



UNIQUE HOTEL POST
zermatt since 1875

Welcome!

to the *Unique Hotel Post Zermatt*. We are delighted to welcome and pamper you.

To make your stay as pleasant as possible, we have compiled a collection of answers to the most frequently asked questions.

It is our great pleasure to assist you with any questions and wishes you may have. Please contact our receptionists with any concerns. We are happy always to help.

Have a great time in Zermatt!

Family Perren-Germanini
and all employees of the
UNIQUE HOTEL POST
ZERMATT

From A to Z

A

Adapter

For a deposit of CHF 20.00, 220V AC adapters are available at the reception.

Alpine Centre

Only 50 meters away from the hotel, the Alpine Centre is the office for ski or lift tickets, ski instructors, guided winter tours, mountain guides, walking tours and various activities in the mountains.

Activities

The Mountains around Zermatt, as well as the village itself, offer countless opportunities to make your holiday individual and varied. Detailed information, adapted to the season, is available at the reception, the tourist office opposite the railway station or online at www.zermatt.ch.

Amenities

Shower gel, shampoo, soap, body lotion and shower caps are to be found in your bathroom. If you need additional articles, please contact the reception.

B

Breakfast

Breakfast is served on the first floor from 7.00 am in summer and 7.30 am in winter until 10.30 am. If you wish to have your breakfast served in the room, please dial 400. Should you have to leave the hotel on the day of departure before 7 am, please inform our receptionists before 9 pm the evening prior your departure day. We are pleased to prepare a lunch box for you.

Baby bed

Please contact the reception.



From A to Z

Banks

5 banks and 1 exchange office are situated on the main street:

UBS
Raiffeisen
Walliser Kantonalbank
PostFinance
Credit Suisse

Opening hours:

Monday to Friday 9.00 am – noon / 2.30 pm – 5.30 pm

On weekends and public holidays, banks are closed.

Bars & Clubs

5 Bars & Clubs – some open all year round – are to be discovered at the Unique Hotel Post.
Please note the opening hours



PAPA CAESAR
lounge bar

The cosy lounge bar on the 1st floor pampers with exotic cocktails, exquisite spirits, fine wines and an unique ambiance.



LOFT CLUB
clubbing 25+

The Disco Funk Club in the basement of The Factory provides the best mix of 70s, 80s, 90s and current charts for a good atmosphere.



PINK
live music bar

Unique in Zermatt and the highlight for fans of high-class music and club entertainment!
Enjoy international bands performing the best of live music. Indulge yourself!
You will find the "Pink" next to the reception.



BROKEN BAR
the club

The iconic cellar vaults in the basement of the hotel have been attracting generations of locals as well as external guests for over 55 years.



BROWN COW
pub

At our casual pub on the ground floor, local and external guests meet and have snacks or chilled drinks in an uncomplicated atmosphere



From A to Z

Bose system To use the Bose system in your room, please turn on the Bose system and the Bluetooth of the Bose system as well as your mobile phone. Connect your mobile phone with "Bose Home Speaker 500".

Bus The use of the public bus of Zermatt is included in your ski or mountain lift ticket. The next stop is 150 meters away from the hotel. On your village map the stops are marked with a yellow and black "B".

C

Cash Machine/ ATM Several ATMs of local banks are to be found close to the hotel (UBS, Credit Suisse, Raiffeisen, PostFinance, WKB) and operate 24 hours.

Church services In Zermatt, Roman-Catholic, Protestant and English Church services are offered. Information on current service times is available at the reception

Credit Cards We accept VISA, MasterCard and American Express. You also have the possibility to pay with Maestro or Postcard.

D

Departure We ask you to check out before 11am on the day of departure. We are pleased to store your luggage with us at reception. Upon request, our portier can bring you to the station, taxi rank or heliport until 7pm. This service is free of charge.

Doctors Five practices of general practitioners and two dental practises provide an excellent health care in Zermatt. Please contact our receptionists for further information, opening times and emergency services.



From A to Z

E

Emergencies

For medical emergencies please contact the reception under the number 400. National emergency telephone numbers can be found in this guest information folder.

F

Fax

We are pleased to send your fax at the reception. Within Switzerland, the cost for the first page is CHF 2.00, any additional page costs CHF 0.50. The international tariff depends on the country of the recipient.

H

Humidifiers

Due to the height and low rainfall, sometimes the air in Zermatt becomes relatively dry. If you generally suffer from very dry airways, this may become apparent. In this case we will gladly provide a humidifier.

I

Internet

WLAN is complimentary and available in the whole hotel. The security code can be found with our room cards. Additionally all our rooms are equipped with LAN connection. Cables are available at reception.

Ironing

We offer an ironing service. The price list can be found in this guest information folder.

