
GUEST INFORMATION A - Z

WELCOME TO RANDOLINS

THANK YOU FOR STAYING WITH US

Dear guest,

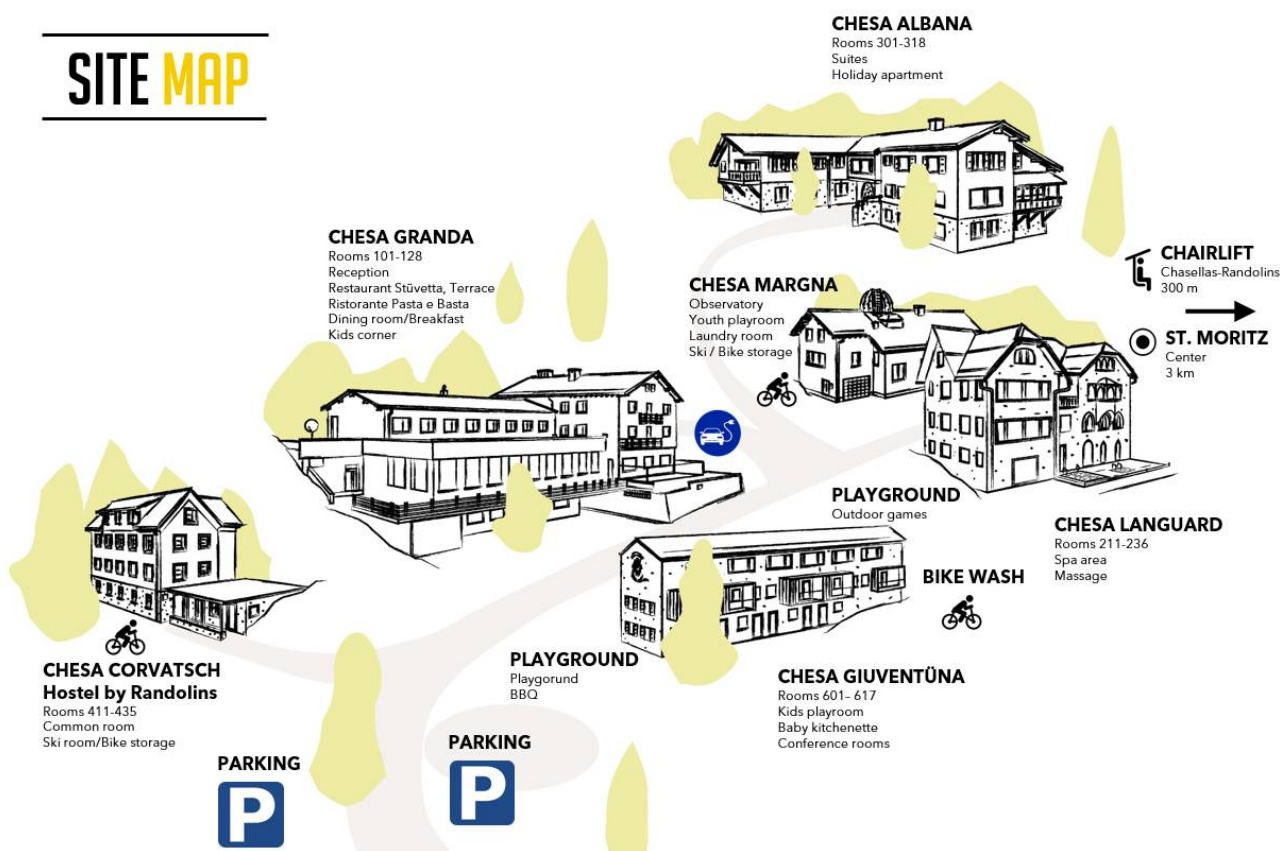
A warm welcome to St. Moritz. In the name of the hotel and the entire team, we wish you a pleasant and memorable stay. With you as a guest, Randolins becomes alive. To find your way in and around Randolins as simply and straightforward as possible, we compiled the following information for you.

Enjoy your holiday in the beautiful Engadine!

