen-Gstaad

The “Spitzhorn“ Hotel welcomes you

Whether our hotel will act as your retreat or your playground, we hope you will enjoy your visit.

It is our mission to anticipate and accommodate our guests desires. We are delighted to offer you a large and diverse selection of services throughout your stay at our hotel.

For whatever you need, want, crave, desire, wish or ask for, we are pleased to assist you.

For your personal Safety & Security, please take a few moments to study the Safety & Security Information in this directory.
Enjoy your stay...

**Warm regards,
The Wichmans**

Safety & Security Information Emergency

In case of an emergency, please contact the Service Desk by dialling the reception button.

Safety & Security

- Place all valuables in the safe deposit box in your room. The management declines all responsibility for articles lost or stolen from room or public areas in the hotel.
- Close the door securely whenever you are in your room and use all locking devices provided.
- Be sure that room door and windows are closed and locked properly upon leaving your room.
- Do not leave room keys and/or in-house passport on tables or any other place where they can easily be lost or stolen.
- Watch your young children at all times.
- Do not lose sight of or become separated from your personal belongings.
- Warning signs on the premises are intended for your safety. We ask that you read and obey them.
- If you see or hear any suspicious activity, please report your observations to the Service Desk.

Fire

For your safety, please read the following instructions carefully:

Precautions:

- "Spitzhorn" Hotel has a non-smoking policy at all times.
- Carefully read the instructions on the inner side of your door.
- Familiarize yourself with the location of hallway fire exits, alarms and extinguishers and be sure you know how to get there under adverse conditions.
- Know how to open and unlock your door, even in the dark.
- Physically handicapped guests or with special needs, should notify the Service Desk upon arrival that they may require assistance in evacuating the hotel.

spitzhorn

Saanen-Gstaad

What to do in case of fire:

- Stay calm.
- Notify the operator immediately, call the reception
- Carefully, touch your room door, if it's hot, do not open!
- Put a wet cloth over nose and mouth.
- Keep your clothing wet.
- If you leave your room, take your room key and proceed to the nearest fire exit.
- Do not take any personal belongings with you, your life is more valuable!
- Stay beneath any smoke level by crawling if necessary.
- Do not use elevators.
- Go downstairs and out of the building by using the fire exits.
- Close all doors behind you.
- If you cannot go down, go back to your room or to the roof if absolutely necessary.

If you have to stay in your room:

- Call the reception and explain that you are in your room.
- Fill the bathtub with water if available
- Wet sheets or towels and stuff them completely around the door.
- Stay low if there is smoke in the room.
- Put a wet cloth over nose and mouth.
- If the door and walls are hot, bail water on them with a container.
- Keep doors and windows closed, extra oxygen can enlarge the fire.

spitzhorn

Saanen-Gstaad

A			G	
Adaptors	6		Garage and parking facilities	9
Airlines	6		Green program	9
Alarm call	6		Gym & fitness	9
B			H-I	
Babysitting services	6		Hospital	10
Baggage service	6		Housekeeping	10
Banks	6		Internet	10
Banquets and events	6		L	
Bar & Lounge	6		Linens, mattress & bedding	10
Bathrobes	6		Living Room	10
Billiard table	6		Local attractions & excursions	10
Books	6		Lost & found	10
Breakfast	6			
C-D			M-N	
Car rental	7		Mail	11
Check-out	7		Massage	11
Children's playroom	7		Museums	11
City map	7		Newspapers	11
Comments or Complaints	7		Night life	11
Credit cards	7		P	
Doctor & Dentist	7		Parking	11
Do not disturb	7		Pets	11
Dry cleaning & laundry	7		Photo copies	11
E			Pillows	11
Electricity	7		Playroom	11
E-mail & website	7		Pool	11
Excursions & local attractions	8		Postage	12
Environmental practises	8		Poya	12
F			R	
Faxes	8		Radio	12
Fire	8		Reception	12
Fitness & gym	8		Religious services	12
Flowers	8		Reservations	12
			Restaurant	12

spitzhorn

Saanen-Gstaad

S

Safes	13
Safety of guests	13
Sauna	13
Security	13
Shuttle bus	13
Ski- and Bike-Shop	13
Smoking policy	13
Smokers-Lounge	13
Swimming-Pool	13

T

Taxi	13
Technical problems	13
Telephone	14-15
Television	16
Towels	17
Transportation	17

U

Umbrella	17
----------	----

W

Wake up calls	
Water	17
Wellness	17
Wichman	17

spitzhorn

Saanen-Gstaad

Adaptors: If you need an adaptor, please contact the Reception.

