



GUEST INFORMATION

Dear Guest,

Welcome to the Hotel Dieschen, our Alpine hideaway for a sporty holiday in the mountains. Whether you want to explore Lenzerheide, relax on the terrace or just enjoy nature and calm, a stay in the holiday region Lenzerheide is a special treat.

On the following pages, we have compiled some important information for your perusal. Find out more about our house and what to do in the immediate surrounding area.

If there is any information you can not find or if there is anything that a member of our team can do to assist you, then please contact the reception and we will try to help you.

Our team is looking forward to making your stay an unforgettable holiday experience.

Family Blaesi and team



USEFUL INFORMATION FROM A TO Z

A **ACTIVITIES AND ATTRACTIONS**

We have compiled a variety of sportive summer and winter activities in this guest information. You can find further information and attractions online at **www.arosalenzerheide.swiss** or in the brochure material provided at the reception.

ADAPTER

You need an adapter to connect your devices? Please let us know at the reception, we will gladly provide one for you. Please bring the adapter back after use.

ADDITIONAL BLANKETS AND PILLOWS

Do you want a second pillow or an additional blanket? Please contact the reception. If desired we will be pleased to provide it for you. Special pillows (allergy or neck pillow) are available on request at the reception.

APPS

We picked out a number of helpful and interesting apps for your holiday. These apps will help you prepare your holiday and will inform you about the latest events in the region.

Here are some recommended apps:

Arosa Lenzertal
PeakFinder Alps
location
Outdoor active
SBB
Rega
Polizei GR
Bike Kingdom

Information for the region
Finds nearby peaks based on your
Hiking trails
Public Transport
Rescue
Road conditions
all about trails and tours

B

BABY EQUIPMENT

We will be glad to provide you a cot or high chair if needed.

BABYSITTING

Would you like to take some time for yourself? The childrens club of the Privà Alpine Lodge offers everything a child's heart (2 years and older) could desire. You will find a list with further babysitter online (**www.arosalenzerheide.swiss**).

Opening hours and costs at the childrens club Privà Alpine Lodge:

- Daily childcare from 09.30 am to 07.00 pm
- Beverages are included, meals will be charged with CHF 15.00
- CHF 10.00 per hour or CHF 50.00 per day
- Pre-registration
- tel. +41 (0)81 382 06 06



BANK/CASH MACHINE/ATM

Graubündner Kantonalbank

Voa Principala 58, 7078 Lenzerheide
tel. +41 (0)81 385 23 23

Graubündner Kantonalbank Voa Principala, Postplatz, 7077 Valbella (only ATM)

Raiffeisenbank Mittellbünden

Voa Principala 37, 7078 Lenzerheide
tel +41 (0)81 650 44 80

BAR

A pre-dinner aperitif is a perfect way to get in the right mood for dinner. Enjoy good conversation over a glass of wine, a cocktail or a digestif at the end of a wonderful day. In winter, the bar is open daily from 04.30 pm. In summer, the bar is open from Wednesday to Saturday.

BATHING SLIPPERS

Bathing slippers are available at the reception for CHF 3.00 per pair.

BIKES

The Lenzerheide region is truly a paradise for bikers. Discover adventurous mountainbike tours and endless bike paths on more than 500 km signposted cycle-tracks and over 900 km of GPS tours. Our hotel is directly located next to the Lenzerheide bike park, which extends from the midway station Scharmoin to the valley station Rothorn.

Things to know for bikers:

- If you need a bike repair kit please contact the reception.
- You can park your bike safely in the bike garage during your stay.
- You can clean your bike with a water hose in the front of the bike garage. Please **don't** wash the bike inside the garage.
- If you wish to have your bike clothes cleaned, please bring them to the reception. We will clean your clothes within 24 hours). Price per laundry CHF 10.00 (free of charge for guests who booked a bike arrangement).
- For further information regarding route suggestions please check out the web link: www.arosalenzerheide.swiss. We are happy to assist you with planning. Please contact the reception for further information.

BIKE RENTAL

At Peskosport you can choose from a pool of modern bikes. There are also different models and designs for children. At Epic Bike, in addition to the 70 rental bikes, there are also 20 test bikes from the Trek brand.

BIKE SCHOOL & BIKE SHUTTLE

Bike School Lenzerheide

Postplatz, 7077 Valbella
tel. +41 (0)81 385 10 74

Epic Bike School Lenzerheide

Voa da Solis 79, 7082 Vaz/Obervaz
tel. +41 (0)78 720 03 36

BIKE-GARAGE

The bike-garage is located at the end of the parking lot. To open the door you need a digital code, which is available at the reception. Please close the door after you have



finished. We ask for understanding that we are unable to assume liability for items placed in the bike room.

