

Dear Guests,

We would like to wish you a very warm welcome at the rocksresort. We are delighted, you are going to spend your holidays with us and we hope you have an unforgettable time. We have compiled the most important information of the rocksresort and activities in Flims Laax for you. Should you have any further questions, our staff at the front desk in the signinahotel is happy to help you 24 hours a day.

Your rocksresort team

Adapter Available for a deposit of CHF 20.00 at the reception. We kindly ask you to return it when checking-out.

Biking 330 kilometers of bike trails with marked routes offer a lot of variety for every level. You can book a bike guide at LAAX School to explore the region.

Storage room Store your bike in the signinahotel parking P2.

Maintenance Tools for maintenance are available in the P2 parking and service stations throughout the area. For larger repairs, you can find a shop in the rocksresort.

Transport Information on how to transport your bike and luggage by public transport obtainable at the signinahotel reception. You will find the timetable for public transport in the LAAX App.

Rent and Sale In the shops as well as in the LAAX rental at rocksresort, you can rent or buy the latest equipment. You can also rent e-bikes directly at the rocksresort.

Cleaning You can clean your bike near the house C next to the Valley Station.

Breakfast Breakfast will be served in Ristorante Camino from 07:30am until 10:00am

Adults/ Youth pay CHF 25.00 per day
Children 3 – 11 years pay CHF 1.00 per year of life
Children 0 – 2 years free of charge

Due to the limited number of seats, waiting times may occur. We recommend you to visit the breakfast buffet directly at 7.30 or from 9.30 a.m. It is not possible to book in advance. Alternatively, you can use the restaurant Piazza or the bakery II Paun in house F in the rocksresort.

Check-out Your room as well as the ski depot can be occupied until 10:00 AM on your departure day. You are welcome to store your luggage at the hotel if you intend to stay longer. For a swift and convenient check-out process we recommend to settle your bill the evening prior your departure day. Subsequent consumptions have to be paid directly.

Childcare Please contact the LAAX School (House A) for more information about childcare. Do you need a babysitter? Please inform reception two days in advance so that we are able to organise everything for you.

Cleaning Would you like an extra cleaning for your apartment? Upon request, we offer daily or one time cleaning service, as well as changing the linen and towels. For prices, please check the chapter "hotelservices". Do not hesitate to contact housekeeping for further information.

<u>Damages</u>	If something in the apartment is broken or misplaced during your stay, please inform the front desk. Damages will be charged at check-out but also retroactively. An inventory list with the prices can be looked up in chapter "inventory".								
<u>Disposal/Garbage</u>	Recycling is a core point of the Swiss culture, therefore we kindly ask you to separate your waste. There is a black plastic bag in your storage room for non-recyclable waste, glass/plastic bottles and paper/cardboard. Please dispose the garbage upon departure in the waste disposal rooms next to the parking garage exits or next to house D on the second basement level P2 and in house I on level P6.								
<u>Doctor</u>	If you require medical attention, please contact the reception. There you can find a first aid kit. We also have a list of (emergency) doctors and local pharmacies. Call 0848 17 17 17 and you will connect with the local emergency doctor. The hospitals are located in Ilanz and in Chur. You can find a defibrillator at the base station of the gondola Laax-Crap Sogn Gion and at signinahotel entrance.								
<u>Dogs</u>	The costs are CHF 23.00 per dog and day (without food). After an arrangement with the desired restaurant, you may take your dog with you. Please hang the sign on your door handle if your dog stays alone in the room.								
<u>Emergency numbers</u>	<table><tr><td>General emergency number Switzerland:</td><td>144</td></tr><tr><td>Regionalspital Ilanz / Spitalstr. 6 / 7130 Ilanz:</td><td>+41 81 926 51 11</td></tr><tr><td>Kantonsspital Chur /Loestr. 170 / 7000 Chur:</td><td>+41 81 256 61 11</td></tr><tr><td>Rega / Air Rescue</td><td>1414</td></tr></table>	General emergency number Switzerland:	144	Regionalspital Ilanz / Spitalstr. 6 / 7130 Ilanz:	+41 81 926 51 11	Kantonsspital Chur /Loestr. 170 / 7000 Chur:	+41 81 256 61 11	Rega / Air Rescue	1414
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<u>Fire alarm system</u>	In case of a fire alarm sounding, we ask you to remain calm and to follow the instructions given by the staff. Please assemble outside the signinahotel and wait for further information and instructions.								
<u>Golf courses</u>	The golf courses Bella Vista in Sagogn and Domat/Ems are two extraordinary courses which are situated in close proximity of us. The front desk is pleased to reserve your tee time and provide you with more information. Rentals are available at the golf courses.								
<u>Internet</u>	Benefit from free Wi-Fi throughout the destination. Please select the WLAN FlimsLaaxFalera. You will be redirected automatically to the next page, on which you have to enter your e-mail address and mobile phone number. Once completed you will then receive an SMS with an access code.								
<u>Ironing service</u>	Irons are installed in the laundry room in the basement of house Diva. The laundry room is accessible through the parking P2 with your apartment key. An additional laundry room is available in house I on level -1.								
<u>Laundry service</u>	Washing machines and dryers are available in the laundry room in UG in house Diva and I. You have access to the washing room with your room card through the. A load of washing/drying costs approximately CHF 4.00 (please note you can only use CHF 1.00 and CHF 0.20 coins and bring your own washing powder).								
<u>Liability</u>	In case of theft or damage to your valuables, clothes or other materials the signinahotel assumes no liability. We thank you for your understanding!								
<u>Lift tickets</u>	You can purchase your lift tickets at the ticket offices with us at rocksresort next to the gondola station, in the LAAX Webshop or using the LAAX app.								
<u>Newspapers</u>	Newspapers and magazines are for sell in the supermarket "Volg" within rocksresort.								