Airlines: Our Reception will be happy to make or change an airline reservation anywhere in the world.

Alarm call: You can use your television to set up a wake-up call. Alternatively, you can ask the Reception to arrange a wake-up call by phone.

Babysitting services: A minimum of twenty-four hour notice is required by the babysitting agency. For information and rates, please contact the Reception.

Baggage service: Our “strong” staff is available for any help with your luggage. Please call the Reception for any assistance.

Banks: Within walking distance of the hotel you will find a bank or a cash dispenser.

Banquets and events: Whether you’re planning a business meeting, event or boardroom meeting, The “Spitzhorn” assures an outstanding experience characterized by contemporary elegance and style.

Bar & Lounge: Bar & Lounge.

Sophistication and style along with a busy but chilled atmosphere will greet you and envelope your senses. By night you can sip cool cocktails in the bar, share small dishes in the lounge or enjoy a special dinner in the restaurant.

Bathrobes: If you love to snuggle into this little piece of luxury, please contact the Service Desk (for an unique charge of CHF 10.--).

Billiard table: In our living room above the restaurant, you will find to your relaxation or animation the billiard table.

Billiard queues are available at the Reception.

Books: If you like to recline with a really good read or just strike an intellectual pose behind a stylish title, we have a diverse selection of books for you to read in our living room. Come, relax and stay a while...

Breakfast: Mountain Breakfast. Known as the most elaborate mountain breakfast in town is the perfect way to start your day after a good night rest.

Opening hours (subject to change):

Monday - Sunday from 07.30 - 10.00 o'clock

spitzhorn

Saanen-Gstaad

Car rental: There are a few car rental companies. The Reception will be at your disposal for any information and/or help.

Check-out: We don't like to say goodbye, but when we have to, our check-out time is 11.00 noon. In case you require a late check-out, please contact the Reception. We will do our best to accommodate your request (charges apply from 2 p.m.).

Children's playground: Above the restaurant you will find the playroom for your children. There is also a large playground outside of the hotel. Please be aware that the outside playground is not illuminated in the evening.

City map: A free city map of Saanen-Gstaad is available at the Reception.

Comments or complaints: If there is any way we can make your stay more comfortable, please do not hesitate to contact either the Reception or myself, Ilse & Michel who will be pleased to assist you.

Credit cards: We accept all major credit cards, being VISA, AMEX, MASTERCARD, MAESTRO and POSTCARD.

Doctor & Dentist: For medical assistance, please call the Reception. We do have a resident doctor or dentist. Kindly note that invoices need to be paid immediately and in cash only. In the event of an emergency, please contact the Reception.

Do not disturb: When you need some quiet time, please put the red tassel at your door.

Dry cleaning & laundry: Please put your dirty clothes in the laundry bag, which you can find in your cupboard and fill out the enclosed sheet. We kindly ask you to bring your bag to the Reception before 09.00 a.m.

Electricity: Please be aware, that the voltage in Switzerland is 220 Volt. Please take this into consideration when you use your own appliances.

E-mail & website:

Hotel Spitzhorn:
spitzhorn@spitzhorn.ch
www.spitzhorn.ch

Excursions & local attractions:

For information, organised excursions and tours in Gstaad-Saanen and beyond, please contact the Reception.

Environmental practises: Of course we will service your room every day. But if you are concerned with minimizing the environmental impact of your stay, why not keep your sheets and towels throughout your stay? When it comes to towels, simply put the dirty ones on the bathroom floor and we'll replace those. As for the bed linen, it will be changed after every third night stay.

Faxes: Faxes can be send at the Reception. The price of sending faxes depends on the destination and the number of pages. To receive faxes during your stay, the fax number is +41 (0)33 748 41 46. Received faxes will be delivered to your room as soon as possible after they have arrived.

Fire : Please refer to the emergency procedures in the Safety & Security Information of this directory. See page 2.

Fitness & gym: Spitzhorn Workout.

Whether you need to be in top form for a whole day of meetings or simply want to be fit for fun, your efforts will be rewarded in our Spitzhorn Fitness (free of charge for all guests). If you prefer to practise outside, the Reception is at your disposal for any further information.