BREAKFAST

See «Restaurant».

BUS

The free-sportbus depart from the Privà Alpine Lodge or the valley station of the Rothorn gondola. Both bus stops are located within five minutes of walking distance from the Hotel Dieschen. The sports bus is free of costs for all guests during winter and summer season. The snow pass is valid as a public transport ticket on the transport axis between Arosa-Chur-Lenzerheide-Tiefencastel when travelling in winter sport equipment.

C CABLE CARS

Summer

From May to October, you can enjoy the Lenzerheide, Arosa and Chur mountain railways for mountain biking and hiking. We offer our guest special prices for the tickets.

Winter

The Arosa-Lenzerheide ski area comprises 225 km of slopes and 43 modern cable cars and lifts. The optimal location of the Hotel Dieschen near the Rothorn valley gives you a direct access to the Arosa-Lenzerheide ski area. You do not need a car or bus to start and stop skiing.

Per card we require a **deposit of CHF 5.00 in cash.**

CHARGING STATIONS

A charging station for electro cars can be found at the carpark of the Rothorn gondola and in front of Soleval indoor parking lot. Another charging station is located at the exit of the village in direction Tiefencastel on the parking lot Clavadoiras.

CHECK-IN

Your room will be available from **03.00 pm**. If you arrive earlier, you can store your luggage at the reception. Of course you can get into the room, if it is already available.

CHECK-OUT

Even the most beautiful holiday comes to an end. We hope you enjoyed your stay and wish you a good journey back home. We kindly ask you to leave your room until **11.00 am** to enable us to get ready for the next guests. You can settle your room bill on the evening before your departure **until 04.30 pm**, so that your last day with us is as relaxing as possible.

CHURCHES

Catholic church– San Carlo
tel. +41 (0)81 384 11 31

Evangelical congregational church
tel. +41 (0)81 384 46 40

For services in the church please have a look at www.kath-lenzerheide.ch.



CINEMA

Before you find yourself stuck indoors because of bad weather, a visit to the multiplex cinema Chur might be an idea. Find out more about the cinema program and the most recent movies online at <https://bluecinema.ch/de/programm-der-woche/#/>

CROSS-COUNTRY SKIING

The Lenzerheide cross-country skiing region convinces with a trail network of over 52 kilometres groomed trails for every level. Whether it is a pleasant circuit or a demanding training session you will find the right trail that suits you best. Only a few minutes from the hotel away you will find the access to the cross-country ski run. We are happy to provide route suggestions and maps for cross-country ski trails at the reception. Check out further information at www.arosalenzerheide.swiss. Cross-country ski passes are available at the reception.

The Roland Arena is located in Lantsch/Lenz, about five kilometers away from the village center of Lenzerheide. Thanks to the multifunctional building architecture, the arena has become a well-known sports hotspot and is a meeting place for elite and junior athletes, recreational athletes, clubs and sports associations. All those who feel like it can experience the sport of biathlon for themselves in a taster course, compete against each other in the family hit and fortify themselves with delicacies in the Bistro Bualino.

D

DECKCHAIR

Deckchairs are available for your sunbath or for relaxing in our garden.

DINNER

See «Restaurant hours».

DOCTOR

General practitioners

Dr. med. D. Capitani, Senda Baselgia 2b, 7078 Lenzerheide

tel. +41 (0)81 384 12 30

Dr. med. M. Fierz, Voa Principala 68, 7078 Lenzerheide

tel. +41 (0)81 384 27 77

Dr. med. A. Bergamin, Voa Principala 20, 7077 Valbella

tel. +41 (0)81 384 20 22

Dr. med. K. Mannhart, Pradafenzerwäg 2, 7075 Churwalden

tel. +41 (0)81 382 03 82

Dentist

Dr. med. dent. N. Chirazi, Voa principala 35, 7078 Lenzerheide

tel. +41 (0)81 384 22 72



Veterinarian

Dr. med. vet. F. Ardüser, Voa davos Lai 2, 7078 Lenzerheide

tel. +41 (0)81 384 51 51

Nearest hospitals

Hospital of the canton Graubünden, Loëstrasse 170, 7000 Chur

tel. +41 (0)81 256 61 11

Hospital Thusis, Alte Strasse 31, 7430 Thusis

tel. +41 (0)81 632 11 11

DOG

We ask you not to walk your dog in the immediate vicinity of the hotel. Robi-Dogs can be found outside the hotel near by the chalet. Dogs are always to put on a leash at the hotel. We ask for your understanding that dogs are not allowed in the wellness area and in the restaurant. For reasons of hygiene and consideration for the next guests, we ask you never to take your pets into bed. Thank you for your understanding!

