

A-Z

Dear guest,

our information guide contains all the essentials at a glance. For any further information, we are always happy to assist you. The reception is open daily from 7 am to 11 pm for information, reservations and anything else (dial intern 111).

We wish you a pleasant and relaxing holiday.

Your Hotel Rosatsch Team.

A Arrival and Departure

You can check-in to your room from 3 pm until 11 pm. Please, let us know in case you need to check-in later. We request the rooms to be vacated by 11 noon on the day of departure. We are happy to help you with your luggage. Please note our free transfer service from/ to the train station of Pontresina.

Would you like to have a pre-departure bill one day in advance? We are happy to provide you with this. It makes your departure easier and more comfortable.

Allergies

We provide hypo-allergic pillows and blankets on request. Please contact the reception for more information.

B Babies

Please inform us if you need a baby bed or any baby equipment complementary in your room.

For the baby phone, we charge a deposit of CHF 100 to your room bill.

We are happy to arrange a nanny on request for you (charged separately).

Banks

These are located on the main street of Pontresina.

Graubündner Kantonalbank
Mon-Fri 8.30 am-12 pm and 2 pm-5 pm

Banca Popolare di Sondrio
Mon-Fri 8.30 am-11.30 pm

Bar

The O-Bar with fireplace is open daily from 3 pm in the winter time and from 4 pm in the summer time.

From 4 pm to 9.30 pm you can also order food from our special menu.

Bathrobes and Towels

You will find bathrobe and slippers in your room on the bed. Towels for the use of saunas and swimming pool are available in the SPA.

Blankets and Pillows

In case you need another blanket or pillow or in case you need allergic bed equipment, we are happy to bring them to your room. Please contact the reception.

Breakfast

Breakfast and Dinner is served in our dining room on the first level of the Stammhaus. You start your day with a rich and fresh breakfast buffet.

breakfast 7 am-10 am

C Car Rental

Please contact the reception for information about rental cars. Enjoy a ride over the alpine roads and beautiful passes.

Hertz Autovermietung, Phone 081 850 02 56
Cho d'Punt 34, Samedan

Car wash

Auto Pfister, Samedan,
San Bastiaun 55

Carriage Rides

Please contact the reception if you are interested in a carriage ride to the Val Roseg, Val Fex, Val Bever or over the St. Moritz Lake in winter.

Children's Playroom

Next to the O-Bar you will find our playroom for children. Enjoy a cup of coffee or a glass of wine while your children are having fun.

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Churches

Protestant Church San Nicolò
Via Maistra 125, next to Rondo,
Phone 081 836 22 23

Roman Catholic Church San Spiert
Via Maistra 188, Phone 081 842 62 96

Conferences and Meetings

Do not hesitate to contact us personally if you plan a bigger group event. We are happy to assist you with the planning and processing so that your event will be successful and enjoyable for you.

Credit cards

We accept Diners, MasterCard, Visa, Postcard and debit cards.

D Distances

Chur	approx. 2 hrs drive	90 km
Zürich	approx. 3 hrs drive	200 km
Samedan	approx. 10 min. drive	7 km
St. Moritz	approx. 10 min. drive	7 km
Morteratsch	approx. 10 min. drive	5 km
Meran	approx. 2 ¼ hrs drive	170 km

Doctors/Dentist

Please contact the reception for information about medical assistance on duty.

Doctors

Dr. med. Lüzza Campell, Phone 081 842 62 68
Via Maistra 107, Pontresina

Dr. Med. Giovanni Grattarola, Phone 081 842 77 66
Via Rondo 3, Pontresina

Dentist

Praxis Dr. Bianca Frei, Phone 081 842 70 00
Via Maistra 226, 7504 Pontresina

Dr. Trabold, Phone 081 833 73 73
Via Quadrellas 8, 7500 St. Moritz

Do Not Disturb

Please use the "Do not disturb" sign if you don't want to be disturbed.

Please keep in mind that there will be no house-keeping service either.