Flowers: In case you want to surprise someone, reward yourself or to say sorry, our Reception will be happy to assist you with arranging a nice bouquet for you.

spitzhorn

Saanen-Gstaad

Garage and parking facilities: The Spitzhorn offers in-house parking facilities for hotel guests. Reservations can be made prior to arrival or are subject to availability upon arrival in the hotel (CHF 15.00 per night). We advise you not to leave any valuables in your car. The management is not liable for damages, loss or theft of your car and any articles therein. In the event the hotel parking is fully booked, kindly note that parking places are situated in front of the hotel.

Green program: Of course we will service your room every day. But if you are concerned with minimizing the environmental impact of your stay, why not keep your sheets and towels throughout your stay? When it comes to towels, simply put the dirty ones on the bathroom floor and we'll replace those. As for the bed linen, it will be changed after every third night stay.

Gym & fitness: Spitzhorn Workout. Whether you need to be in top form for a whole day of meetings or simply want to be fit for fun, your efforts will be rewarded in our Spitzhorn Fitness (free of charge for all guests). If you prefer to practise outside, the Reception is at your disposal for any further information.

spitzhorn

Saanen-Gstaad

Hospital: The nearest hospital is 12 kilometres from the hotel. In the event of an emergency an ambulance can be called immediately. For more information, please contact the Reception.

Housekeeping: Our housekeeping staff will refresh your room every day of your stay between 09.00 and 16.00 hours. If you would like this service at a specific time, do let us know by phone and our schedule will accommodate yours.

Internet: In your room you can use wireless internet. Of course, we also have a WiFi network throughout all public areas for free. Server: welcome – password: 12345678

Linens , mattress & bedding : Objects crucial to a sound night's sleep. Your comfort is our priority, even when asleep. That's why we have chosen a plush pillow-top mattress and crisp, smooth linens of the finest quality.

Living Room: Make Spitzhorn's living room your living room. Sit back and relax in your living room. Invite friends for a perfectly brewed cappuccino accompanied by a freshly made waffle. Or unwind from a busy day next to the fire place with a glass of wine and some fabulous light bites. Choose your reading from the Library and listen to relaxing sounds.

Local attractions & excursions:

For information, organised excursions and tours in Gstaad-Saanen and beyond, please contact the Reception.

Lost & Found: Don't worry, our team will be happy to help you on finding anything you might have lost around the hotel. In case you found something which is not yours or if you have misplaced any of your belongings, please contact the Reception.

spitzhorn

Saanen-Gstaad

Mail: Received mail will be delivered to your room. If you require stamps, you can give your mail to the Reception and we will stamp it for you. If you would like to send packages, you can contact the Reception for any assistance.

Massage: Massages are on request. Please contact the Reception for further information..

Museums: The Reception has extensive information on the various museums in the region.

Newspapers: You can find them in our living room. This way, you can check on world news, government, stocks, reviews and horoscopes.

Nightlife: For Killer cocktails, rub shoulders with celebrities and party-goers and hang out in Gstaad's hot spots, please contact our Reception for good suggestions.

Pets: Pets are welcome in our hotel. They costs CHF 20.00 per dog and night.

Photocopies: You can ask the Service Desk to make photo copies for you (charges apply)

Pillows: Large cushions designed to support the head while sleeping. The size, plumpness and material of the ideal pillow is, of course, a matter of very personal taste, which is why we can offer different pillows. Please contact the Reception in case you would like to change your pillow or request an additional one.

Playroom: Above the restaurant you will find the playroom for your children. There is also a large playground outside of the hotel. Please be aware that the outside playground is not lit in the evening.

Pool: Our in-door swimming pool awaits you in the basement.

Opening hours (subject to change):

08.00 o'clock - 20.00 o'clock Monday to Sunday.

After 15.00 o'clock please make a reservation at the reception.

The use of the facility is at your own risk. Please note that the Spitzhorn takes no responsibility for any possible accident. An adult must accompany children until 10 years.

spitzhorn

Saanen-Gstaad

Postage: Please leave your mail at the Reception. There, it will be stamped. Prices for sending depend on the destination and weight.

