

# E-CONCIERGE



## Adapter

You will find a Euro socket in each room. If you still require an adapter, you can purchase one during the opening hours at the Shop.

## Bycicles / E-bikes

In garage B, we provides secure storage for bicycles and e-bikes. Charging outlets for e-bike batteries and tools for minor repairs available.

## Blankets/Duvets & Pillows

Our duvets and pillows are suitable for allergy sufferers.

## Damages

Please inform us of any damage before the final cleaning via phone or email. We appreciate your understanding that repair or replacement costs will be charged.

## Drinking water

Our tap water is of the highest drinking quality - it comes directly from the "Stockenawald" spring. By the way, we also use this water to brew our beers!

## Extend your stay

We will gladly help you extend your stay at any time. Kindly contact us at [hotel@speluca.ch](mailto:hotel@speluca.ch).

## Hygiene products

We can provide toothbrushes, hygiene products and more. You will find these in the "Room for every need", accessible 24/7 to hotel guests.

## Laundry room

The laundry room is open 24/7 and operates on a self-service basis, providing everything you need to freshen up your clothes during your stay. It is located on the mezzanine floor between the basement and ground floor (down the stairs from room 001). Please note that usage is subject to a small fee.



## Lost & Found

We maintain records of all lost items that have been found and will gladly assist in reuniting you with anything you may have misplaced during your stay. Please reach out via phone or e-mail for further assistance. Unclaimed Lost & Found items will be held for a period of 90 days before disposal.

## Luggage Storage

You can store your luggage at the Shop during opening times.

## Parking

Free outdoor parking is available on site. Garage parking is also available for CHF 15.00 per day.

## Play room

Our play room, located on the ground floor, is available to all kids and families. Here, you will also find a toilet with changing table.

## Room Card

If you lose your room card, you can obtain a replacement at the check-in terminal. The old card will automatically be deactivated.

## Room for every need

The "room for every need" is located on between ground floor and 1<sup>st</sup> floor and is accessible 24/7. It contains toilet paper, duvets, pillows, hygiene products and a first-aid kit with band aids and more.

## Sauna

The Finnish sauna and Bio sauna, located on the 1<sup>st</sup> basement floor, are accessible to all hotel guests from 11 am to 9 pm. You will find showers, changing rooms and towels at your disposal.

Bathrobes and slippers are available at the Shop upon request. Please make your request before 6 pm at the Shop.

## Shop

Our Shop is open from 8 am to 6 pm. Here, guests can find our beer, local products, essentials, and much more.



## Ski Bus

The ski bus free of charge and takes you from SPELUCA to the ski slopes Splügen-Tambo.

For more information and timetables visit: [www.viamala.ch](http://www.viamala.ch)

## Ski room

The ski room is located in Garage A and accessible 24/7, providing a secure and convenient space to store your ski equipment at any time during your stay.

## Smoking

Smoking is prohibited in indoors.

A penalty fee of CHF 150.00 applies for violations of the no-smoking policy. Triggering the fire alarm by smoking incurs a fine of CHF 2.500.00.