K

Kindergarten

The public kindergarten of Zermatt "Kinderparadies" offers child care by highly qualified staff, as well as a wide range of great experience for your children. Information under 027 967 72 52.

Kettle

If you need a kettle, please contact our reception.



From A to Z

L

Laundry

We offer a laundry and ironing service. Further information and a pricelist can be found in this guest information folder. Laundry bags are in the wardrobe.

Towels and sheets are changed during your stay at regular intervals. If you would like an extra linen change, please inform us before 5pm. Extra pillows, blankets or towels will also be available after 5pm.

M

Mountain Lifts

From Zermatt, 3 different lifts lead into the mountains.

The **Gornergrat train** takes you to the summit of Gornergrat at the height of 3100 meters in 33 minutes.

The **Sunnegga** funicular railway and the cable car starting at Sunnegga take you to the **Rothorn** area.

The cable car, that takes you to the **Schwarzsee / Klein Matterhorn** area (**Matterhorn Glacier Paradise**), is Europe's highest cable car. With it you can reach 3885 meters above sea level.

For more information on the cable cars and their operating hours please contact our reception.

Massages

Our innovative range of massages can be found in this guest information folder. We are happy to take your reservation under the number 400 or directly at reception.

Minibar

Due to ecologic reasons we do not feature minibars in our rooms. You will find our room service offer in this guest information folder. Any items that need to be cooled can be handed in and picked up at any time at reception.



From A to Z

N

Newspaper

Daily newspapers can be found at breakfast and at the Brown Cow Pub on the ground floor. Various magazines can be found in the whole hotel.

P

Post

With pleasure we can post your cards for you. Stamps are also available at reception. The post office of Zermatt is located on the mainstreet, about 100 meters from the hotel.

Pharmacy

Three pharmacies are located on the main street.

Opening hours

Monday to Saturday 8 am – noon / 2 pm – 7 pm

Sunday

8am – noon / 4 pm – 6 pm

For emergency services please contact reception.

Pillow Menu

We want to ensure that you get a good night's sleep and have compiled a pillow menu so that you can choose the most comfortable pillow for your needs. Be surprised and enjoy unexpected sleeping comfort. You will find the pillow menu at the Front Desk.

Printing

If you need to have documents printed, please send them to us by mail (virus check!): info@hotelpost.ch. We will certainly look for any information needed and help you with online check-in for your next flight.

Pets

Due to the sensitive materials in our rooms and suites we unfortunately cannot accept any pets.



From A to Z

Packed lunch

If you do not have the possibility to have breakfast on the day of departure (departures before 7am), we are happy to prepare a small lunch box for you. Please inform reception before 9pm on the evening before your departure.

R

Room Service

You will find the room service menu in this guest information folder. We will be glad to take your order under the number 400. We kindly point out that no dishes can be ordered from the restaurants. For each order we will charge you CHF 4.00 extra.

Restaurants

Please note the opening hours



THE FACTORY

restaurant • pizzeria

Our restaurant with Italian-Mediterranean cuisine is situated on the first floor and will delight you in a unique atmosphere with pasta, meat and fish dishes as well as with our crispy pizza from the wood fired oven. Please take note that we are having two seating's during high season in winter as well as summer. See the reception for further information.



PÖSTLI STÜBLI

typisch wallis • typisch schweiz

Enjoy an excellent piece of Swiss meat grilled on a hot stone, different Fondues or a Raclette in an authentic and unique atmosphere. A selected choice of regional wines completes the culinary offer. Please take note that we are having two seating's during high season in winter as well as summer. See the reception for further information.



P.O.S.T

a taste of fashion

Sharing food & craft beers. The perfect combination to spend a lovely evening with friends and family. Fresh food – homemade bread – straightforward, easy & delicious.

Our insider tip: the lounge on the terrace.



BROWN COW

pub

In our casual Pub on the ground floor we serve easy bar meals, burgers, sandwiches, Hot Dogs, soups and salads, cold beer and chilled drinks.



From A to Z

S

Shops

Opening times (subject to change)

Monday-Saturday 8am - noon / 2 pm to 7 pm

Sunday 9 am - noon / 4pm to 6pm

Sport shops as during the week

Sport shops at the lifts are open all day in winter season.

Safe

You will find a safe in the wardrobe of your room. It can be locked with your personal code.

Ski room

The Ski room is located on the -1 floor and can be easily reached by elevator or by stairs next to the main entrance. We kindly ask you not to enter the room with ski boots.

Ski school

A list of all ski schools and their phone numbers is available at the reception.

Sport shops & Ski rental

With our partner on the main street "Matterhorn Sport" guests of the Unique Hotel Post will receive a discount of 10% on all rentals.

Ski passes

Ski passes can be purchased at all stations in the village and at the Alpine Centre, 50m from the hotel.

