

THE CHEDI

ANDERMATT, SWITZERLAND

ROOM DIRECTORY

November 2021

ADAPTER

An adapter will be provided for the duration of your stay and is available for purchase. The power grid has a voltage of 230 volts at 50 hertz.

AIRPORT

The nearest airport is Zurich Airport (ZRH), which can be reached by car within 90 minutes and by train within two and a half hours. Milano Malpensa Airport (MXP) can be reached in less than two hours by car.

AIR REFRESHING SYSTEM

Every room is equipped with an air refreshing system. To adjust the circulation, use either the wall control unit in the entrance area or the iPad.

ATM

ATMs are located at the Raiffeisenbank and the Urner Kantonalbank in Andermatt. In addition, you can withdraw cash at the post office in Andermatt as well.

BABYSITTING

We are happy to take care of your little ones. Please contact the concierge at least 24 hours in advance by calling 7923. A fee will be charged per hour per child.

BATHROBES

Bathrobes and slippers are provided free of charge for the duration of your visit. You will find the bathrobe and slippers in the wardrobe of your room. The bathrobe is available for purchase at the reception.

BOSE SOUND SYSTEM

Your room is equipped with a Bose sound system, which offers you an outstanding sound experience for both TV and music.

BREAKFAST

Every day we offer you a great breakfast buffet with the best ingredients from Swiss / European and Asian cuisine. Our The Restaurant is looking forward to your visit from 7am to 11am. From 11am to 12 noon our room service will gladly accept your breakfast order (direct dial 7965).

BUGGIES

Children buggies are available at the concierge desk.

CASH

The official currency of Switzerland is Swiss Franc (CHF). If you need Swiss Francs, you can obtain them from the Front Desk: either via Cash Advance or by foreign currency exchange. In the village of Andermatt there are several ATMs available where you may withdraw Swiss Francs.

CHECK-OUT TIME

Check-out time is at 12 noon. We kindly ask you to release your room by this time. If you wish to spend the afternoon of your departure day with us, we are happy to store your luggage for you.

CHILDREN

Children are always welcome at The Chedi Andermatt. Countless regional excursion and adventure offers promise an entertaining program. Please contact our concierge for more details (direct dial 7923).

CHURCH SERVICE

There is a catholic and an evangelical church at the village center of Andermatt. Our concierge is happy to inform you about the times of service (direct dial 7923).

CONCIERGE

Our concierge is happy to assist you during your entire stay with recommendations for excursions or restaurants. The concierge also organizes the babysitting service as well as various tickets for events and travels. The concierge desk is located next to the main entrance or can be reached via direct dial 7923.

COTS

Cots are provided free of charge for children under the age of 3. Children between 3- and 12-years sleep on the sofa bed in their parents' room. For older children and adolescents an extra bed is offered (not possible in all room categories). Additional costs will apply.

CURRENCY EXCHANGE

All major currencies can be exchanged in the current exchange rate into Swiss Francs at the reception (24 hours service).

CREDIT CARDS

The Chedi Andermatt accepts Visa, MasterCard, American Express, JCB and Diners Club credit cards.

DOCTOR

For medical assistance, please contact the concierge (direct dial 7923).

DRESS CODE

We kindly ask you to wear smart casual clothes in the restaurants and bars (no shorts, hats or sandals permitted).

DRY CLEANING

Dry cleaning is provided on the hotel premises and is available seven days a week, additional charges will apply.

ELECTRIC VOLTAGE

The power grid has a voltage of 230 volts at 50 hertz.

EMERGENCY

In the event of an emergency in the hotel, please contact the telephone operator (direct dial 7910). In the event of an emergency outside the hotel, call the emergency service number 144. They will take over any further steps.

EXTRA BEDS

In all suites extra beds can be provided upon request. Additional costs per night per bed will apply.

FAX

A fax service is available. The fax machine is located at the reception, which is happy to provide any further information. The fax number is +41 (0) 41 888 74 99.

FITNESS CLASSES

Complimentary fitness classes are held in our Yoga and Pilates studio or in the state-of-the-art gym. The current group course plan is available at The Spa reception.

FIRE REGULATIONS / EVACUATION

The evacuation plan can be found in your room at the entrance door. Upon arrival on your floor, memorize the various emergency exits. It also helps to count the number of doors from your room to the emergency exit in order to respond properly in an emergency. In the event of an emergency, please follow the instructions of the hotel staff and the fire brigade. If there is a fire, immediately activate the nearest fire alarm and report it to the reception (direct dial 7914). Do not use the elevators in an emergency evacuation.

