

Frequently asked questions – FAQ

Which **items** are available on location?

Free of charge during your stay:

- Baby bath
- Night light
- Potty
- Baby food heater
- Baby changer
- 3-wheel pram
- Zewi blanket (for children's bed and normal bed)
- Adapter
- Children's bed
- Cot
- Bib
- Bathrobes (adults and children)
- Baby backpack (for children up to 18 kg)
- WC attachment
- Thermometer
- Bébétel (monitoring via phone network, bring along mobile phone)
- Sledge with and without seat for use in the surroundings

If you are travelling with a toddler < 3 years, the following articles will be waiting for you in your room upon your arrival: baby changer, children's bed or cot, children's bathrobe
You may request all other articles after you arrive.

SPORTS EQUIPMENT for a fee:

Water wings
Pool diapers
Electrical bikes (summer)
Snow shoes (only in winter)
Nordic walking poles

Which articles/services can you **purchase** from us?

- a. Postcards
- b. Stamps
- c. Souvenir items (nut torte, birnbrot, grappa, röteli, usw.)
- d. Internet access
- e. Whirlpool chips
- f. Solarium chips

Internet access?

We have a small WLAN area in the lobby which you can use between 8:00 a.m. and 11:00 p.m. Costs: CHF 6.00 for 30 minutes, CHF 10.00 for 60 minutes, CHF 15.00 for 2 hours (can be used repeatedly).

Check-in and check-out times?

Check-out: 10:30 a.m. (if the room is not reoccupied on the same day, we will be happy to offer you a later check-out, to be discussed on the day prior to departure on location.

Check-in: 3:00 p.m.

During the high season in the winter it can also become 4:00 p.m. on Saturdays until all rooms are ready.

Baby food?

You can order a freshly made vegetable pap from our waiters (potatoes+carottes, potatoes+broccoli, potatoes+meat)

The same applies for fruit pap.

Furthermore, we have semolina pap and other types (Nestlé) as well as milk powder (Aptamil 1 – 3) available from the buffet in the restaurant

Do we need to bring along a pram?

We have sufficient robust 3-wheel prams for children who are able to sit. We recommend bringing your own pram for babies.

Travelling with public transport?

We would like to come by train. Is that possible?

Yes! We have an hourly connection with the postbus (via Lenzerheide) or by Rhätische Bahn via Filisur (see also under „Arrival“)

We would like to check our baggage. Is that possible?

Yes, please check it to „Davos Platz“ and purchase the return ticket in Davos. You can fax us the baggage ticket or send it to us by post so that we can pick up your luggage in advance.

Is there a pickup service from the train station or postbus station?

Yes! Please inform us of the time of your arrival one day in advance.

Is it mandatory to bring along snow chains?

Yes, this is recommended during the entire winter (December – April), as snow chains can be declared mandatory at any given time.

Allergies

I / my child am/is allergic to certain foods. Can you take this into consideration? Yes! Please complete our allergy form. Certain products are difficult for us to obtain, such as goat's milk and gluten-free bread. We recommend sending/e-mailing us the allergy form in advance and maybe bringing along a couple of products for the first two days. (See also check list for allergic children under Downloads).

Are there pram-accessible walking paths in Wiesen und the surroundings?

Yes! There are many possibilities in the summer and winter (see also under Hiking and Walking at Free Time/Summer)

Are pets allowed?

No! The entire building is low in allergies and for this reason it is (unfortunately) impossible for us to allow pets.

From what age are children allowed in the ski school?

The ski school in Wiesen accepts children from 4 years of age! Smaller children can be registered with the toddler's ski school in the afternoons from 2:00 to 3:30 p.m.

The transfer from the hotel to the ski school takes place with the hotel bus.