Parking garage Parking is available in the underground car park. The costs per night and car are CHF 20.00 in winter and CHF 15.00 in summer.

Payment In addition to Swiss francs, we also accept Euros, British Pounds and US-Dollars. Please note that we only accept notes. However, the change will be in Swiss francs. You are welcome to pay with your preferred bank card.

Pillows / blankets Feel free to order additional pillows via housekeeping. Among other things, we also have synthetic and Swiss pine pillows as well as synthetic blankets.

Pharmacy Coop Pharmacy Flims, Via Nova 80 (Stenna Center), 7017 Flims, +41 58 878 87 10
Opening hours: www.coopvitality.ch/de/coop-vitality-flims

Public transportation Current timetables are available via the LAAX app. The regional "Flims Laax shuttle" runs between Falera and Fidaz and is free of charge for hotel guests with a guest card or a valid lift ticket. The bus stop is located opposite the hotel Laaxerhof. The Postbus to Chur / Ilanz leaves opposite the parking entrance. This is chargeable.

Restaurants The culinary offers range from traditional Grisons dishes, Italian cuisine to pan-Asian wok dishes, grill specialties from open fires to a gourmet experience with 16 Gault Millau points. Via the LAAX App you can also book your table.

Safe There is a safe in every apartment. If technical issues occur, please contact the housekeeping.

Shops Whether you need clothes or food, there are several shops located in the rocksresort. An overview plan is available in the personal documents you received during check-in.
Various hygiene items, such as toothbrush, disposable razor, nail files etc. are available through housekeeping or at the front desk.

Signinawellness Our swimming pool and spa is located in the basement of the signinahotel. The pool is 12.5 meters long and features bubble chairs, an underwater jet nozzle, a waterfall and a counter current flow. Our spa zone is a nude zone that features a steam bath, bio and finish sauna that are ready for you to sweat in starting from 12:00 pm (winter season) and 4:00pm (summer season).

The swimming pool and gym are open daily from 7:00 am to 8:00 pm
Lockers are available in the changing room you will need a CHF 2.00 coin to operate it.

Towels of the apartment are not permitted in the spa area. Please stop by reception to obtain your towel.

Adults and teenager from 16 years	CHF	40.00
Children and youth 6 to 15 years	CHF	15.00
Children up to 5 years		free of charge

Ski- & Snowboard locker Your room comes with a complementary ski locker in winter. Located in the basement of the rocksresort house Buna or near the cash desk (houses I, J and K) it is in convenient distance to the valley station of the Crap Gondola. Get your access card upon arrival, which will open your locker during your whole stay. If any troubles should arise, please look for assistance at signina Reception. No skis or snowboards are allowed to be stored in your apartment room.

On your day of departure, the lockers have to be emptied by 10.00 am.

Ski- &
Snowboard service

The LAAX rental shop will prepare your skis and snowboard overnight for the next day for a charge. If you prefer to prepare your skis yourself, you can wax them in the waxing room next to the entrance to the Meini Sport in the first basement level/P1. Your room card will open the door to the waxing room as well.

Stamps & postcards

A selection of postcards and stamps are available at the front desk. Our staff will bring your outgoing correspondence to the post office.

Taxi

The front office is happy to arrange a transfer for you. Please note that there may be a longer waiting time.

Towels

The towels in your bathrooms are for use in the rooms only. If you require additional towels, please contact housekeeping.

Wake-up service

You can enter a wake-up call via the telephone as follows: Dial *55 on the phone. Enter the time (for example, 0700) and hang up.

For a personal wake-up call, please contact the front desk. We will wake you up in the morning.

