

Dear Guests, Welcome to Les Naturelles

Please take a moment of your time to read this information which will help to make your stay with us easier and more enjoyable.

We advise our guests that there is the possibility of avalanches in the area. Guests should pay attention to all signs and not stray from the marked paths.

Reception

The daily opening times are listed at the Reception. For getting details dial from the internal telephone **4111** or from outside **027 472 29 29**.

Important Telephone Numbers (and Emergency Numbers)

These are listed on the last page of this Information Brochure.

Telephone

The telephone in your apartment is for **incoming calls only** and the direct number can be found on the handset or you can ask for it at the Reception.

To use the telephone for internal calls to another apartment, please dial the appropriate number for each house: house A = 1, B = 2, C = 3, D = 4, E = 5 plus the apartment number (e.g. E506 = 5506).

Internet

We have two internet connection possibilities available to you as follows:

- I. At the reception is a computer with printer. This is consistently free to use 24 hours
- II. For an Internet access in your apartment, you must apply for a free password at the reception.

Bread Service

During the high season Les Naturelles has a daily fresh bread service. Please make your bread order at the Reception by 1800h at the latest. You can collect your order after 07.15 am the following morning from the table at Reception - it will be marked with your apartment number.

Restaurants in Leukerbad

Leukerbad restaurants offer culinary delights to suit all tastes and budgets. **If you pay cash**, you will receive a 10% discount off your Lunch or Dinner bill in the following highly recommended restaurants: Restaurant Waldhaus, Lounge 1411, Bistro Eau là là, Alpina, Römerhof, and Diana.

Raclette / Fondue

For your own authentic Swiss cheese evening in your apartment you may borrow the necessary equipment from Reception at a charge of CHF 5.00 per day.

Mineral Water, Beer, and Wine

During the opening hours of the Reception you may obtain the drinks listed on the second to last page of this brochure.

Microwave oven/DVD player/coffee machine Espresso

For CHF 10.00 per week you may hire microwave ovens and DVD players or a coffee machine Espresso (capsules CHF 0.40 per portion)

Amusements and Entertainment

Accessed from the corridor between Haus A and B, we have our own little Las Vegas-style games room. You can play billiards, table tennis, table football. In the entrance of Haus A, B & C we have a selection of interesting books in several languages.

Kindergarten

If you would like to spend a day out or a ski day without your children, you can leave them to be supervised at the Kindergarten "Kita Champignon" - in the same house as Café Speranza. Details are available on the homepage of Leukerbad Tourism or ring 027 470 43 33.

Dishwasher

Please make sure that the door is fully closed at the start of the program and opened again at the end of program.

IMPORTANT: Do not try to force down the door while opening it; check that the crockery is not horizontal and is correctly loaded.

Please report any operational problems immediately to the Reception.

Washing Room

Each "Haus" has a washing room with a washing machine, tumble drier and air-drying line as well as an iron and ironing board. The appropriate credit cards required to operate the machines are obtainable at Reception.

Please follow the operating instructions in the washing room, report any problems immediately to the Reception, and keep the rooms cleaned.

Bed linen for the sofa beds

The bed linen for the beds in the living room can be found in the drawer underneath the sofa beds and for the third extra bed, in 2 ½ apartments, in the wardrobe.

Change of towels

You may exchange your towels at anytime for a small charge of CHF 5.00 per set.

Pets

For a flat rate of CHF 50.00, we will accept pets to stay at our residence.

Spare parking

Please ask the numbers of spare parkings at the reception for CHF 5.00 per night.

No smoking

Out of respect for our apartment furnishings and our non-smoking guests, we ask you to please refrain from smoking within the buildings of Les Naturelles.

Nighttime peace and quiet

In order to offer all of our guests a relaxing stay, please keep absolutely quiet between **22.00h - 07.00h** in the corridors, guest rooms and apartments.

Payment

Before your departure we should be grateful if you would pay your bill at the Reception on Friday by 18.00h

Departure Day

May we request that you assist us before leaving with the following:

- **Take off the bed linen** and leave it together with the **towels** in the bathroom.
- **Take all your rubbish** to the "chalets" - either near the front of reception or on the Goppenstrasse between Haus A & B.
- **Wash and dry the dishes** and put them back in the cupboards.
- **Switch off the fridge.**
- **Leave your keys at Reception.**

Now, all that's left is for us to wish you a wonderful stay in Leukerbad!

The Naturelles-Team