Sincerely yours,

Family Amsler-Scheuermann
and the Randolins Team

SITE MAP



CHESA GRANDA

Chesa Granda is the heart of Randolins. Here you will find the reception, the sun-flooded dining room, and the restaurant Stüvetta with its sun terrace and a fabulous view. Chesa Granda has an elevator. Having undergone an extensive renovation of 8 rooms in 2022, during spring break 2023, also the remaining guest rooms received a facelift and significant upgrade.

CHESA LANGUARD

The Chesa Languard is a beautiful old stone house. The house was built in 1924 and was renovated during summer 2018. The 16 modern rooms on three floors are also accessible with an elevator. On the ground floor of Chesa Languard you can enjoy our unique wellness oasis.

CHESA ALBANA

This house is the newest addition to the Randolins grounds and is located above all the other guest houses. The front door of a typical Engadin chalet reminds of the children's classic tale "Schellenursli". All the rooms were renovated in 2012. In Chesa Albana there are also two suites with a magnificent view of the Upper Engadine's mountains and lakes.

CHESA GIUVENTÜNA

The house was completely renovated in winter 2015/16. Here, brand new and attractive 3-star family studios were created. Chesa Giuventüna has also a baby kitchenette, a play room and a garden with playground and BBQ. Our bright conference rooms are located on the top floor of the building.

CHESA CORVATSCH

All by itself and surrounded by trees - this is what gives Chesa Corvatsch the romantic touch. The rooms are functional and simple, with a special, rustic charm. All the rooms are equipped with a sink, the shared bathrooms are located on each floor.

CHESA MARGNA

Chesa Margna is the home of our appreciated employees.

It is with pride that we present our latest offer since the summer season 2020:

We redesigned our historic observatory dating from 1924 and turned it into a very special hotel room.

The dome can be opened during good weather and offers a fascinating view of the Engadine mountains, lakes and the starry sky at night. Since autumn 2021, you will also find the central ski room and bike room, the guest laundry room and a playroom for older children.

THE HISTORY OF RANDOLINS

Today, Randolins is a mountain hotel located at 1'970 meters, which is completely dedicated to the unique character of the high Engadine mountain range, and which has maintained its originality in favor of invigorating mountain experiences. The fact that nature, calm, and inspiration stand at the forefront of a diverse guest structure here goes back to our 100-year history.

The legendary founding period begins in 1924, when the Alsatian pharmacist René Adolphe Schwaller Lubricz selected the property of around 20'000 square meters high above St. Moritz for his scientific center, "Suhalia". He founded the current Chesa Margna with its observatory and the Chesa Languard, and as a variously interested theosophist, who even trained as a painter with Henri Matisse in Paris, he also attracted scientists and artists to the slopes of the Suvretta from all over Europe. Physicians, chemists, physicians, astronomers, and artists of various art forms met here for interdisciplinary research. Legends report of princesses and a golden chapel in the Chesa Languard. To be certain, the institute "Suhalia" applied for a patent for an "unsinkable ship", and Arab studs were even bred in the current ski room of the Chesa Margna. Financially, the project was not favored by fortune, and after only four years, Schwaller had to transfer the building to the bank.

Following this, the French-speaking private school "Institut Montalia" took over the property under the direction of Roger Matthey. Young boys lived here at the boarding school in the healthy mountain air of the Engadine, until they were ready for their academic leaving tests. After several years, the interest payments became too high, and the institute was relocated to Dimlejo on Lake St. Moritz.

FROM CHRISTIAN VACATION CENTER TO OPEN 3-STAR HOTEL

During the economically difficult period after the war, the "Protestant Homestay Association" acquired the property in 1954, including five buildings in need of renovation. With plenty of courage and dedication and hundreds of hours of compulsory labor on behalf of youths and adult groups, the houses were restored. To ensure that youths, sports, and school groups would also be able to enjoy vacation in the Engadine, a youth center was also opened. With legendary fundraising activities, the sales of "Nideletäfel" and baked goods, and countless events, the necessary money was eventually raised both near and far. This is also the time when the Rhaeto-Romanic name "Randolins" was added, which essentially means "swallow's nest" and is reminiscent of the small birds that return to their second home in the Engadine after their long journey each year. Just like our guests.