E Electricity

The electrical power is 220 V / 50 Hz. If you do not have a suitable plug, it is possible to borrow a Swiss adapter at the reception. A deposit of CHF 10 is required.

Emergency Numbers

European emergency call	112
Police	117
Fire department	118
Paramedic	144
Poison emergency call	145
Mountain rescue	1414 / +41 333 333 333
Breakdown assistance	140

F Fire and Emergency Exits

Please familiarise yourself with the evacuation plan on your room door and nearest emergency exit. On each floor you will find a fire extinguisher. In the unlikely event of fire please leave your room immediately and keep calm. For your own safety please do not use the elevators.

The assembly point during an evacuation is at the municipality / Rondo, Via Maistra 133, 7504 Pontresina.

Fitness

The fitness room with various equipment is located in the wellness area.

Flowers

We are happy to organize for you fresh flowers upon request. Or get your own inspiration in the flower shop Baccara in Pontresina.

Flower-Atelier Baccara, Phone 081 842 68 94
Via Maistra 204, Pontresina

Foreign Exchange and Change

Besides Swiss Francs (CHF) we also accept Euro (EUR) but no coins. The change will be in Swiss Francs. We are pleased to change Euro into Swiss Francs in small amounts at our reception.

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G Gas Station

Avia Gas Station at Roseg-Garage,
Via Maistra 68, Pontresina

Shell Gas Station at valley station of Muottas
Muragl

Gift Certificate

How about a gift certificate for a stay in the Hotel Rosatsch or a relaxing massage in our SPA° Montana? Please ask the front desk team in case you would like to purchase a gift certificate or go directly to our website.

Golf

The Hotel Rosatsch is a member of the “Engadin Golf Hotels”. As our hotel guest you receive 20% discount for the green fee of the Upper Engadin golf courses in Samedan, Zuoz and St. Moritz. Please contact the reception for more information.

H Hairdresser

We are happy to arrange an appointment for you.

Coiffeur L'idea, Phone 081 842 62 50
Via Maistra 173, Pontresina

Coiffeur La Perl, Phone 081 834 59 00
Via Maistra 165, Pontresina

Half Board

Breakfast and Dinner are served in our dining room on the first level of the Stammhaus. In the evening we offer a delicious 4 course dinner menu. Starting with a starter and salad buffet, second course it's your choice between soup or juice. For the main course you can choose between meat, fish or vegetarian and the final of the day is sweet: a nice dessert.

Dinner (half board) 6.30 pm – 8.30 pm

Hospital

Hospital Upper Engadin, Via Nuova 3, Samedan,
Phone 081 851 81 11

Klinik Gut, Piazza Paracelsus 2a, St. Moritz,
Phone 081 836 34 34

Housekeeping and Turn down Service

The cleaning of your room will take place during the day. If you would like your room to be cleaned at a certain time, please inform the reception.

Our daily turn down service (only in the Residence) takes place from 7 am to 8 pm.

Humidifier

We are happy to supply your room with a humidifier. Please contact the reception.

I Information Board

You will find our information board next to the hotel entrance with daily news for your holiday about weather, events and more.

Internet Access (free)

Complementary Internet access (WiFi) is available in the entire hotel. You receive your login at the reception. Guest computers are situated in the lobby for you.

Ironing Service

We are happy to iron your clothes for you. You will find the price list in your wardrobe. If you need ironing service overnight, we charge an extra fee.

In addition, you will find an iron and an ironing board in our laundry room (Residence -2) for our guests free of charge.

K Key Card

Use your key card to open your room door. The card entitles you also to access the garage and the ski- and bike-room. During the night time the card opens the main entrance door of the hotel (sensor is located on the left hand side of the entrance door).

Please always keep the key card with you. If you lose your key card we will charge CHF 20.

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L Laundry room for guests

In the lowest floor of the Residence (-2) next to the elevator you will find the laundry room for our guests with washing machine, tumbler and ironing board with iron at your disposition.