E

EMERGENCY

You can reach us at the following phonenumber in case of an emergency

+41 (0)81 385 20 22



Important phone numbers:

Police

tel. 117

Ambulance

tel. 144

Firefighters

tel. 118

Rega

tel. 1414

EMERGENCY PHONE AT NIGHT

Are you not in possession of a mobile phone? Then you can use the telephone at the reception at night for urgent emergencies.

EVENTS

Please refer to the website of Lenzerheide tourism at

www.rosalenzerheide.swiss for further information and the program of events.

F

FACEBOOK

Find out more about the Hotel Dieschen on Facebook and Instagram. Please like our Facebook and Instagram page.



FIRE

Fire extinguishers can be found in the corridors of each floor. Please ensure you read the evacuation notice behind your room door.

FIRST AID

If you feel unwell please inform the reception. (See «Emergency» for further information).



FITNESS

Our fitness room features a hometrainer, a stepper, dumbbells and a crosstrainer. The gym is located in the chalet on the groundfloor and is free of charge for our hotel guests.

FRONT OFFICE

If there is any information you can not find or if there is anything that a member of our team can do to assist you, then please contact the reception. We are happy to help you at any time! Our reception is open daily from 07.30 am. You can settle your room bill on the evening before your departure **until 04.30 pm**, so that your last day with us is as relaxing as possible. The reception can be reached at the following telephone number +41 (0)81 385 20 22

G

GARAGE AND CAR RENTAL

Garage Lenz, Lenzertal
Breakdown service TCS

tel. +41 (0)81 385 14 18
tel. +41 (0)800 140 140

- Car rental, Avis, Chur
Europcar, Chur
Ottos

tel. +41 (0)81 300 33 77
tel. +41 (0)81 252 02 47
tel. +41 (0)81 284 68 88

GARDEN TERRACE

Enjoy the wonderful panoramic view overlooking the mountain landscape of Lenzertal-Valbella from our terrace. Why not have your dinner on our beautiful terrace?

GIFT VOUCHER

Sometimes choosing the right gift can be difficult, so why not give someone the gift of staying at the Hotel Dieschen? Whatever the occasion, a gift voucher might be a perfect choice. If you wish to redeem a voucher, please bring the voucher with you and leave it at the reception.

GOLF QUESTS

Our guests receive 20% discount on the green-fee at all Grisons Golf Clubs. You can obtain vouchers at the reception desk. Please present the voucher at the club.

Golf club Lenzertal (Driving time approx. 10 min.)
Golf club Alvaneu/Bad (Driving time approx. 20 min.)
Golf club Davos (Driving time approx. 55 min.)

tel. +41 (0)81 385 13 13
tel. +41 (0)81 404 10 07
tel. +41 (0)81 416 56 34



H

HAIR DRESSER

Coiffure Biosthetique Huwyler
Voa Principala 39, 7078 Lenzerheide
tel. +41 (0)81 384 37 37

Fabienne Haargestaltung
Voa Principala 49, 7078 Lenzerheide
tel. +41 (0)81 384 49 49

HALF BOARD

If you wish no half board, please inform the reception until **09.00 am**. We will credit you a corresponding partial amount.

HIKING

Summer

Let the mountain gondola smoothly rock you up the mountain, hike through untouched nature, breath fresh mountain air and enjoy scenic outlooks in the region of Lenzerheide. Starting from the Hotel Dieschen, you can strike out on over 300 kilometers of yellow marked hiking trails. Information brochures, mountain and hiking maps and walking sticks are available at the reception. General cleaning and care utensils for your hiking shoes are provided in the dry room. Find out more about the hiking region Lenzerheide online at **www.arosalenzerheide.swiss**

Winter

Discover the Arosa Lenzerheide winter sports resort by foot. Throughout the area there is a varied network of prepared walking and hiking trails that can be walked with good winter footwear. Whether in the midst of the winter sports area or just a little bit aside through snow-covered forests, discover your favourite route. All winter hiking trails are indicated with pink signs, or with a snowflake on the yellow signposts.

HORSECAR RIDE

What could be more romantic than going on a romantic sleigh ride in the beautiful winter-scenery? During your holidays there is the possibility to experience the fabulous mountain landscape during a sleigh ride in winter or a carriage ride in summer. Horse-lovers and avid equestrians will be pleased to discover riding paths around Lenzerheide. We will be happy to assist you with your reservation.