Over the course of the decades, the center has developed into a modern 3-star hotel. In 1960, House Albana was built, Chesa Granda in 1973, and the educational center was added in 1995. In the summer of 2005, the a-la-carte restaurant "Stüvetta" received an attractive sun terrace. Since December 2006, the hotel has also possessed a beautiful spa oasis, including a unique panorama view.

PRESERVED AS A CENTER OF PEACE AND REFLECTION

In 2012, the "Randolins Centre Foundation, St. Moritz" was finally founded to preserve the Randolins as a center of peace and reflection.

As a mountain hotel, we are now even more focused on our unique environment, and we continue a tradition of making the most beautiful natural experiences and their exchange available at one of the most exclusive locations for attractive prices.

A

- ACTIVITY BOARD** At Chesa Granda you will find our activity board with information on upcoming events, the weather and much more.
- ALLERGIES** Special beddings for people with allergies are available on request. Please contact us if you have a food allergy, so we can accommodate your needs accordingly.
- ARRIVAL** See CHECK IN for more information.


B

- BABY CARRIER** At the reception you can borrow a baby carrier (deposit).
- BABY FOOD** Our kitchen team is more than happy to prepare baby food for our little guests.
- BABY PHONE** At the reception you can borrow baby phones (deposit).
- BABYSITTER** On demand, we are pleased to help you organize a babysitter.
- BABY STROLLER** We provide a stroller for families. Please make a reservation at the reception if you need it.
- BACKPACK** At the reception you can borrow a backpack with binoculars, penknife and water bottle (deposit of CHF 250.00).
- BANK** Graubündner Kantonalbank, Via Maistra 1, St. Moritz, Tel. 081 837 02 02
UBS AG, Via Maistra 14, St. Moritz, Tel. 081 837 70 00
Credit Suisse, Via Maistra 6, St. Moritz, Tel. 081 837 52 00
- BATHROBE & SLIPPERS** At the reception you can borrow a bathrobe for a rental charge of CHF 10.00. Sustainable ReUseMe flip flops are available for purchase at the reception for CHF 10.00.
- BIKE ROOM** See SKI ROOM for more information.
- BOOK DIRECT DISCOUNT** It is always best to book directly! We can advise personally and individually and take care of your (room) preferences and needs. Furthermore, you benefit from various special deals such as our long-stay discount from 7 nights and best possible prices. Therefore, book your next stay by phone, email or online (www.randolins.ch).
- BOTTLE WARMER** In the baby kitchenette in Chesa Giuventüna we have a bottle warmer, microwave, kettle, and refrigerator.
- BREAKFAST** Our breakfast buffet is open from 7 until 10 am, in the dining room.

C

- CHANGING TABLE** There are changing tables in the ladies' toilet in the main building Chesa Granda as well as in the baby kitchenette in Chesa Giuventüna.
- CHECK IN** As of 4 pm, on the day of arrival.
- CHECK OUT** The room is at your disposal until 11 am on the day of departure. If you would like a late check out, please contact the reception ahead of time. Do you want to enjoy the mountains on the day of departure? There is always the possibility to store your luggage near the reception. We also have showers to freshen up. Upon request the invoice can be settled in the evening before departure. Check out easily: in the morning of the day of departure you will receive an email with a link to our **online check out** option. Therewith you can settle all formalities and only need to quickly pass by the front desk to return the room key.
- CHILDREN** See FAMILY RESORT for more information.
- CITY MAP** You will find a map of St. Moritz at the reception.
- CONFERENCES** The hotel has conference rooms for 5 to 100 people. Please address our reception for further information. We are more than happy to show you the facilities as well as the technical equipment and send an individual offer. We also have free WIFI and a laptop which can be borrowed for a deposit. If you need any copies or print outs, please ask at the reception.
- COWORKING** Workplace with a view: experience the perfect symbiosis of productive work and inspiring nature at the Randolins Office. Our coworking area at Berghotel Randolins offers you the ideal environment to pursue your professional goals while enjoying the beauty of this unique landscape. Workspace with professional equipment, breathtaking views and more - from CHF 20.00 per day. More information at www.randolins.ch/coworking

D

- DEPARTURE** See CHECK OUT for more information.
- DIGITAL COMPANION** With the digital companion you have the possibility to plan and organize your time at the Randolins before, during and after your stay pleasantly and efficiently. Save time and fill out the registration form in advance, information from A-Z, as well as the payment of the bill on the day of departure - you will find this and more right here - log in with your surname and reservation number.
- 
- DINING ROOM** Our half board restaurant. See RESTAURANT for more information.