Please contact the reception for laundry detergent.

Laundry Service

Our laundry service is available for washing, ironing and dry cleaning. A price list and a laundry bag are in your wardrobe. Inhouse-laundry usually requires 48 hours.

Please contact the reception for dry cleaning. It requires at least 48 hours and is not available during the weekend and on national holidays (foreign company).

Luggage Handling

The reception is happy to assist you with your luggage. Please, contact the reception.

Lost and Found

Should you lose anything during your stay or leave something behind on your departure, please contact our reception. We kindly ask you to bring anything that does not belong to you to the front desk.

M Massages and Treatments

The SPA brochure in your room provides an overview of all available massages and treatments. Please contact the reception or directly the SPA° Montana for an appointment.

Mail and Postcards

You can leave your letters and postcards at the reception for postage.

Postcards are available for free at the reception.

Messages

Incoming personal messages will be brought to your room immediately.

Mobile Phones

Please note that the use of mobile phones within the SPA area and the dining room is not appreciated.

Morning mail

All the latest information for your vacation day can be found in the morning mail on your breakfast table.

N Newspaper

At our reception we have placed QR codes with which you can download newspapers and magazines free of charge at any time. We will no longer display paper newspapers for environmental reasons.

A wide range of national and international newspapers and magazines is available as download on our website.

Night Bell

You find a nightbell on the left-hand side at the main entrance. Please use the nightbell only for emergency cases.

During the night, your key card opens the main entrance door of the hotel (sensor is located on the left-hand side of the entrance door). Please always keep the key card with you.

P Parking

The hotel has a parking garage next to the hotel as well as within 5 minutes walk. For the parking place we charge in summer CHF 14 and in winter CHF 20 per night. We are happy to reserve a parking place in advance for you. Please note that the places in the garage next to the hotel are quite narrow due to constructional reasons.

Payment

Would you like to have a pre-departure bill one day in advance? We are happy to provide you with this. It makes your departure easier and more comfortable.

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Pets

For your dog, we charge a daily fee of CHF 20 including a dog blanket and a bowl (without food). We ask for your understanding that pets are not permitted in the dining room and in the SPA. We will gladly organise a dog sitting service for you (charged separately).

Phone

Calls within Switzerland and EU from your room phone are offered by the hotel and for free.

Do you need a certain phone number? The reception will be happy to help you.

International dialing codes:

Austria	0043
France	0033
Germany	0049
Great Britain	0044
Italy	0039
Spain	0034
United States	001

Pharmacy

Information about pharmacies on duty is available at the reception. The closest pharmacy is within 3 minutes walk from the hotel.

Toppfarm Roseg Apotheke, Phone 081 842 82 06
Via Maistra 177, Pontresina

R Radio and TV

On your TV you can also receive some radio channels. More information can be found on your channel list in the room.

Reception

Our front desk team is assisting you daily from 7 am to 11 pm and is reachable at the extension 111. In urgent cases you can reach us also at night times at the extension 079 918 47 14.

Room Service

Room service is available for breakfast from 7 am to 10 am and for food from the separate Room Service Menu from 8 am to 9.30 pm. You can order drinks from 7 am to 11 pm Please contact the reception to place your order. Surcharge room service for drinks CHF 5 and for food CHF 15.

S Safe and Valuables

Each room is equipped with a safe. Please note that your articles of value and jewelry are covered up to a value of CHF 50.000, cash excluded. In addition, you can use our central hotel safe with items being covered up to a value of CHF 100.000 (cash included). The hotel holds no liability for valuables left unattended in the rooms.

Sauna, Steaming Bath and Lakonium

Our wellness area is open daily from 4 pm to 8 pm.

Shining Shoes

An automatic shoe cleaning machine is situated next to the main entrance on the right side.

Shuttle Service

We offer a complementary shuttle service for your arrival and departure to the train station of Pontresina. From/ to the stations of St. Moritz and Samedan.

