

# HEMIZEUS

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HOTEL & SPA

## Dear guests welcome

How nice, you've made it. Cast off, unpack. But above all: lean back and look forward to an unforgettable stay at Hemizeus.

### **We have summarized for you from A-Z, what is good to know:**

#### **Bar and terrace**

##### Summer

The bar and terrace are open daily from 12.30 p.m. until 11p.m.

##### Winter

The bar are open from Tuesday until Saturday from 12.30 p.m. until 11p.m. On Sunday and Monday, the bar and terrace are close. Soft drinks can be ordered at reception.

#### **Bikes (June to October)**

We rent out city bikes. If you are interested, please contact our reception. If you book the bike package, we will wash your biking clothes free of charge within 24 hours. The bike room is located in the garage and you can use the workshop and washing area there.

#### **Blanket**

If you need an extra blanket, please let reception know. You can also reach us via the internal telephone number 11.

#### **Breakfast hours at Hemizeus**

We offer a rich breakfast buffet daily between 7:00 and 10:00 a.m. Breakfast is included in the room and suite rates. Guests who are staying in an apartment may book breakfast at reception for an extra charge. We can also offer you some bread to enjoy breakfast in your apartment.

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### **Bus / Stop**

The nearest bus stop is Wichje (Red Line - Winkelmaten) and is located at the end of the big bridge, about 5 minutes' walk from the hotel. The bus runs every 20 minutes in summer and every 10 minutes in winter. You can find the timetable next to the key board at the reception or online: [Matterhorn App](#)

### **Check Out**

If possible, we ask you to settle the bill the evening before and reserve your free transfer (8 am to 5 pm) to the station. We try to run every half hour. Transfers should be pre-booked as there are only 7 seats in a vehicle.

**We ask you to vacate the rooms by 10:30 a.m.** If you leave later, you have the option to leave the luggage at reception. The wellness area can also be used until 4 pm on the day of departure.

### **Dogs**

Dogs are allowed in our hotel for an additional charge. If the dog lies quietly under the table, it is also allowed in our Restaurant.

Please always keep him on a leash in the hotel. For walking your dog, we recommend the path towards Furri. Please use the excrement bags provided by the municipality.

We ask you not to let your pet sleep on the bed. The next guest and our lingerie women will thank you. A dog blanket for your animal companion is ready for you in your room. You can take it with you as a souvenir.

### **Environmental awareness**

You can cancel the daily cleaning service at reception. We ask you to put the towels you want to change on the floor.

The Zermatt alpine sun is very intense; protect your skin with high quality care. However, sun cream causes stains on white terry towels and pillows, which can only be removed with special cleaning products, and even some of the towels might end up in the garbage. Help protect our environment and wipe the sun cream off before using the towels. Thank you for understanding.

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### **Hygiene articles**

We will be happy to provide toothbrushes, toothpaste, ladies' hygiene articles, etc. for you in case you forgot to pack it.

### **Laundry service**

You will find a white bag in the cupboard in your room. There you can place your dirty laundry and bring it to reception. The price per bag is CHF 55.00 (without ironing) and usually takes 24 hours for our laundry ladies to return. We are happy to provide you with an iron and ironing board on request - just ask at reception.

### **Matterhorn-App**

The Matterhorn App informs you about open cable cars, slopes, hiking trails, weather forecast, news etc. [Matterhorn App](#)

### **Medical emergency**

Life-threatening; call emergency number **144** immediately

Emergency during the day - please report to the reception, we will be happy to make an appointment with the doctor for you.

### **Phone numbers (Important):**

- Reception 11
- Restaurant 72
- Emergency call 144
- Fire brigade 118
- Police 117

### **Pillow**

If you need an extra pillow, we will happily bring you one to your room.

### **Reception**

The reception is occupied from 7.15 a.m. until 9.15 p.m.

You can reach us by telephone from your room by calling number 11.

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### Restaurant Genepy

Let us spoil you with our local and international dishes. You will find the menu on the QR code on the wooden square. We recommend making a reservation if you would like to have dinner at our restaurant, please call 72 or 11.

- **Opening hours:** (Deviations may occur, please check our website [www.restaurant-genepy.ch](http://www.restaurant-genepy.ch))

#### Summer:

Open daily from 12.30 p.m. to 11 p.m.

#### **Warm kitchen:**

Daily from 6.30 p.m. to 9 p.m. and at lunchtime from Wednesday to Sunday from 12.30 p.m. to 3 p.m.

- Winter:

Open from Tuesday - Saturday from 12.30 p.m. to 11 p.m.