DOCTOR Should a doctor be required, contact the front office. In case of an emergency call **0-144** and inform the front office afterwards.
 Our doctor Dr. Hasler is reachable at 081 830 80 60, the stand-by duty doctor (evenings and weekends) at 084 833 14 14
 If you need a pediatrician, please call 081 834 40 40 or hospital Samedan 081 851 88 02.

E

E-BIKE Explore the Engadine comfortably by electric bicycle during the summer season. Rates and all necessary information can be obtained at the reception.

E-CHARGING STATION You can charge your electric car at the e-charging station in front of the main building Chesa Granda. At this charging station, two electric cars can charge at the same time. The universal connectors are available to all common e-car brands. By the way: it is the highest e-charging station on the E-Grand Tour of Switzerland by Switzerland Tourism, which leads on around 1'600 km through Switzerland, passing almost all tourist highlights in the country. Billing is via the Move system, but credit cards are also accepted directly at the charging station. If you do not have the necessary customer card or the right charging cable, please contact the reception.

EXCURSIONS Our staff at the reception can gladly provide information on various excursions and activities in the region. Furthermore, you can find many ideas and tips on activities in the area on our website - simply scan the following QR code.



F

FAMILY RESORT For our guests with children, we have a baby kitchenette with a kettle, bottle warmer, microwave, refrigerator, as well as a playroom for the kids. Both can be found in Chesa Giuventüna. Our garden with a playground is situated right next to it.

FAX If someone would like to send you a fax, this can be done via our fax number +41 (0)81 830 83 80 and we will hand it out to you.

FEEDBACK Your feedback is very important for the development and the quality of our services. We thank you very much for taking the time to complete the questionnaire or for your personal feedback.

FIRE & EVACUATION Telephone number fire fighters: **0-118**
 In case of a fire or suspected discovery of a fire, we ask you to stay calm. Close all the doors and windows nearby and immediately call the reception.
 If you hear the evacuation alarm, please follow the instructions. Go to the next emergency exit straight away and leave the building. The meeting point is down the road at the parking area next to Chesa Corvatsch. Never use an elevator.

G

GAMES The keys for the outside games and additional (board) games are available at the reception.

GRILL/BBQ The grill with a stunning view is available exclusively for our guests during summer season. Please make your reservation at the reception.

H

HALF BOARD The half board menu is served every evening in the dining room. If you would like to cancel it for one evening and reserve a table at the à la carte Restaurant Stüvetta or Pasta e Basta, please inform the reception until 11 am. Please take note that there is no refund for not consumed meals. Would you like to add half board? No problem: Please sign up for it at the reception.

HIKING Hiking maps, tour descriptions and timetables for the public transportation are available at the reception.

HOMEMADE PRODUCTS We produce various delicious products in-house such as nut cake, herb salt, jam, and much more. The entire selection is on display at the reception. See **SOUVENIR** for more information.

HOSTEL The rooms in the Chesa Corvatsch are functional and simple, with a special, rustic charm. All rooms are equipped with a sink, the shared bathrooms are located on each floor.

I

INTERNET All our buildings are equipped with Swisscom Wireless-LAN hotspots. Connect to the network *Randolins* and log in with a free code. You can obtain the code by SMS or with via authentication of your credit card (nothing will be debited and no fees are charged).

IRONING BOARD In the guest laundry room at Chesa Margna you will find an iron and ironing board.

K

KETTLE At reception you can borrow a kettle (deposit of CHF 50.00).