FIREPLACE

Each room is equipped with a fireplace, which can be operated via the iPad application.

FLOWERS

We are happy to order flowers for you. You may place your order and wishes with the concierge (direct dial 7923).

GAS STATION

There is a gas station in the village center of Andermatt.
Shell, Gotthardstrasse 38, CH-6490 Andermatt

GRATUITIES

Gratuities are included in the bill. We leave it to your discretion to reward special service with a tip.

GUEST SAFE

You will find a safe in your room. It is also possible to use a safe at the reception. Please contact the reception for more information (direct dial 7914).

HAIR DRYER

A hairdryer is provided in the bathroom of your room.

HAIR STYLIST

A well-groomed hairstyle, a new look, subtle or daring - we offer you a first-class hair experience at our The Salon. The Spa & Health Club reception team is always happy to assist you with any additional questions or reservations (direct dial 7942).

HOSPITAL

The cantonal hospital of Uri is located in Altdorf. For any further information, please contact our concierge team (direct dial 7923).

HOW TO GET HERE

Andermatt can be reached via Zurich Airport (ZRH), which is 125 km away. This corresponds to a drive of 90 minutes or a train journey of two and a half hours. One of the busiest airports in Italy, Milan Malpensa (MXP), is located 195 km or two hours by car. There are regular connections of less than two hours to Basel airport or just 45 minutes by car to Buochs private charter airport. By car you can travel from Stuttgart or Munich to Andermatt within four hours, from Milan within two hours, from Zurich within 90 minutes and from Lucerne within 45 minutes.

ICE CUBES

Ice cubes can be requested from Room Service at any time (direct dial 7965).

INTERNET

Throughout the entire hotel free high-speed internet access is provided allowing you to connect any number of devices to the internet. No access data is required.

IPAD

With the iPad, you can easily control the room functions such as the entertainment system, the lighting concept, the fireplace, the air refreshing system and the blinds. In addition, you will find the In Room Dining menu, Rooms Directory as well as links to our restaurants, The Spa & Health Club and special activities on the iPad.

KEYS

Upon arrival you will receive one electronic room key in credit card format per person. If you require extra keys or if you lose a key, please contact the reception.

LATE DEPARTURE

We kindly ask you to vacate your room by 12.00 noon.
A late check-out after 12.00 noon is subject to availability or additional charges.

LAUNDRY BAG

You will find a bag for your laundry in the walk-in wardrobe of your room.

LIBRARY

The Wine and Cigar Library has a library with an extensive selection of books, wines and cigars for you to choose from.

LIMOUSINE SERVICE

We are happy to organize a limousine service for you. Subject to availability and for a fee, you will be driven by a hotel chauffeur to your desired destination. For more information please contact the concierge (direct dial 7923).

LOCATION

Andermatt is located in the Urserntal along the Reuss river. The municipality of Andermatt is the main town of the valley and extends up to the Oberalpbass, which is the cantonal border between Uri and Graubünden. At an altitude of 1447 meters above sea level Andermatt is surrounded by the alpine passes Furka, Gotthard and Oberalp.

LOST AND FOUND

If you have lost or found any items or valuables, we kindly ask you to notify us or hand them over to the reception.

LUGGAGE SERVICE / STORAGE

If you wish to spend the afternoon of your departure day with us, we are happy to store your luggage for you. Please inform the Valet team about your planned departure time so that they may assist you with your luggage (direct dial 7924).

MAGAZINES

We are happy to offer you a selection of national and international magazines or newspapers free of charge. For further requests please contact our concierge (direct dial 7923).

MAPS

Electronic maps of the region are available on your iPad under Google Maps. Printed cards are available at the concierge desk.

MESSAGES

Guest messages are received by the phone operator and forwarded directly to you.

MINIBAR

Your room is equipped with a private minibar. All soft drinks are free of charge and are replenished once a day.

OPENING HOURS

THE BAR AND LIVINGROOM

Daily

Refreshments 12 noon – 12 midnight

Light Meals & Snack Menu 12 noon - 10 pm

THE CHALET

Open during winter. For reservations and information contact our restaurant team (direct dial 7952).

