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About Zermatt

- Alpin Center Zermatt - Mountain guides association
  (Summer & winter)
  Guided day trips, Heliskiing, Gorge Adventure, etc.
  Information & Reservation: Alpin Center, Tel. 027 966 24 66
  www.skischule-zermatt.ch

- Mountain lifts
  (Summer & winter)
  All the important information about mountain lifts in Zermatt
  (Prices, glacier palace, sunrise, etc.) can be found at the main office:
  Tel. 027 966 01 01 or by visiting the website

- Ski- and snowboard school Zermatt (Summer & Winter)
  Group or private lessons: Tel. 027 966 24 66

- Helicopter flights with Air Zermatt (Summer & winter)
  Enjoy Zermatt and the Matterhorn from the sky.
  Information / Reservation: Tel. 027 570 70 00
  www.air-zermatt.ch

- Paragliding school "Air Taxi" (summer & winter)
  Experience the feeling of a paragliding flight a passenger.
  Information / Reservation: Tel. 027 967 67 44
  www.airtaxi-zermatt.ch

- Waterski Schalisee (Summer) in Täsch
  The waterskiing lift (Rixen Little Bro 2.0) has a length of 109 m. The electric powered lift is quiet and environmentally friendly.
  Information: Tel. 027 968 12 12

- Curling / Ice skating (Winter)
  Sportarena Obere Matten, Information: Tel. 027 967 62 64
  www.zermatt.ch

Suggestions for cloudy days

- Matterhorn Museum – Zermatlantis
  It shows the triumphs and tragedys arround the first ascent oft he Matterhorn.
  Opening times: Winter daily from 3.00 pm. – 6.00 pm.
  Summer daily from 11.00 am. – 6.00 pm.

- Old Village Zermatt
  Visit the oldest part of the village of Zermatt with barns, stables and old houses built around 200 – 250 years ago.
  Guided tours are organized on request: Tel. 027 966 81 00

- Library
  Did you forget your thrilling book at home? Visit the Zermatt public library. There you will surely find some entertaining reading.
  Information: Tel. 027 966 22 38

- Public SPA and Wellness
  Following hotels have public pools/wellness areas:

- Cinema - Vernissage
  Information & Reservations: Tel. 027 966 69 70

- Galeries and vernissage
  For further information on opening times etc, please contact the tourism office Tel. 027 966 81 00

The Ambiance from A – Z

A

- **Adapter**: Adapters are available at the reception.
- **Allergies:** Please inform us about possible allergies or intolerances, we should be aware of.

B

- **Baby bed**: If you need a baby bed, please contact us at the reception.
- **Babysitter**: If you need a babysitter, please contact us at the reception.
- **Bar**: Our hotel bar is open until 9:00 pm (summer)
  or 10:00 p.m. (winter)
- **Bed linen:** On request we can change your bed linen every day.
- **Bike:** You can store your bicycles in our ski room. For even more safety and service, we also offer you the possibility to park your bike at our partner of the Bike Arena. The Bike Arena offers everything a biker's heart desires.
  https://www.bikearenazermatt.ch/mountainbike-services
- **Blanket**: We offer extra blankets if needed. Please contact us at the reception.
- **Breakfast**: Summer: from 7:00 a.m. to 10:00 a.m.
  Winter: from 7:30 a.m. to 10:30 a.m.

C

- **Check-in**: The rooms are available from 4:00 p.m. In case of early arrival, you can store your luggage until check-in at the reception. For an extra fee, we can arrange an early check-in.
- **Check-out**: Even though leaving might be difficult for you, we kindly ask you to leave your room by 11:00 a.m. You are welcome to store your luggage at the reception until your final departure. For an extra fee we can arrange a late check-out.
- **City tax**: The city tax will be charged separately: sFr. 3.00 per adult (from 16 years) and per night, sFr. 1.50 per child (from 6 to 16 years).

D

- **Dogs**: Well-educated dogs are welcome in our hotel. We will charge a supplement of sFr. 15.00 per night and dog. Please notice, for the consideration of the other guests, dogs are not allowed in the breakfast area. If you wish to eat breakfast with your dog, please inform us, so we could prepare a separate table for you.

E

- **Emergency doctor**: This link will forward you to the next doctor on duty.
  https://www.zermatt.ch/en/Emergency-numbers
- **Entrance**: After 9:00 p.m. our main door is closed. You can open the door with your room keycard.

F

- **Fire**: Please find the information and the instructions to follow in case of fire at the back of your room door.

H

- **Housekeeping**: Is available from 8:00 a.m. to 1:00 p.m.