Our Services for you

Wellness	Use of signinawellness upon availability, per visit		
	Adults and youth from 16 years	CHF	45.00
	Children and youth 6 to 15 years	CHF	25.00
	Children up to 5 years		free of charge
Baby cot	The baby cot is provided free of charge		
	Costs for the bed linen per week	CHF	30.00
Pets	Maximum 1 pet per apartment (without pet food) per day	CHF	23.00
Parking	Parking space for the duration of your stay summer/ per night	CHF	15.00
	Parking space for the duration of your stay winter/ per night	CHF	20.00
Laundry Service*	Change of sheets 1x towels (bath towel, hand towel, flannel)	CHF	10.00
	Change of sheets 1x bed clothes	CHF	20.00
	Change of sheets 1x linen bed clothes	CHF	30.00
Cleaning Service*			
<u>1/2-bedroom apartment</u>	1x cleaning without a change of sheets	CHF	100.00
	6x daily cleaning without a change of sheets	CHF	360.00
	DELUXE Service	CHF	500.00
	• 6x daily cleaning		
	• 1x complete change of bed linen		
	• 4 sets of bed linen		
	• 4 sets of soap and care products		
<u>3-bedroom apartment</u>	1x cleaning without a change of sheets	CHF	120.00
	6x daily cleaning without a change of sheets	CHF	480.00
	DELUXE Service	CHF	840.00
	• 6x daily cleaning		
	• 1x complete change of bed linen		
	• 6 sets of bed linen		
	• 6 sets of soap and care products		
<u>4-bedroom apartment</u>	1x cleaning without a change of sheets	CHF	140.00
	6x daily cleaning without a change of sheets	CHF	540.00
	DELUXE Service	CHF	1'000.00
	• 6x daily cleaning		
	• 1x complete change of bed linen		
	• 8 sets of bed linen		
	• 8 sets of soap and care products		
Hotel Service*			
<u>Standard</u>	Filled salt and pepper mill, vinegar, oil, sachets of sugar/sugar sticks, washing-up liquid, bin bags 35 l, dishwasher tabs, toilet paper,		included once
	Available at the reception signinahotel		
	Nespresso coffee capsules (10x)	CHF	8.00

House rules rocksresort

<u>General information</u>	Please ensure that you take care of the apartment, keep it clean and tidy. The accommodation management reserves the right to bill tenants for extraordinary cleaning costs. The apartment may only be rented as a holiday accommodation; it cannot be used for any other purpose. Smoking is not permitted in the rocksresort.
<u>Arrival and departure</u>	The apartment will be available for you by 4:00 pm onwards on your day of arrival. Please vacate the apartment by 10:00 am on your day of departure.
<u>Arrival</u>	Please check, if any item is not in place, if so, please contact our staff immediately.
<u>Departure</u>	Please leave the apartment clean and tidy.
<u>Kitchen</u>	The operating instructions for all the kitchen appliances and the inventory list are enclosed in this information folder. Please take note of the instructions contained in them. The tenant will be liable for misuse of the equipment. No abrasive agents are allowed for cleaning the hotplate or kitchen appliances. When leaving please empty the fridge, dispose of any waste and put the dishes back into the cupboards. Thanks for your cooperation.
<u>Sports equipment</u>	The natural and high-grade furnishings in the apartment can easily get damaged. Therefore, it is not permitted to bring sports equipment into the apartment. The cloakroom in the entrance area of your apartment is intended exclusively for drying your sportswear and for storing other outer garments.
<u>Consideration</u>	Please consider for your fellow tenants and neighbours. Under no circumstances use any machines, devices or equipment which causes noise, vibrations, unpleasant odours or smells. All noise must be kept to room volume between the night-time peace between 10:00 pm and 7:00 am in particular.
<u>Liability</u>	<p>The accommodation management/owner assumes no liability for the theft of or damage to objects, clothes or materials that you bring with you. Please keep your valuables in the safe in the bedroom cabinet.</p> <p>No items may be removed or exchanged from the apartments. As the tenant of the apartment, you will assume personal liability for any damage, caused to the apartment or its contents either intentionally or through your own negligence, or that of your companions and guests. The burden of proof that the tenant is responsible does not rest with the accommodation management. Please report any damage straight away to the reception staff at the signinahotel.</p> <p>The accommodation management is required to advise the tenant within 48 hours of any damage or missing items of which it does not become aware until after your departure.</p>
<u>Waste</u>	We ask you to place all waste in the bins and containers provided. The designated facilities are signposted in the underground car park (next to house D and by the parking exits on the right side as well as in Haus I). Special waste and bulky goods may not to be discarded in those receptacles. We have provided an adequate number of rubbish bags for you in the kitchen.

Pets

Pets may only be accepted in the apartment by prior arrangement with the accommodation management. This also applies to your guests' pets. Pets must do their "business" outside the grounds, and this must be disposed appropriately. We charge CHF 23.00 per day per pet, excluding food.

Many thanks for taking note of the rules of the complex. If you have any queries or comments, feel free to contact the staff at the signinahotel reception. They are available around the clock. We wish you a pleasant stay at the rocksresort and an unforgettable holiday experience here in LAAX.

Your rocksresort team