#### **Warm kitchen:**

Tuesday to Saturday from 6.30 p.m. to 9 p.m.

- We also offer a snack menu all week (summer and winter) from 12.30 pm to 6 pm.
- **Rest days:**  
The restaurant as well as the bar are closed on Mondays and Sundays.  
You may order soft drinks at reception. During the weeks of Christmas and New Years the restaurant stays open the entire week.

### Terrace

Our sunny terrace is open from 12.30 p.m. if the weather is nice. Enjoy the magnificent view of the Matterhorn while having an aperitif.

### Wine cellar Palazzo

Our wine cellar is equipped with excellent wines and invites you to linger - be it for a wine tasting or a cozy meal (max. 12 people). If you are interested, please contact the reception desk.

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### Spa

Relax in our 255m<sup>2</sup> wellness facility with Bio sauna, Finnish sauna, steam bath, experience showers, feet whirlpool, whirlpool and a relaxation room with a breathtaking view of the Matterhorn. In addition, we offer various massages and cosmetic treatments.

- **Opening hours of the Iremia wellness area:**

The saunas and steam bath are open daily from 2 p.m. to 7:30 p.m.

The whirlpool can be used daily from 9 a.m. Children are allowed in the whirlpool.

Children under the age of 14 are not allowed in the sauna area. The sauna area is a nude zone. Please use bath towels in the Bio and Finnish sauna. This is important for wood protection. Thank you.

We provide sparkling, still and boiled water in the wellness area, as well as different kinds of teas.

### Bathrobes and sauna towels

We provide a wellness bag with bathrobes during your stay. The robe and the sauna bag are part of the room's inventory. The bags can be bought at reception, if you would like to take one home. We provide sauna towels in the wellness area.

### Spa - Slippers

Sustainability is important. We therefore ask you to bring your own slippers from home or buy the washable Kaaita slippers for CHF 12.00 at the reception desk.

- **KAAITA FELT SLIPPERS**

Avoid waste. The Kaaita slippers were made from plastic bottles. They offer a high-quality guest experience without compromising on sustainability – they inspire, they protect, and they turn simple walking into a luxurious affair. And in the end, the slippers are never a sad pile of garbage as they can be reused or taken home.

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### **Massages and beauty treatments**

In addition, we offer [various massages and cosmetic treatments](#). Let us spoil you.

- **Appointment bookings**

Book your treatment over the phone from your room by dialing number 11 or come by at reception.

- **Guidelines**

There is a 24-hour deadline for cancellations or changes. If you pass this deadline, we will charge 100% of your treatment. If you arrive late, the time of the treatment will be shortened.

### **Sewing kit**

We will gladly provide you with sewing equipment.

### **Shoeshine utensils**

Shoe cleaning utensils are available at reception.

### **Ski room with ski boot heater**

With the elevator next to our terrace or via the stairs in Haus Hera you reach the ski room. It is located in the basement of the house Hera and offers enough space for your ski equipment. In addition, ski boot heaters are available, which are switched on early in the morning. The ski room is open 24 hours. Important info: We do not accept liability for thievery or mix-ups.

### **Skiing and hiking passes**

All passes can be purchased either online at [www.matterhornparadise.ch](http://www.matterhornparadise.ch), at the ticket office at each railroad station or at the vending machines set up in front of the cable cars. The required key cards are available at reception for a deposit of CHF 5.00.

### **Sleigh/snowshoes/Nordic walking sticks**

A few sledges, snowshoes and Nordic walking sticks are at your disposal for free. If you are interested, please contact the reception desk.

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### **Smoking**

All our rooms are non-smoking rooms. Smoking is prohibited in all interior rooms of the hotel. Thank you very much.

### **Sports shop**

We recommend the nearby Dorsaz Sport for your ski or summer equipment. The Dorsaz Sport is open from 8.00 a.m. in winter the shop closes at 6.30 p.m. and in summer at 6 p.m.

### **Transfer on departure day**

On the day of departure, we will take you to the train station or cab rank in Zermatt every half hour between 08:00 and 17:00. To avoid long waiting times, we recommend that you book our shuttle service in advance -so we can then organize the transfer accordingly.

We try to drive every half hour. Transfers should be booked in advance as there are only 7 seats in a vehicle. A transfer at short notice is not always possible and we will be happy to order an official taxi for you for the official fee.

### **Vouchers**

Give your loved ones a gift voucher from Hotel Hemizeus Zermatt - a wonderful way to give pleasure. [Vouchers can be purchased online via our website](#) and customized with a personal message.

### **WIFI / WLAN**

With the password "hemizeus" you can log into our "Hemizeus" Guest Network.