Poya Restaurant, Bar & Lounge:

Opening hours (subject to change):

Breakfast

07.30 - 10.00 o'clock, Monday to Sunday

Lunch

12.00 o'clock - 14.00 o'clock, Monday to Sunday

Dinner

18.30 - 21.00 o'clock, Monday to Sunday

Please book your table early enough!**Radio:** Various radio stations are available via the television menu.

Reception: Opening hours (subject to change):

08.00 - 22.00 o'clock

Religious services: For information about times and locations of religious services, please contact the Reception.

Reservations: Planning to stay again? Our Reception will be delighted to arrange your next visit for you. If you need more information, do not hesitate to contact us or visit our website: www.spitzhorn.ch

Restaurant: Mountain Breakfast. Known as the most elaborate mountain breakfast in town is the perfect way to start your day after a good night rest.

Break up your day with a 3-course lunch that will give you something to talk about the whole afternoon.

Spitzhorn Dinner. Dinners can be chosen from small tasting plates through to large and extravagant sharing plates from lunch through to the evening.

Opening hours (subject to change):

Please book your table early enough!

Breakfast

07.30 - 10.30 o'clock, Monday to Sunday

Lunch

12.00 o'clock - 14.00 o'clock, Monday to Sunday

Dinner

18.30 - 21.00 o'clock, Monday to Sunday

spitzhorn

Saanen-Gstaad

Safes: In all of our rooms you will find an electrical (laptop) safe for your peace of mind. The instructions for using the safe are found inside the safe itself. The hotel cannot assume liability for valuables not placed in the hotel's electrical (laptop) safes. The use of the in-room safe does not increase, extend or change the hotel's liability under any applicable law, regulation or ordinance.

Safety of guests: Please refer to the Safety & Security Information of this directory. See page 2

Sauna: Opening hours (subject to change):
16.00 o'clock - 20.00 o'clock, Monday to Sunday
Im summer only on request. You can find your sauna towels in your room.

Security: For your and our safety, the hotel is equipped with video cameras. Please refer to the Safety & Security Information of this directory. See page 2.

Shuttle bus: It's our pleasure to pick up our guests with our Hotel bus at the train station and bring them back at departure. For any further assistants, please contact the Reception.

Ski- and Bike-Shop: In the In-house Ski-and Bike-Shop you can buy or rent your sport facilities for summer or winter.

Opening hours (subject to change):

Information on the entrance of the shop in the basement.

Smoking policy: Spitzhorn is committed to providing its guests and associates with a smoke-free environment. When guests smoke in their rooms or other public areas, the Spitzhorn is enforced to charge a cleaning fee per incident. This amount will be used to clean the room, in order to prevent future guests experiencing inconvenience of the smell.

Smokers-Lounge: Above the restaurant you will find our smokers-Lounge. It has the most beautiful view. You can enjoy your cigar in front of an open fireplace.

Taxi: To order a taxi, you can contact our Reception.

Technical problems: For technical assistance, please contact the Reception. We will do our utmost best to attend to them as soon as possible.

spitzhorn

Saanen-Gstaad

Telephone: Internal hotel telephone extensions

In case of emergencies, please dial the reception.

Please inform the Reception immediately if you have called the emergency number for police, ambulance and fire brigade yourself.

Instructions how to use the telephone:

- Room to room calls, dial room number
- For an outside line, dial 0
- National calls, dial 0 and 10 digit number which starts with 0
- International calls, dial 0, 00, country code, area code without 0 and the number
- Collect calls & toll free numbers, please make sure you dial the number which is applicable from Switzerland, otherwise you will be charged for an international call. For more information, please contact the Service Desk.

Country codes

Austria +43
Belgium +32
Bosnia-Herz. +387
Bulgaria +359
Croatia +385
Czech Republic +42
Denmark +45
Estonia +372
Finland +358
France +33
Georgia +995

Germany +49
Greece +30
Hungary +36
Iceland +354
Ireland +353
Italy +390
Latvia +371
Liechtenstein +423
Luxembourg +352
Macedonia +389
Monaco +377
Netherlands +31
Norway +47
Poland +48
Portugal +351
Romania +40
Russia +7
Slovakia +421
Slovenia +386
Spain +34
Sweden +46
Switzerland +41
Turkey +90
United Kingdom +44
Yugoslavia +381