I

- **Internet**: We offer free internet Wifi access in our hotel. Password is available at the reception.

L

- **Luggage**: We can help you to carry your luggage if needed.
- **Laundry service:** Wash saloon „Doli“ Tel. 027 967 51 00
  On request, the laundry can also be left at the hotel. If you leave your laundry at the reception until 09:00 a.m., it will be returned to you the same day.
- **Lunch-packet**: On request, we can prepare you a lunch package. We charge sFr. 8.00 per person. Please order it the day until 8:00 p.m.

M

- **Matterhorn view**: Enjoy the fantastic view of our emblem from our sunny terrace.

- **Mailing**: After each season we send our latest newsletter to our guest. If you like to receive one, please contact us at the reception.
- **Non-smoking**: We are a non-smoking hotel and we kindly ask you to respect it. If you smoke in the room, we need to charge you sFr. 500.00 for the cleaning service.

O

- **Openair-Jacuzzi**: Our jacuzzi is available in winter & summer until 8:00 p.m. Please contact reception before using it. We are happy to serve you a drink from our bar. Private drinks are not allowed in the jacuzzi.

P

- **Payment**: We accept the following payment methods: cash, bank transfer (in advance as pre-payment), Visa, Mastercard, Maestro and Amexco.
- **Pillows**: We can offer you extra pillows or even special ones if needed. Please contact us at the reception.
- **Protection of the environment**: The centralized hot water production in the Ambiance originates ecologically thanks to the sun of Zermatt through the solar panels on the hotel roof.
- **Provisional booking**: Did you enjoy your stay at the Ambiance and are already planning to come back? Please go to reception and make your provisional booking for your next stay.

Q

- **Quick Check out**: If you wish a fast departure early in the morning, you can settle your bill the evening before you leave our hotel.

R

- **Relaxation area**: Finnish Sauna, infrared cabin, exercise bike, dumbbells and shower and on the terrace an open air jacuzzi.
- **Room card**: At your arrival, you received one room card per person. This card opens your room and the hotel main entrance after 9:00 p.m. If you have any problem with it please contact us at the reception.

Please do not forget to give back the cards at the day of your departure. In case of early check-out, please leave the cards in the box next to the main entrance.

S

- **Safe**: Each room is equipped with its own safe. Please read the instructions.
- **Sauna**: Our finnish Sauna is open daily in the winter season from 3:00 p.m. to 8:00 p.m. (in summer only on request).
- **Sewing kit:** Available at the reception desk.
- **Shoe shine machine:** A shoe shine machine is available free of charge in the hotel entrance area or ask at the reception if a shoe shine set in the cupboard is not enough.
- **Ski rental:** Slalom Sport shop provides ski rental. www.slalom-sport.ch

T

- **Telephone**: For an internal call, dial 1 followed by the room number (for ex.: 1208 to call room 208).
  For an external call, dial the phone number directly with the area code if needed.
- **Terrace**: You can enjoy the Matterhorn view on our sunny terrace.
- **Timetables:** Different timetables for trains, lifts, local bus, etc. are available at the reception.
- **Toothbrush:** Forgotten your toothbrush or razor? No problem, come by the reception, we can help you out.

U

- **Umbrella**: Umbrellas are available at the reception.

V

- **Voucher**: Would you like to offer a unique present to your family or friends?
  We can propose you gift vouchers; please contact us at the reception.

W

- **Wake-up call**: Each room has got an alarm clock. If you prefer a wake-up call please contact us at reception the evening before until 10:00 p.m.

X

- **x-wishes:** Wishes or proposals are always welcome!