Claudio Dannacher, Lenzerheide
tel. +41 (0)79 430 58 86, **www.freizeit-pferdehof.ch**

Bruno Hassler, Valbella
tel. +41 (0)79 350 71 70 or +41 (0)81 384 45 18, **www.hufspuren.ch**

Family Lucas Margreth, Lenzerheide
tel. +41 (0)79 442 31 60, **www.kutschenfahrtenlucas.ch**



HOSPITAL

See «Doctor».

HOTEL ENTRANCE

The main door will be closed **by midnight**, but you are welcome to come and go whenever you like. Your key will open the main door at any time throughout the night. Please take your room key with you. **The Chalet has its own key and entrance.** Please do not remove the key from the deer head tag.

HOUSEKEEPING

If you wish not to be disturbed, please put the **red bobble** on your room door. If you wish to have your room cleaned, please put the **green bobble** on your room door.

HYGIENIC ARTICLE

Toothbrush, toothpaste, disposable razor and shaving cream are available at the reception.

ICE SKATING

Would you like to combine a pleasureable walk with ice skating fun? Have fun ice skating playing hockey or curling on the natural ice rinks of the villages Parpan, Churwalden and Lantsch/Lenz. You will find a roofed icefield in Sportzentrum H2Lai.

The Naturalice rink is located behind the Café Aurora on the sports field in Lenzerheide. Further information can be found at www.arosalenzerheide.swiss.

LAUNDRY / IRONING SERVICE

If you require laundry services, please contact and bring your clothes to the reception. We will wash them within 24 hours. Wash bags can be found in your wardrobe.

- Price per wash CHF 10.00
- Price for ironing is calculated on effort.

LIBRARY

A small selection of books is available in the Jägerlounge (hunters lounge) and on the ground floor of the chalet.

Local library Lenzerheide

Voa Sporz 4a, 7078 Lenzerheide/Lai,

tel. +41 (0)81 385 21 43

Opening hours:

Monday:	03.00 pm -07.00 pm
Tuesday:	03.00 pm - 07.00 pm
Wednesday:	03.00 pm - 06.00 pm
Thursday:	05.00 pm - 07.00 pm
Friday	03.00 pm - 06.00 pm

LINEN CHANGE



If you wish to have your bath towels and hand towels changed, please put the used ones on the floor. We will change the towels for you.

LUGGAGE

Please ask at the reception if you require assistance with your luggage. Do you wish to spend a few more pleasurable hours in Lenzerheide and the surrounding area? On the day of your travel luggage can be stored, if required.

M MESSAGES

Are you feeling your muscles cramp after an active day? Let our masseuse Mrs. Andrea Simeon bring your muscles back into a more limber state in the calm atmosphere of your own relaxation room. Arrange your desired appointment directly per telephone +41 (0)79 323 44 88 or andrea.simeon@bluewin.ch

The massage room is located in the ground floor of the chalet, room number N° 40. We kindly ask you **to pay directly for your massage with Twint or cash**. Thank you!

Prices:

Foot-Reflexology	45 Min.	CHF	75.00
	60 Min	CHF	95.00
Back/neck	45 Min	CHF	75.00
Classic massage	60 Min. / 75 Min.	CHF	95.00 / 115.00
Aroma oil relaxation massage	60 Min.	CHF	95.00
Craniosacral treatment	45Min	CHF	75.00
	60Min.	CHF	95.00
Foot reflexology and back massageCombi:	75Min.	CHF	115.00

P PACKED LUNCH

We are happy to prepare a picnic or a packed lunch for you on the way. Just order this during breakfast from our staff.

Lunch packet

Sandwich of your choice, grenola bar, fruit, nuts, drink

Price: CHF 14.00 per packed lunch

PARKING LOTS

Please use of the parking lots provided directly in front of the hotel. The garage can be used for an extra charge of CHF 10.00 per night. **Before check-in there is no guarantee for a parking space.**

PAYMENT OPTIONS

Payment can be made by cash, Postcard, EC-Card, Mastercard and Visa.

To avoid credit card commissions we would appreciate if you settle your outstanding bill with

EC-Card, Postcard, TWINT or cash.

PHARMACY

PILL Pharmacy Lai/Lenzerheide



Voa Principala, 7078 Lenzerheide

tel. +41 (0)81 384 12 44

POST

Post office Lenzerheide

Voa Principala 52, 7078 Lenzerheide

Postcard from the hotel and the region of Lenzerheide, as well as stamps (national and international stamps) are available at the reception. You can drop off your post at the reception at the post box.

