

HOTEL  
19 HOLIDAY 73  
ZERMATT  
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Dear guests,

**WELCOME** to the hotel Holiday!

My team and I are very pleased that you have chosen our hotel for your stay in Zermatt.

We wish you a very pleasant stay with us and please do not hesitate to contact us if you have any wishes or concerns.

Your host,  
Olivier Joray and Team

# INFORMATION

## **A Arrival - departure**

At your arrival day the rooms are available at 3.00 pm. Check out is at 10.00 am. If you want to keep your room longer or store your luggage, please contact the reception desk.

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## **B Baby-sitter**

Should you need a baby-sitter for your children, please contact the reception desk in order to organize somebody.

### **Banks**

On the main street (Bahnhofstrasse), you will find the following banks and ATM's. UBS AG, Credit suisse, Walliser Kantonalbank, Raiffeisenbank

### **Bar**

Our hotel bar provides you with a feel-good atmosphere. It is open from 9.00 am to approx. 10.30 pm.

### **Beds**

Additional pillows, quilts or synthetic duvets can be requested at the reception. Preferably before 5.00 pm.

### **Bill – invoice**

Your bill is always up-to-date and you may request a statement of your account at any time. Please settle your account in the evening before your departure at the reception desk.

### **Breakfast**

In the dining room, our rich breakfast buffet is available from 7.30 am to 10.00 am during the winter season and from 7.00 am to 10.00 am during the summer season.

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## **C Car rental**

The company Hertz is located in Täsch. Our receptionist will help you to rent a car for you.

### **Credit cards**

We accept Visa, Mastercard, Maestro, Diners, JCB and American Express. The minimum amount is CHF 20.--.

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## **D Dinners – half board or à la carte**

Dinner is served in our restaurant room from 6.30 pm to approx. 8.45 pm during the winter season and from 6.30 pm to 8.15 pm during the summer season. Should you decide not to eat in our restaurant one evening, please inform us before 12.00

pm. In winter we have on request a children's dinner in the bar at 6.00 pm. We have a fully licensed restaurant and BYO is not allowed.

### **Direct booking**

We would be delighted to welcome you on your next stay in Zermatt. Make your reservation via our website [www.hotelholiday.ch](http://www.hotelholiday.ch) or at the reception desk [info@hotelholiday.ch](mailto:info@hotelholiday.ch) or 027 966 04 00. Discover the advantages of direct booking on our website.

### **Doctors**

All doctors are on duty from Monday to Friday at office hours and by appointment only. During the weekend and at night one of the doctors is on emergency duty. If by any chance you need a doctor the reception will assist to make an appointment for you.

### **“Do not disturb”**

If you don't want to be disturbed, please put the sign (red side up) outside your door. Please do not forget to remove it when you leave, so that the room maid can clean your room.

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## **E Electricity supply**

All the rooms have 220 V sockets. The shaver sockets have 110 V. You can borrow a plug adaptor at the reception desk.

All our rooms have a master switch next to the entrance door (with a little orange light) which has to be switched on in order for the remaining lights to turn on.

### **Entrance key**

Please do not forget to take the little key with you when you leave the hotel at night. It is to open the entrance door which is locked after 10.00 pm.

### **Excursions and events**

If you would like to visit the "Matterhorn Museum", get on a sight-seeing flight with Air Zermatt, or go for a walk/hike in the surroundings of Zermatt, our reception desk has some good suggestions for you. Even an excursion to the Tessin/Ticino would be no problem to organize.

The reception staff can give you also information about the current events.

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## **F Fire alarm**

PLEASE DO NOT PANIC and pay attention to the emergency plan which is in your room. Use the marked emergency exits and follow the instructions of the hotel staff.

### **Flowers**

Our receptionist will help you to organize a bunch of flowers, etc. for you or will inform you about the location of a flower shop in Zermatt.

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## **H Hair dryer**

A hairdryer is provided in each room.

### **Heating**

Please help us to save energy by turning off the lights and TV when you leave your room. During the winter, we kindly ask you to close the windows and doors before you leave your room. Thank you!

### **Horse carriages – sledges**

If you want to book a tour around the village by horse carriage, we will gladly organize it for you.

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## **I Internet**

Wireless Internet is available for free.