Y

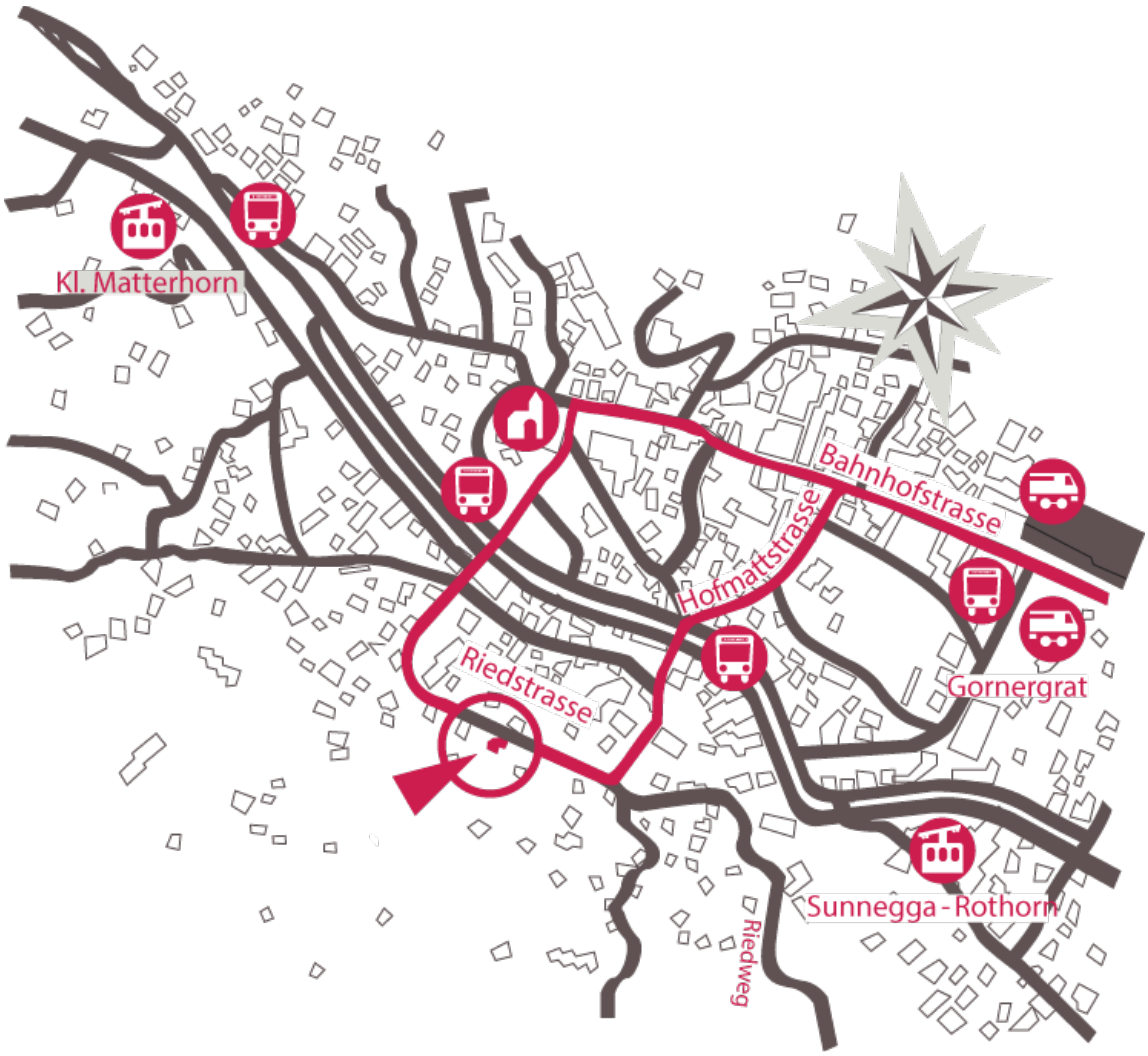
- **Yes**, become our fan on Instagram!

Z

- **Zermatt, any question?** The reception is helping you with pleasure

Map

Everything can be easily reached on foot from the Ambiance.
Our hotel with a spectacular view to the stunning Matterhorn
is only 3 minutes away from the local and skibus stop.
It's just a five minute walk to the lively and bustling centre of Zermatt.



Place to be

Enjoy a coffee, a tea or an aperitif in our Lobby
and have a good start into your day/evening in Zermatt.

Wireless internet access is free in the entire hotel.

Ski and Bicycle rental

The sport shop Slalom Sport will advise you personally for every type of sport

For further information please contact us at the reception or visit the website www.slalom-sport.ch

We wish you an exciting excursion!

Horu Cheese Factory

We get all our milk products like yoghurt and cheese from the organic cheese factory „Horu“ 50 meters above our hotel!

Visits and direct sales

Monday to Friday
4:00 p.m. – 6:00 p.m.

In July and August the cattle are taken to the summer mountain pastures and the cheese factory is therefore closed.
You can still buy cheese at:

www.horu-kaeserei.ch

Nature

Nature is our biggest treasure. For this reason, we attach great importance to sustainability. Hot water is produced by the solar panels on our hotel roof, which are heated up by the sun of Zermatt.

Relax Area

Leave your stressful everyday life behind you and step into our relaxation area. After a very active day on the slopes or on the mountain trails lie down on our garden deckchairs, in our relaxing area with finnish sauna and infrared cabin or in our open air jacuzzi with breathtaking view to the Matterhorn.