R

RADIO

The operating manual, as well as a channel list for the TV and radio is placed near to the television.

■

RESTAURANT

Enjoy every morning our rich breakfast. Hot dishes are continuously served from 12.00 am to 09.00 pm. Enjoy our culinary creations in either our restaurant or on our sun terrace in the middle of the mountains. For our guests who have booked half board, a table is automatically reserved.

Did you book half board, but would like to choose from the menu instead? Then please communicate your wishes to the reception **before 09.00 am**. We are happy to take table reservations at the reception or in the restaurant.

Mealtimes:

Breakfast	07.30 am - 10.00 am
Lunch	12.00 am - 02.00 pm
Afternoon (small menu)	02.00 pm - 05.30 pm
Dinner	06.00 pm - 09.00 pm
For our guests with half-board	06.00 pm - 08.00 pm

REVIEW

If you have enjoyed your stay, please recommend the Hotel Dieschen and review it online at [HolidayCheck.ch](https://www.holidaycheck.ch), [tripadvisor.ch](https://www.tripadvisor.ch), Google or Facebook.

S

SAFE

We recommend that you store your valuables and cash in our safe at the reception. You can also take advantage of the security box located in your room for the duration of your stay. Please note that the security box is **not a safe**. Therefore we are not liable for any valuables or cash stored in the security box.

■

SHOPPING

The village center of Lenzerheide has a variety of shops selling gifts and souvenirs.

SEWING KIT

A button is missing? Sewing utensils are available at the reception

SKI SCHOOLS

Swiss Ski and Snowboard School

Epic Snowsports School Lenzerheide



Voa Principala 37, 7078 Lenzerheide
tel. +41 (0)81 385 10 70

Voa da Solis 79, 7082 Vaz/Obervaz
tel. +41 (0)76 759 74 51

SLEDDING

On the sledge runs of the Lenzerheide holiday region you can experience the **fantastic winter atmosphere** on two skids. The Rothorn cable car conveniently takes you up to the middle station Scharmoin and the mountain station Tgantieni. For sheer sledding fun at night the sledge run is illuminated. For more information please contact the reception or check out the website of tourism Lenzerheide at **www.arosalenzerheide.swiss**

SMOKING

It is forbidden to smoke in your room or in the public areas. Ashtrays are available at the entrances as well as on the restaurant's terrace. In case of infringement we charge an amount of CHF 150.00.

T

TAXI

Taxi Rothorn - buses with up to 14 seats

tel. +41 (0)81 384 13 13

Taxi Silvio

tel. +41 (0)79 858 58 42

■ Taxi All Mountain

tel. +41 (0)76 799 95 66

TELEPHONE NUMBERS

See also «Emergency».

Frequently used country codes:

Germany	0049	Netherlands	0031
France	0033	Austria	0043
Italy	0039	Luxemburg	00352
Spain	0035	England	0044
Belgium	0032	Portugal	00351

TOURISM OFFICE

For any questions and information concerning leisure activities in the surrounding, you can also visit the tourism office of Lenzerheide. The local employees are happy to support you.

Tourism information Lenzerheide

Voa Principala 37, 7078 Lenzerheide

tel. +41 (0) 81 385 57 00

Opening hours

For Up to date opening hours use the link below:

https://arosalenzerheide.swiss/de/Lenzerheide/Region/Wissenswertes/Von-A-bis-Z/Tourist-Office-Lenzerheide_isd_126432

TV

If you need technical assistance with the TV, please contact the reception. A channel list for the TV and radio is placed near to the television.



W WATER

You can drink our water out of the tap without any hesitations. Drinking glasses are at your disposal in your room.



WELLNESS

After a day full of sporty activities, it is time to take care of yourself. Find your way to timeless tranquility and gather new energy in our wellness area «**La Fontana bealla vita**». Our wellness area is located in the third floor (door in the Mural). The wellness is open from 03.30 pm to 08.30 pm.

Wellness Facilities

- sauna with mountain view
- infrared sauna
- steam bath
- experience shower
- hay bath
- whirlpool (CHF 5.00 - tokens are available at the reception)

Spa-Rules

- Nude Zone
- Please do not enter the room with shoes
- Please use dry towels for the couches
- Admission for children under 16 are not allowed
- The wellness area is a rest area please set your cell-phone to silent.

The wellness area is a recreation area. We kindly ask you to behave accordingly. Thank you very much.

WIFI

WiFi is available in the whole hotel area for free. You receive the WiFi password at the reception.