L

LAUNDRY SERVICE We offer laundry service. The laundry bag and respective rates can be collected at the reception. Make sure that our staff is informed about any particularities of the clothing and/or any special treatments that these clothing requires. Our housekeeper will check the labels of the clothing. We do not assume any liability for damage due to the nature of the garment, such as worn-out fabric or strained seams.

LUGGAGE SERVICE Please address the reception if you need any help with your luggage.

LUNCH BOX Would you like to have a lunch box to go? We are happy to take your order until 7 pm in the evening at the reception and prepare it for the next morning.

M

- MAGAZINES** Near the dining room you will find a selection of newspapers and magazines.
- MAIL** Postcards, letters, parcels, etc. can be dropped at the reception. We will bring it to the post office for you. We also carry a selection of postcards and stamps.
- MASSAGE** Check out the offers of massages and treatments. Our specialist Rudy Streiff is looking forward to meeting you. The reception will take your booking.
- MOUNTAIN RAILWAY TICKET** So that you don't have to wait until you get here to enjoy it: Two days before arrival you will receive an email from the destination with a link to download your tickets (included as of 2 nights stay in summer) - for the use of public transport and mountain railways.
- MOUNTAINBIKE** We offer mountainbikes for rent in the summer season. Ask at the reception about the availability and rental rates. We also have maps and electric bicycles. See E-BIKE.
- MOUNTAINBIKE EXTRAS** Bike rooms are located in Chesa Margna and in Chesa Corvatsch. In Chesa Margna there is also a bike workshop. A cleaning station is situated next to Chesa Giuventüna. Do you need tools or a pump? Or would you like to borrow a GPS? Please ask at the reception.

N

- NIGHT LIGHT** Please contact the reception if you would like a night light for the children.

O

- OBSERVATORY** Looking for a unique experience? Spend the night in our observatory with an amazing view of the starry sky. For more information, please contact the reception or visit www.randolins.ch/observatory.

P

- PARKING** We offer outside parking spaces for our guests. Please park your car on the large parking lot. The parking in front of the main entrance and at Chesa Margna are intended only for loading and unloading (max. 30 minutes).
- PASTA E BASTA** Our pop-up restaurant. See RESTAURANT for more information.
- PASTORAL CARE** If you are in need of pastoral care, please contact the parish St. Moritz, Tel. 081 834 47 74.
- PETS** Pets are very welcome. Contact the reception for the charges. In Stüvetta, dogs are allowed but please do not bring them to the dining room.
- PHARMACY** Apotheke St. Moritz Bad, Via dal Bagn 10, St. Moritz Bad, Tel. 081 833 62 12
Amavita Apotheke Corviglia, Via Maistra 11, St. Moritz, Tel. 058 851 32 64

- PILLOW** Please contact the reception if you need an extra pillow. See "PILLOW MENU" for more information.
- PILLOW MENU** We provide the following special pillows:
 Swiss stone pine pillow
 Spelt pillow
 Millet pillow
 Memory pillow
 Lamb's wool pillow
 Horsehair pillow
 Head rest
- PLAYROOM** For our little guests, we have a playroom at Chesa Giuventüna. For older children, the youth playroom in Chesa Margna is available between 8 am and 9:30 pm.
- POWER PLUG** At the reception you can borrow a European-to-Swiss adapter (deposit).
- PUBLIC TRANSPORT** See MOUNTAIN RAILWAY TICKET.

R

- RADIO** There are several radio channels on your TV. A list of our television and radio programs can be found directly on your TV by pressing the "CH LIST" or "GUIDE" button on your remote control.

- RESTAURANT** With a fresh take on traditional Swiss cuisine, we are pleased to serve new taste experiences and culinary creations, both in our restaurant and on the beautifully located sun terrace. Our chef de cuisine Leonardo Bassola has a high appreciation of fresh and high-quality ingredients from the region. You can book your table online directly at www.stuevetta.ch/tisch.



Dining room

We serve our 4 course dinner and the breakfast buffet in the dining room with a wonderful panoramic view of the surrounding mountain range.