Our internet address is [www.hotelholiday.ch](http://www.hotelholiday.ch) and E-mail: [info@hotelholiday.ch](mailto:info@hotelholiday.ch)

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## **L Label “Fait Maison”**

We offer homemade dishes made with the very best ingredients. In December 2021 our restaurant was honoured with the "Fait Maison", a label, established by GastroSuisse, the Fédération romande des consommateurs (FRC), the Semaine du Goût and Slow Food CH. More info on [www.labelfaitmaison.ch](http://www.labelfaitmaison.ch)

### **Laundry**

Laundry, which is given to us before 9.00 am we will wash, iron within 24 hours. Please use the laundry bag which is in your wardrobe and fill in according to form. The bag can be left on the bed for the room maid or brought down to the reception. Laundry which must be dry-cleaned can be handed in at the reception from Monday to Saturday afternoon. You will get it back within 48 hours. Rates are according to the dry-cleaning company.

### **Lunch boxes**

If you want us to prepare a lunch box, please order it at our restaurant staff or at the reception desk by 5.00 pm the evening before.

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## **M Mail – messages**

Please ask the reception desk.

### **Massages**

The reception is happy to recommend a practice for massages.

### **Mess**

#### Catholic church

Saturday		07.00 pm
Sunday	Early Mess	07.00 am
	High Mess	10.00 am
		06.00 pm

### Protestant church

Service each Sunday from the end of September until June at 10.00 am

### English church

Sunday 10.00 am

Sunday 06.30 pm

### **Money exchange**

Some currencies can be exchanged at the reception desk at the Hotel's daily rate. An exchange office is located at the train station (Bahnhofplatz).

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### **N Newspapers**

Should you require a special newspaper, please ask at the reception. In the lobby you also find some daily newspapers at your disposal.

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### **P Pharmacy**

There are three big pharmacies at Zermatt. Our reception staff will tell you the opening hours.

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### **R Reception**

Our reception is open from 7:30 am to 10 pm. Our reception staff is responsible for hotel reservations, restaurant reservations and invoices. They are also in charge for the mail, telephone, fax, wake-up calls or passing on information to you. In short we are looking after you from your arrival until your departure. Therefore, if you need any information, assistance or have any queries, do not hesitate to contact the reception staff.

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### **S Safe**

It is advisable to leave money and valuables in your safe, which is in the wardrobe of your room. You will find the instruction paper on top of the safe. The hotel is not responsible for valuables not deposited in the safe.

### **Sanitary products**

Liquid shampoo and shower gel (2 in 1) is in the bathroom. For toiletries such as toothbrush, toothpaste, one way shavers, please check at the reception.

### **Sewing kit**

Available on request at the reception.

### **Ski lessons**

Several ski schools provide their services. The reception will help you to book group lessons, private ski instructors or guides.

### **Ski room**

The entrance is outside the hotel, on the left-hand side of the entrance of the restaurant. In the ski-room you will find a ski-boot-heater for drying and warming your ski boots. Please take note, that it is not allowed to take your skis and ski boots with you into your room.

### **Ski service**

Please contact the reception concerning the ski service. The skis will be picked up at approximately 6 pm and will be returned the same evening.

### **Smoking**

The Canton Valais has strict smoking laws. SMOKING IS NOT PERMITTED in the rooms or in public areas. Please only smoke in front of the entrance where there is an ashtray.

### **Sports**

In each of the Zermatt sport shops you can buy or rent all the equipment needed. In winter you will have skies, snowboards, ice skates or a sledge etc. and in summer hiking and climbing gear as well as mountain bikes.

What do you think about a paragliding-flight or river rafting? The reception desk will help you to make a reservation or an appointment.

### **Stamps**

Stamps are available at the reception, where you can also drop your mail. We post it the next morning (except Sundays and public holidays).

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## **T Taxi**

Please ask at the reception desk to call a taxi to bring you to town or one of the mountain railways.

The hotel taxi is only allowed to drive you on arrival and departure.

### **Telephone**

Our telephone number: +41 (0) 27 966 04 00

Calling from room to room: Dial 2 + the number of the room you want to call.

Calling the reception: Dial 8000.

### **Tourist office**

The Tourist office is located next to the station. You get there, for free, information and brochures about Zermatt and the surroundings. Telephone 027 - 966 81 00.

### **Towels**

Daily towel change on request only. Additional fee may apply. Please contact the reception.

### **TV**

Please see the TV information in this folder.

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