THE COURTYARD / THE ICE RINK

Seasonal and weather permitted

Summer months 10 am - 6 pm

Winter months 11 am – 5 pm

THE HEALTH CLUB

Daily 7 am – 9 pm

THE HYDROTHERMAL AREA

Daily 7 am – 9 pm

THE JAPANESE RESTAURANT

Wednesday to Sunday
Dinner 6.30 pm – 10 pm

THE LOBBY

Daily
Refreshments 10 am – 12 midnight
Light Meals & Snack Menu 11 am – 10 pm
Afternoon Tea 3 pm – 5 pm

THE POOL

Daily 7am - 9pm
Food and beverage service 12 noon - 7 pm

THE RELAXATION ROOM

Daily 9 am – 8 pm

THE RESTAURANT

Daily
Breakfast 7 am – 11 am
Lunch 12 noon – 2 pm
Dinner 6.30 pm – 10 pm

Sunday
Sunday Brunch 12.00 noon – 3 pm

THE SPA

Daily	9 am – 8 pm
Last treatment	7 pm

THE WINE AND CIGAR LIBRARY

Daily	
Refreshments and cigars	10 am – 12 midnight

PARKING

Parking is handled by the valet attendants, who will park your car in the hotel's underground car park. A surcharge of CHF 30 per car per day will apply. There are five e-charging stations available.

PETS

Dogs and cats up to 25kg are permitted in The Chedi Andermatt. However, they are always to be kept on a leash. Your pet's stay is permitted in The Lobby and The Bar and Livingroom, but not at The Pool, The Restaurants, or The Spa and Health Club. An additional fee per day and pet will apply. Guide dogs are welcome everywhere and free of any charges and restrictions. For your four-legged companion, there is a special pet menu via housekeeping available (direct dial 7935).

PHARMACY

There is no pharmacy in Andermatt. However, medicines can be ordered through a home delivery service of the pharmacy Birchler in Erstfeld. For more information please contact the concierge (direct dial 7923).

PILLOWS

You can refer to housekeeping for extra pillows. You may choose from neckroll and anti-allergic pillows as well as millet, cherry pit, buckwheat and tempur pillows (direct dial 7935).

PHONE CALLS

External numbers can be called directly from one of your room phones. Select the number 9 plus the desired phone number. For internal calls, select the room number or direct dial of the requested outlet.

PORTERS

Our porters are happy to help: transporting your luggage and packing and unpacking your bags. Contact the valet team by direct dial 7924.

POSTAL SERVICE

Postal items can be given to the concierge who will forward them accordingly. To ensure that your mail is sent out on the same day, please hand it in to the concierge by 5 pm. If you wish to receive any mail, please use the following address:

The Chedi Andermatt, Gotthardstrasse 4, CH-6490 Andermatt

POSTCARDS

Postcards are provided in your room and are available at the concierge as well.

POST OFFICE

The post office of Andermatt is located in the village center (distance 150m).
Die Post, Gotthardstrasse 24, CH-6490 Andermatt

RESTAURANTS

Dining options at The Chedi Andermatt include The Restaurant, The Japanese Restaurant, The Bar and Living Room, The Lobby, The Wine and Cigar Library, The Courtyard, The Chalet (open during the winter months) and The Pool. For more information, you may look up the appropriate outlet name in this room directory.

RECEPTION

The reception is operating throughout the entire day and the reception team is happy to assist you with any questions or queries you may have (direct dial 7914).

ROOM ACCOUNT

All your purchases in the hotel will be credited to your guest room account as desired. Upon departure you will be charged. You may request a pro-forma invoice at the reception at any time.

ROOM SERVICE

Room service is available 24 hours a day (direct dial 7965).

SKI LESSONS

We are happy to organize private ski lessons for you. Please contact our concierge (direct dial 7923).

SMOKING

The Chedi Andermatt has only non-smoking rooms. However, you may smoke on the balconies of your room or suite. Smoking is also permitted in The Cigar Library and the hotel's public outdoor areas.

SOFA BED

Children between the ages of 3 and 12 may sleep on the sofa bed in their parent's rooms, additional charges will apply.

STAMPS

Stamps can be obtained from the concierge.

THE BAR AND LIVINGROOM

Whether for après-ski or after a stimulating round of golf, before the bike tour or after a hike through the alpine landscape: strengthen or refresh yourself in a relaxed atmosphere with an Asian flair. Inside and outside - with music and crackling fires you can enjoy special cocktails, wines by the glass or local beers, hearty snacks and Swiss specialties. Cozy blankets are provided if snow is falling.

Location: ground floor (side entrance opposite the train station)

Dress code: sporty - elegant clothes
(no swimwear or The Chedi Slippers)

THE COURTYARD

The sun-drenched outdoor lounge is opposite The Lobby. In winter, warm up yourself with Swiss coffees or homemade punch, which is served at the bar along with small snacks. When summer arrives, enjoy the view over the Swiss Alps with refreshing cocktails.

