

HEMIZEUS

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 from Tuesday until Sunday from 2.00 p.m. until 11.00p.m. On Monday the bar and terrace are closed. Soft drinks, beer and wine can be purchased at the mini bar at reception.

Winter

The bar are open from Tuesday until Saturday from 3.00 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 you would like to bring your dog to the restaurant, we kindly ask you to request it before your arrival.

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 7.00 a.m. until 9.30 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)

Summer:

Open from Tuesday -Sunday from 2.00 p.m. to 11.00 p.m.

Warm kitchen:

Open from Tuesday -Sunday from 6.30 p.m. to 9.00 p.m.

- **Winter:**

Open from Tuesday - Saturday from 3.00 p.m. to 11.00 p.m.

Warm kitchen:

Tuesday to Saturday from 6.30 p.m. to 9.00 p.m.

- In summer we offer you a afternoon menu between 2.00 p.m. and 5p.m.
- In winter you may order a bite form our snack menu between 3.00 p.m and 6.00 p.m.
- **Rest days Summer**
The restaurant as well as the bar are closed on Monday. You may buy soft drinks at the mini bar at reception.
- **Rest days Winter**
The restaurant as well as the bar are closed on Monday. You may buy soft drinks at the mini bar at reception. During the weeks of Christmas and New Years the restaurant stays open the entire week.

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Terrace

In summer our sunny terrace is open from 2.00 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.

Spa

Relax in our 255m² 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 3:00 p.m. to 8:00 p.m.

The whirlpool can be used daily from 9:00 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.

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- **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.

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 cancelations 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.

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Skiing and hiking passes

All passes can be purchased either online at 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.

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.