Supermarket

Two big supermarkets, Coop and Migros, are near the Hotel. Coop is located at the Victoria Centre, opposite the train station. Migros is situated opposite the tennis court/ ice rink. The smaller PAM supermarkets are located on the other side of the river and at Winkelmaten. For opening hours ask the reception.

Smoking

It is not allowed to smoke in our rooms. Smokers will find ashtrays on the balconies and at marked areas such as terraces and our smoking lounges all over the hotel.



From A to Z

SPA Area

The SPA area, which offers a big Jacuzzi, steam bath and sauna, is located on the -1 floor and can easily be reached by elevator. Please change your clothes in your room. You will find slippers and a bathrobe in the bathroom or in your wardrobe. Towels can be found at the SPA area. To reserve a massage, please contact our reception.

Opening hours from 4 pm to 9 pm

Please inform the reception if you like to use the SPA area before or after the regular opening hours (due to security reasons not possible after 10pm). Sauna and steam bath can be ready in 30 minutes.

T

Television

A list of all available programs can be found in this guest information folder.

Telephone

For external calls dial 0 and then the phone number.
To call other rooms, please dial the room number.



From A to Z

- Tourist Office** The tourist office is located next to the train station. They can provide detailed information about all activities in and around Zermatt.
- Taxi** We are pleased to call a taxi for you. From noon until 7 pm the main street is closed for traffic. During this time, taxis stop in front of the Hotel Zermatterhof – only 30 meters from the hotel.
- Terrace** During the summer months our hotel guests can enjoy the warm sun on our terrace on the first floor. Please walk through our restaurant "P.O.S.T".
- Tap water** The tap water of Zermatt is fresh mountain water and has best drinking quality.
- W**
- Wake-up call** If you wish a wake-up call please inform the reception.

We wish you a wonderful
time in Zermatt!



TV Sender Liste | TV Channel List | Liste de canaux TV

Deutsch			Français					
1	 TV	34	 HD	68		97		
2		35	 HD	69		98		
3		36		70		99		
4	 HD	37	 HD	71		100		
5	 HD	38		72		101		
6		39		74		104		
7	 HD	40		76		105	 HD	
8	 HD	41	 HD	77				
9	 HD	43		78				
10		44		79				
11		45		80				
12		46		81				
13		47						
14		48	 HD					
15		49	 HD					
16		50	 HD					
17	 HD	51		82				
18	 HD	52		83				
19	 HD	54		84				
20	 HD	55		85				
21		56	 HD	86	 HD			
22		57		87				
24	 HD	58	 HD	88	 HD			
25		59		89				
26	 HD	60	 HD	90				
27	 HD	61		91				
28	 HD	62	 HD	92				
29	 HD	63		93				
30	 HD	64		94				
31	 HD	66		95				
32		67						
33								
Italiano			English			Español		
106	 HD							
107	 HD							
108								
109								
110								
111								
112								
113								
Others			Español			Español		
120						114		
122	 HD					115		
123						116		
						117		



UNIQUE HOTEL POST
mountain lifestyle

Wäsche-Rechnung

Laundry-Bill

Note de Blanchissage

Name/Name/Nom:

Zimmer Nr/Room Nr/Chambre No:.....

Datum/Date/Date:

<u>Damenwäsche</u>	<u>Ladies' Linen</u>	<u>Linge de Dames</u>	<u>Prix</u>	
... T-Shirt / Top	... T-Sirt / Top	... T-Shirt / Top	6.00
... Bluse	... Blouse	... Chemise	11.00
... Pullover / Weste	... Pullover / Cardigan	... Pullover	6.00
... Hose	... Trousers	... Pantalon	11.00
... Rock	... Skirt	... Jupe	9.00
... Kleid	... Dress	... Robe	20.00
... Trainingsanzug	... Track Suit	... Training	15.00
... Nachthemd	... Nightshirt	... Chemise de Nuit	8.00
... Slip / Unterleibchen	... Slip/Undershirt	... Slip/Camisole	4.00
... Büstenhalter	... Bra	... Soutien-Gorge	4.00
... Strümpfe, Paar	... Stocking	... Bas	4.00
<u>Herrenwäsche</u>	<u>Gentlemen' Linen</u>	<u>Linge de Messieurs</u>		
... T-Shirt/kurze Hose	... T-Shirt/Short	... T-Shirt/Short	6.00
... Hemd	... Shirt	... Chemise	8.00
... Pullover / Weste	... Pullover	... Pullover	8.00
... Hose	... Trousers	... Pantalon	11.00
... Trainingsanzug	... Track Suit	... Training	15.00
... Pyjama	... Pyjama	... Pyjama	8.00
... Unterhose/Unterleibchen	... Underpant/Undershirt	... Caleçon/Camisole	4.00
... Socken, Paar	... Socks	... Chaussettes	4.00
... Taschentuch	... Handkerchief	... Mouchoir	1.00
<u>Kinderwäsche</u>	<u>Children' Linen</u>	<u>Linge d'Enfants</u>		
... Shirt	... Shirt	... Blouse/Chemise	5.00
... Hosen/Jeans/Rock	... Trousers/Jeans/Skirt	... Pantalon/Jeans/Jupe	7.00
... Kurze Hosen	... Short	... Short	4.00
... Kleidchen	... Dress	... Robe	10.00
... Trainingsanzug	... Track Suit	... Training	8.00
... Pyjama	... Pyjama	... Pyjama	5.00
... Slip/Unterleibchen	... Slip/Undershirt	... Slip/Camisole	1.50
... Socken	... Socks	... Chaussettes	1.50
<u>Bügeln (1 Stunde)</u>	<u>Iron (1 hour)</u>	<u>Repassage (1 heure)</u>		
... Foulard	... Scarf	... Foulard	4.00
... Kostüm	... Ladies Suit	... Tailleur	20.00
... Damenkleid	... Dress	... Robe	15.00
... Jupe	... Skirt	... Jupe	6.00
... Bluse/Hemd	... Blouse/Shirt	... Blouse/Chemise	6.00
... Herrenhosen	... Trousers	... Pantalon	8.00
... Krawatte	... Necktie	... Cravatte	4.00
... Herrenanzug	... Suit	... Complet	18.00
... Jacke	... Jacket	... Veston	10.00