Breakfast	7 am	to	10 am
Dinner	6 pm	to	8:30 pm

Stüvetta

At Stüvetta we serve à la carte lunch and dinner. For a drink or snacks we recommend our beautiful sun terrace.

Hot cuisine at Stüvetta			
Lunch/afternoon menu	11:30 am	to	5 pm
Evening menu	5 pm	to	9:30 pm

Pasta e Basta

Discover a world of delicious delights in our pop-up restaurant. Pasta e basta. Nomen est Omen. At Pasta e Basta, everything rotates around the love of simple but irresistible pasta dishes.

Hot cuisine at Ristorante Pasta e Basta

Evening menu 6 pm to 9:30 pm

S

SANITARY PRODUCTS	Sanitary products and amenities such as shaving kits or dental kits are available at the reception.
SEWING KIT	For small repairs, feel free to request a sewing kit at the reception.
SHOE CLEANING MACHINE	In Chesa Corvatsch, Chesa Languard, Chesa Margna and Chesa Albana you will find a machine to clean your shoes. We have more shoe cleaning equipment at the reception.
SHUTTLE BUS	We provide a free shuttle bus to St. Moritz at predefined times. Please ask at the reception for the schedule and make your reservation at least 30 minutes prior to departure.
SHOE DRYING	Wet boots can be dried overnight in the ski locker of the ski/bike room in Chesa Margna. You can open and close the locker (corresponding to your room number) with the badge of your room key.
SKIING	<p>You don't go skiing every day? You also don't need a ski pass for your entire stay? With the offer "Sleep + Ski" you have to buy a ski pass for the entire duration of the stay (number of nights = number of ski days).</p> <p>With the "Snow-Deal" offer you can buy day tickets, multi-day tickets and family tickets with a discount. The sooner you book, the cheaper the price. Therefore, it is worth comparing the prices!</p> <p>Sleep + Ski: Get your ski pass for CHF 47.00* per person and day If you stay at our hotel during winter season, you can purchase a ski pass for CHF 47.00* per person and day, for the duration of the stay (number of nights = number of ski days). The offer must be booked no later than the day of arrival * plus one-time service fee CHF 10.00 per ski pass.</p> <p>Snow-Deal: book early and benefit! Another option is to buy the ski pass via the dynamic pricing model "Snow-Deal". Buy your ski pass in advance and benefit from discounts. The sooner you book, the cheaper the price. Therefore, it is worth comparing the prices. Get your ski ticket now on www.randolins.ch/snow-deal.</p>
SKI ROOM	In the basement of Chesa Margna and Chesa Corvatsch we have storage rooms for skis, snowboards, shoes, sledges and bicycles. In Chesa Margna you will find tools for ski, snowboard and bike.

SMOKING	For your comfort, in all our rooms and buildings smoking is not permitted . We kindly ask you to smoke outside of the building, on the terrace or on the balcony. Violations of the non-smoking policy will be fined with a cleaning fee of CHF 200.00.
SOUVENIR	Different souvenirs can be purchased at the kiosk next to the reception. Or send your loved ones our homemade local nut cake for only CHF 30.00 excl. postage. See HOMEMADE PRODUCTS for more information.
STAMPS	You can buy stamps at the reception.
STERILISER	Please ask at the reception for a steriliser.
STÜVETTA	Our à-la-carte restaurant. See RESTAURANT for more information.
SUSTAINABILITY	Careful use of resources to protect the environment is important to us. You can support us in this: As part of the myclimate "Cause We Care" initiative, we give you the opportunity to make an effective contribution to climate protection and sustainability by making a voluntary contribution together with us. Randolins has been awarded the Gold level of the <i>ibex fairstay</i> sustainability label and is a member of the hotel cooperation <i>Responsible Hotels of Switzerland</i> . Further information is available at the reception or www.randolins.ch/sustainability .
SWIMMING POOL	The indoor swimming pool OVAVERVA in St. Moritz is only a 5 minutes' drive from the hotel. There is also a wellness area and a bistro. Via Mezdi 17, St. Moritz, Tel. 081 836 61 08, www.ovaverva.ch