Location: ground floor, outdoor
Dress code: sporty - elegant clothes
(no swimwear or The Chedi Slippers)

THE HEALTH CLUB

Has the piste slope left your heart beat too slow? Or would you like to prepare for a summer bike ride? The Health Club has everything you need for your workout fun, including the latest in Technogym equipment. Our yoga and pilates studio is designed for holistic well-being and offers in the winter months both individual and group lessons to try out. Reward yourself afterwards with a dip in our outdoor or indoor pool and enjoy the fresh mountain air.

Location: ground floor, entrance next to The Bar and Livingroom.

THE JAPANESE RESTAURANT

Far Eastern lifestyle in the midst of the Swiss Alps: The Japanese Restaurant offers guests gourmet, modern and traditional Japanese food with an exclusive sake selection.

The Japanese Restaurant can accommodate a maximum of 40 guests, which is why we recommend a reservation in advance.

Location: ground floor

Dress code: sporty - elegant clothes

(no shorts, sandals or The Chedi slippers)

THE LOBBY

The Lobby, with its two large fireplaces and Asian details, is the ideal meeting place for guests of The Chedi Andermatt and their friends from outside. Make an appointment for an afternoon tea, coffee or cocktail in the afternoon. Feel like at home in the comfortable armchairs and sofas, be it a light snack or sweet temptation.

Location: Ground floor, next to The Restaurant

Dress code: sporty - elegant clothes

(no shorts, sandals or The Chedi slippers)

THE POOL

The 35-meter-long indoor and 12-meter-long outdoor pool surprises many. Relax together or browse through your holiday reading on comfortable day beds. Dive in for a sporty workout or relax with snacks and classic drinks.

Location: ground floor, pool area

THE RESTAURANT

Central Swiss, European and Asian dishes combined with world-class wines: peer over our chefs' shoulders in the four show kitchens and marvel at the tempting selection in our 5-meter-high The Wine and Cheese Cellar. Celebrate with friends in one of our three private dining rooms.

Location: Ground floor of the hotel main building

Dress code: sporty - elegant clothes

(no shorts, sandals or The Chedi slippers)

THE SPA

Discover the regenerative powers of the 2'400m² and multi-award winning The Spa and Health Club. Swim a few laps in our heated outdoor pool or make yourself comfortable with a tea at the 35m long indoor pool overlooking the Alps. Warm up in our organic and Finnish saunas or try a biological sol-steam bath. In ten deluxe treatment rooms you will be massaged by our highly qualified international therapists. Only the finest natural products from Tata Harper and Omorovicza are used. Complete your well-deserved relaxation with a manicure, pedicure and a hairstyle in our elegant, alpine-influenced rooms.

Location: ground floor and mezzanine

THE WINE AND CIGAR LIBRARY

With alpine chic and space for over fifty people, The Wine Library offers a selection of the finest wines from around the world. Served by the glass or bottle, the wines are carefully selected by our sommelier. Slightly more intimate, The Cigar Library accommodates twelve persons. Choose your favorite cigar from the walk-in humidor, home to Switzerland's biggest cigar selection, and enjoy it with a single malt, cognac or digestif.

Location: ground floor, directly opposite the main entrance

Dress code: sporty - elegant clothes
(no shorts, sandals or The Chedi slippers)

THE ICE RINK

During the winter months from mid-December to late March, The Ice Rink at The Courtyard is open (weather permitting). The Sportsbutler team at The Livingroom is happy to assist you with the equipment.

THE CHALET

Surrounded by polished alpine wood beams, you may enjoy hearty and classic dishes such as fondue or raclette during the winter months in this intimate, rustic-chic Chalet within The Courtyard.

TOILETRIES

The housekeeping offers on request various toiletries (direct dial 7935).

TOWELS

Your room is equipped with enough bath towels. Additional towels are also offered at The Spa area. If you need extra towels, please contact housekeeping (direct dial 7935).

TV

With the TV in your room you will receive more than 100 national and international channels. The television is operated via the remote control.

WAKE-UP CALL

Do you wish a wake-up call in the morning? Simply call our operator (direct dial 7910).

WEATHER

In the winter season, Andermatt is a true winter wonderland with average daytime temperatures from -5 °C to -10 °C (23 °F - 14 °F). The sunniest summer months are from June until August, while the autumn offers pleasant conditions for hiking and cycling tours.