For any other transfer requests, we charge a transfer fee. Please contact the reception for any assistance we charge CHF 20.- per ride.

Additional rides within the Upper Engadine are available by appointment during reception opening hours, CHF 45 per ride.

Smokers and Cigarettes

Our hotel is a non-smoking hotel. The next possibility to buy cigarettes is the kiosk at the train station and in the Coop supermarket.

Coop, Via Da Mulin 17, 7504 Pontresina

Kiosk, Cuntschett 2, 7504 Pontresina

Please smoke only outside. There are ashtrays at the main entrance and the entrance to our O-Bar.

Specialities and Groceries

The Sennerei Pontresina (alpine dairy) is located next to the Hotel Rosatsch. It's famous for Swiss milkproducts and Engadine Specialties.

During summertime you can attend the artisan cheese production at Alp-Schaukäserei Morteratsch. More information at www.alp-schaukaese-rei.ch.

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Stamps

Stamps are available at the reception.

In Switzerland you can choose between A-Mail and B-Mail. A-Mail takes 1 working day and B-Mail max. 3 working days (within Switzerland).

Sports

SkiService Corvatsch (located in the hotel)

To rent your skis you don't have to put your shoes on and go outside. You can organize everything in a relaxing atmosphere directly in our hotel and on your next skiing day you get your skiing equipment delivered directly to the Corviglia slope. SkiService Corvatsch is specialised on everything you need for an active winter day.

Fähndrich Sport (3 minutes walking distance)

The expert for cross-country skiing. Fähndrich Sport does not only offer you the equipment and clothes, but also a variety of interesting cross-country courses. During summer season Fähndrich Sport is our specialist for everything concerning hiking, mountainbiking and e-biking – to purchase or for rental.

Swimming Pool

Opening hours from 7 am to 8 pm

Water temperature: approx. 28°C / approx. 84°F

Size: 11 x 7 meters

Water depth: 1.70 meters up to 2.00 meters

Taxi

Our reception team will be pleased to call a taxi for you. Our transfer service is available for an extra charge.

Additional rides within the Upper Engadine are available by appointment during reception opening hours, CHF 45/ per ride.

Tooth Brush and others

You forgot your toothbrush, tooth paste or anything else? We are happy to help you out. Please contact the reception.

Turn-Down-Service (only in the Residence)

Daily from 7 pm to 8 pm.

TV and Radio

You will find a channel list on your bedside table. The radio is integrated in the television.

Wake-up Calls

Personal wake-up calls can be arranged at the reception. You can also programme your room phone as follows.

Water

Our tap water has drinking water quality.

Wellness and SPA ° Montana

Young people under the age of 16 are allowed into the pool area only when they are accompanied by an adult. Especially in the swimming pool, please do not leave your children unattended at any time. Otherwise their lives may be at risk. Alcoholic drinks and glasses or bottles are not allowed in the wellness area.

The wellness area with swimming pool, saunas, fitnessroom, massages and treatments is located in the ground zero of the Residence.

The SPA brochure in your room provides an overview of all available massages and treatments. Please contact the front desk or directly the SPA ° Montana for an appointment.

Opening hours SPA ° Montana

Swimming pool 7 am–8 pm

Saunas 4 pm–8 pm

Massages and treatments upon appointment (reception).

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Wish List

Would you come back again?

In order to make your stay in our hotel as pleasant as possible, we would like to ask you to inform us about small things that you have noticed in a particularly positive or negative way. For this purpose you will find our wish list after your second night in your room. We are also happy to receive verbal feedback.

We have a choice of supplementary equipment available to make your stay as comfortable as possible. Please contact the reception for any needs and we will be happy to bring it to your room.

- Hypo-allergic pillows or blankets
- Bolster or a smaller pillow (40X40)
- Anti-slip mat for shower/bathtub
- Electric kettle and cups
- Dishes/cutlery
- Reading lamp
- Additional hangers
- Hot-water bottle
- Harder or softer mattress

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