

# *Informations Hotel Ambiance*



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## About Zermatt:

- ZERMATTERS– Mountain guides association (Summer & winter)  
Guided day trips, Heliskiing, Gorge Adventure, etc.  
Information & Reservation: Zermatters, Tel. 027 966 24 60  
[www.zermatters.ch](http://www.zermatters.ch)
- ZERMATTERS Ski- und Snowboard school Zermatt (Summer & winter)  
Group or private lessons Tel. 027 966 24 66 [www.zermatters.ch](http://www.zermatters.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 [www.matterhornparadise.ch](http://www.matterhornparadise.ch)
- Helicopter flights with Air Zermatt (Summer & winter)  
Enjoy Zermatt and the Matterhorn from the sky.  
Information / Reservation: Tel. 027 966 86 86  
[www.air-zermatt.ch](http://www.air-zermatt.ch)
- Waterski Schalissee (Summer)  
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. 079 501 74 50  
[www.zermatt.ch](http://www.zermatt.ch)
- Curling / Ice skating (Winter)  
Sportarena Obere Matten, Information Tel. 027 967 62 64  
[www.zermatt.ch](http://www.zermatt.ch)

## *Suggestions for „cloudy days“*

- Matterhorn Museum – Zermatlantis  
It shows the triumph and tragedy surrounding the first ascent of the Matterhorn. Guided tours on request. Tel. 027 967 41 00  
[www.zermatt.ch/muesum](http://www.zermatt.ch/muesum)
- Mountain guides cemetery  
The mountaineers' cemetery is a moving reminder of the accidents that have occurred in the mountains around Zermatt.
- Old 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 certainly find some reading material to shorten the day.  
Information: Tel. 027 966 22 38
- Swimming  
Following hotels have public pools/wellness areas (on request):  
Eden, Albana Real, Mont Cervin, Arca Solebad, Coer des Alpes
- Cinema – Vernissage  
Infos & Reservations: Tel. 027 966 69 70  
[www.backstagehotel.ch](http://www.backstagehotel.ch)
- Galleries and vernissage  
For more information on opening times etc, please contact the tourism office Tel. 027 966 81 00

## *The Ambiance from A to Z*

### **A**

- **Adapter:** Adapters are available to buy at the front desk. SFr. 15.00 – 26.00 per adapter.
- **Allergies:** Please inform us about possible allergies or intolerances, we should be aware of.

### **B**

- **Baby bed:** If you need a baby bed, please ask the reception.
- **Babysitter:** We could organise one for you if needed. Please contact the reception.
- **Bar:** Our hotel bar is open for you from 8:00 a.m. to 8:00 p.m.
- **Bike:** You can store your bicycles in our ski room.
- **Bike rental:** Slalom Sport shop and the Bike Arena provides bike rental.
- **Blanket:** We offer extra blankets if needed. Please contact the reception.
- **Breakfast:** From 7:30 am to 10:00 am.

### **C**

- **Check-in:** The rooms are available from 4:00 pm on your arrival day. In case of early check-in, we can keep your luggage. A early check-in can be organized from 12:00pm for an additional cost of sFr. 20.00.
- **Check-out:** Even though leaving might be difficult for you, we kindly ask you to leave your room by 11:00 am. At the latest on your departure day. We can keep your luggage if needed.
- **City tax:** The city tax will be charged separately: sFr. 4.00 per adult (from 16 years) and per night. Sfr. 2.00 per child (from 6 to 16).

### **D**

- **Dogs:** Well-educated dogs are welcome in our hotel except in the breakfast & dining-room. We will charge a supplement of sFr. 25.00 per night.

### **E**

- **Emergency doctor:** We have an emergency service sheet with the list of the on-duty medical services and pharmacies in Zermatt at the reception.
- **Entrance:** After 8:00 pm 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:** From 8:00 am to 1:00 pm.
- **Honesty Bar:** Open 24h and you will find it in the Salon. Help yourself at our fridge, make yourself comfortable and put the completed sheet in the milk jug. We will then book the drinks to your room.

## I

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

## L

- **Lobby:** In the cold winter evenings or in the rainy days, you can relax in our cosy lobby. Our new fireplace will warm you up and the magazines, newspapers or the TV will make the boring moments more pleasant.
- **Luggage:** We can help you to carry your luggage if needed. Ask the reception.
- **Lunch-packet:** On request, we can prepare lunch packages for you. We charge sFr. 9.00 per person. Please order it the day before by 8:00 pm.

## M

- **Matterhorn view:** Enjoy a fantastic view of our emblem from our sunny terrace.
- **Meeting point:** In case of fire the meeting point is at the Hotel Dufour

## N

- **Non-smoking:** We are a non-smoking hotel and we kindly ask you to respect it. If you smoke in the room, we will charge sFr. 500.00 for the cleaning service.

## O

- **Openair-Jacuzzi:** Our open air jacuzzi is available in winter & summer until 8:00 pm. Please contact reception before using it.

## P

- **Packages:** We propose to our guests very attractive winter and summer packages. Sign up for our newsletter „Matterhornstar“ on our website.
- **Payment:** We accept the following payment methods: cash, bank transfer (in advance as pre-payment), Visa, Mastercard and Maestro.
- **Pillows:** We can offer you extra pillows or even special ones if needed. Please contact 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:** You can already pay your bill the evening before your departure.

## R

- **Relaxation area:** Finnish Sauna, infrared cabin, shower and on the terrace an open air jacuzzi.
- **Reception Opening Times:** From 8:00am to 8:00 pm.  
In case of an emergency you can reach us with the phone in your room with the button „Reception“.
- **Room card:** At your arrival, you received one room card per person. This card opens your room and the hotel main entrance after 20:00 pm. If you have any problem with it please inform the reception.  
Please do not forget to give the cards back the day of departure. In case of early departure please leave the box next to the main entrance.

## S

- **Safe:** Each room has got a personal safe, you can choose your private code. Please read the instructions.
- **Sauna:** Our Finnish Sauna is open daily in the winter season from 4:00 p.m. to 8:00 p.m. (in summer only on request).
- **Sewing service:** „Doli“ Sewing and laundry service Tel. 027 967 51 00
- **Shoe shine machine:** A shoe shine machine is available at the hotel entrance.
- **Ski rental:** Salom Sport shop provides ski rental. [www.slalom-sport.ch](http://www.slalom-sport.ch)

- **Souvenirs:** Ask for our classics at the reception.
- **Special offers:** You can find our seasonal special offers in our hotel brochure „Matterhorn Star“
- **Stamps:** Stamps can be purchased at the reception.

## 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.  
For emergency calls or to contact reception you just need to press the desired quick dialing button (numbers are already registered on the phone).
- **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.

## 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 the reception.

## W

- **Wake-up call:** If you prefer a wake-up call please contact reception the evening before until 7:30 p.m.

## X

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

## Y

- Yes, become our fan on Facebook and Instagram!

## Z

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

# Map

From the Ambiance everything can be easily reached on foot.  
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.





*Thank you!*

Dear guests,  
we thank you very much for choosing the Ambiance for your stay in Zermatt!

We look forward to welcoming you back during your next stay in Zermatt. We suggest you to make your next reservation directly with us, by phone, e-mail or through our website in order to benefit from our attractive offers.



Family Hannelore and André Kösslich  
and the A-Team