Total:

Keine Trockenreinigung

No dry cleaning

Pas de nettoyage à sec

Wäsche, die vor 09.00 Uhr an der Reception abgegeben wird, wird von uns bis 18:00 am selben Tag retourniert.

Laundry, which is given to the Reception before 09.00 am will be returned before 06.00 pm on the same day.

Le linge donné à la réception avant 09.00 vous sera retourné avant 18.00 le même jour.

BITTE BEACHTEN SIE – NOTICE - AVIS

Das Hotel haftet weder für Schäden, die während der Reinigung entstehen, noch für Kleidungsstücke, die erst nach dem Abreisedatum als verloren gemeldet werden. Im Falle eines Schadens oder Verlustes keine Rückzahlung möglich.

The Hotel is not responsible for shrinkage, fading or for articles claimed as lost after departing the Hotel. In case of damages or loss, reimbursement is not possible.

L'hôtel refuse toutes responsabilités en cas de rétrécissement, perte de couleurs ou pour des articles déclarés perdus après le départ de l'hôtel. En cas de dommage ou perte, il ne sera procédé à aucun remboursement.



UNIQUE HOTEL POST
mountain lifestyle

How to use the phone

To make outside calls, please dial the „0“ followed by the desired number.

To call another room please dial the room number.

Front desk / Night manager	400
Room service	400
Directories (subject to charge)	1818
Ambulance 144	
Police	117
Fire Brigade	118
Europe SOS	112

Country codes:

<i>France</i>	0033
<i>Great Britan</i>	0044
<i>Germany</i>	0049
<i>Italy</i>	00390
<i>USA & Canada</i>	001
<i>Australia</i>	0061
<i>Russia</i>	007
<i>Sweden</i>	0046
<i>Greece</i>	0030

For further questions please call the front desk.

Verhalten im Brandfall

In case of fire

Ruhe bewahren! / Keep calm!

Brand melden

Report the fire

Brandmelder betätigen



Activate the fire alarm

oder

or

Notruf: 118



Emergency number: 118

Wo ist etwas passiert?

Was ist passiert?

Wer meldet?

Warten auf Rückfragen

What is the exact location?

What are the details?

Who is reporting?

Wait for further questions

In Sicherheit bringen

Go to safety

◆ Warne gefährdete Personen

◆ Warn endangered persons

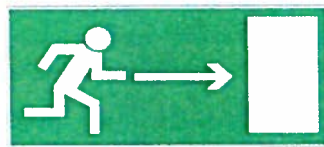
◆ Gefährdete Personen mitnehmen
(Behinderte, Rollstuhlfahrer etc.)

◆ Take along helpless people
(handicapped person etc.)

◆ Fenster und Türen schließen

◆ Close windows and doors

◆ Gekennzeichneten
Rettungswegen folgen



◆ Follow signposted escape routes

◆ Aufzug nicht benutzen

◆ Do not use elevator

◆ Sammelplatz aufsuchen



◆ Go to the assembly point

Zermatterhof

Zermatterhof

Löschversuch unternehmen

Extinguish fire

◆ Gefährden Sie sich nicht selbst



◆ Do not endanger yourself

◆ Feuerlöscher,
zur Brandbekämpfung benutzen

◆ Use portable fire extinguishers