T

TAXI	Please call Taxi Agim 081 833 23 11 or 079 552 67 52 if you need a taxi. When making your reservation, mention that you are a guest of the Berghotel Randolins and enjoy the special rate to/from St. Moritz train station/center.
TELEPHONE	<i>for the outside line: please dial 0</i>

Free calls in Switzerland and the following countries:

Andorra, Belgium, Bulgaria, Denmark, Germany, Estonia, Faroe Islands, Finland, France, Gibraltar, Greece, Great Britain, Ireland, Iceland, Italy (incl. Vatican), Croatia, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Austria, Poland, Portugal, Romania, San Marino, Sweden, Slovak Rep., Slovenia, Spain, Czech Rep., Hungary, Cyprus, USA (incl. Alaska and Hawaii, excluding territories / US territories), Canada. excl. overseas territories (e.g. French Guiana, Guadeloupe, Martinique, La Réunion, etc.)

TELEPHONE NO *from room to room:*
Please dial the room number.

Reception/Emergency:
100

Fire Fighters:
0-118

Ambulance:
0-144

International Country Code

Argentina	0054	Great Britain	0044	Netherlands	0031
Australia	0061	Hong Kong	00852	Norway	0047
Austria	0043	India	0091	Portugal	00351
Belgium	0032	Ireland	00353	South Africa	0027
Brazil	0055	Israel	00972	Spain	0034
Denmark	0045	Italy	00390	Sweden	0046
Finland	00358	Japan	0081	Thailand	0066
France	0033	Korea	0082	Turkey	0090
Germany	0049	Luxemburg	00352	USA/Canada	001

TELEVISION A list of our television and radio programs can be found directly on your TV by pressing the "CH LIST" or "GUIDE" button on your remote control.

TOWELS Help us save water and energy. If you would like to continue using your towel, please hang it up. Leave the towel on the floor if we should exchange it.

TREASURE HUNT Our young and young-at-heart guests can embark on a challenging treasure hunt on the Randolins grounds. The treasure map is available at the reception - upon presentation of the correct solution, the children will receive a small surprise.

U

UMBRELLA Although St. Moritz is almost at the top of the ranking "most hours of sunshine in Switzerland", at times, we also experience humid weather conditions. Umbrellas are available at the reception if necessary. Umbrellas are available at the reception if necessary; please return them after use.

V

VALUABLES You can use the safe in the room with a personal code. Please follow the instructions. If you have bigger valuables, we have more space in the safe at the reception.

VOUCHER No matter whether you want to give away an exceptional weekend in St. Moritz or a culinary highlight as a gift – you've made the right choice with our vouchers. You can buy your requested voucher directly in the online voucher shop. Following the payment, it will be sent automatically to you by email.

W

- WAKE-UP CALL** Please contact the reception for a wake-up call.
- WASHING MACHINE** You have the possibility to do your own washing. At Chesa Margna we have a washing machine, a tumble dryer, an iron, and an ironing board. We charge CHF 4.00 per hour for the washing machine (incl. washing powder) and CHF 3.00 per hour for the tumble dryer.
- WATER BOTTLE** In your hotel room you will find a SIGG drinking bottle, which you can fill up with fresh mountain spring water directly from the tap and use during your stay with us. Treat yourself to this handy companion also at home and purchase a bottle for CHF 30.00 at our reception.
- WELLNESS** Our wellness area in Chesa Languard is open daily from 2 pm to 9 pm. Children under 16 years, accompanied by an adult, are welcome in the spa area (swimwear area) until 6 pm. Please use your room badge to open the door.
- Spa offer - swimwear area (open also for children):*
 Steam bath
 Indoor/outdoor whirlpool
 Infrared cabin
 Heated bench
 Relaxation room
- Spa offer - nude area (open only for adults):*
 Finnish sauna (80°C)
 Bio sauna (55°C)
 Relaxation room
- WELLNESS BAG** The wellness bag is at your disposal during your stay at the Randolins and is equipped with bath and sauna towels. Handy, isn't it?
 By the way: This bag is also available for purchase at the Randolins Shop at the reception.
- WIFI** See INTERNET for more information.