Country codes North-, Central- and South-America

Argentina +54
Belize +501
Bolivia +591
Brazil +55

spitzhorn

Saanen-Gstaad

Canada +1
Chile +56
Colombia +57
Costa Rica +506
Cuba +53
El Salvador +503
Ecuador +593
Guatemala +502
Haiti +509
Honduras +504
Jamaica +1876
Mexico +52
Nicaragua +505
Panama +507
Paraguay +595
Peru +51
Puerto Rico +1787
Dominican Republic +1809
Uruguay +598
USA +1
Venezuela +58

Country codes Africa

Angola +244
Congo +229
Egypt +20
Ethiopia +251
Kenya +254
Morocco +212
Nigeria +234
South Africa +27

Tanzania +255
Tunisia +216
Uganda +256
Zimbabwe +263

Country codes Asia, Middle East

Bahrain +973
Bangladesh +880
Brunei +673
China +86
Hong Kong +852
India +91
Indonesia +62
Iraq +964
Iran +98
Israel +972
Japan +81
Jordan +962
Kuwait +965
Lebanon +961
Malaysia +60
Oman +968
Pakistan +92
Qatar +974
Saudi Arabia +966
Singapore +65
South Korea +82
Syria +963
Taiwan +886
Thailand +66
United Arab Emirates +971
Yemen +967

Country codes Australia, Oceania

Australia +61
Fiji +679
New Zealand +62

spitzhorn

Saanen-Gstaad

Television: A variety of local and international channels are available through your television.

Furthermore, you can play some music or set your alarm call through the television menu.

Prog. N°	Name	Language
1	SF1 HD	G
2	SF2 HD	G
3	SF Info	G
4	Das Erste HD	G
5	ZDF HD	G
6	Sat 1	G
7	Pro 7	G
8	RTL	G
9	RTL 2	G
10	Super RTL	G
11	Arte HD	G
12	3 Sat HD	G
13	Euronews	G
14	SWR HD	G
15	Eurosport	G
16	KIKA HD	G
17	N-TV	G
18	Welt	G
19	Kabel 1	G
20	RTL Nitro	G
21	Sat 1 Gold	G
22	VOX	G
23	ZDF Neo HD	G
24	ZDF Info HD	G
25	Nickelodeon	G
26	Comedy Central	G
27	RTS Un HD	F
28	RTS Deux HD	F
29	TV 5 Monde Europe	F
30	France 24 Francais	F

31	RSI La 1 HD	I
32	RSI La 2 HD	I
33	Rai 1	I
34	Rai 3	I
35	Rai 4	I
36	Rai News 24	I
37	CNN	E
39	Bloomberg	E
40	France 24	E
41	TNT	NL
42	Sky News Arabia	A
43	AL SHARJAH	A
44	Al-Arabiya	A
45	Abu Dhabi Sports 1	A
46	TVE International	SP
47	Canal 24 Horas	SP
48	Telesur	SP
49	BVN	NL

Radio stations

Prog. N°	Name
101	DRS 1
102	DRS 2 Kultur
103	DRS 3
104	DRS 4 News
105	DRS Musikwelle
106	RSR option Musique
107	DRS Virus
108	DRS swiss classic
109	DRS swiss jazz
110	DRS swiss pop
111	DRS CH classic
112	RSR La 1ere
113	RSR Couleur 3
114	RSR Espace 2
115	RSI Rete Uno
116	RSI Rete Due
117	RSI Rete Tre
118	DRS Rumantsch
119	DRS swiss Classique

spitzhorn

Saanen-Gstaad

Towels: You will find a variety of towels at your disposal throughout your stay. Should you need more, do not hesitate to contact the Reception

Transportation: The Reception can help you making a reservation for a taxi. The ski shuttle bus will stop in front of our hotel. A time schedule is available at the Reception.

Umbrella: If you require an umbrella, please contact the Reception.

Wake up calls: You can use your television to set a wake-up call. Alternatively you can ask the Reception to arrange a wake-up call by phone.

Water: It is perfectly safe to drink tap water in Switzerland, the best water in the world. You can find bottled water on your desk upon arrival.

Wellness: In the basement you will find a small Wellness-area, which includes an in-door swimming pool, sauna & steam bath, adventure shower, hydrotherapy zone (Kneipp),
Opening hours (subject to change):
16.00 o'clock - 20.00 o'clock, Monday to Sunday

Wichman: For whatever you need / want / crave / desire / wish / demand, we are at your service.

We wish you a pleasant stay!

Your Spitzhorn Team