



**BERNINA 1865**

*Engadina*  
**METARESORT**

**1. How can I contact the Hotel?**

You can contact the Guest Service Office by e-mail: [info@hotel-bernina.ch](mailto:info@hotel-bernina.ch), by telephone: +41 (0) 81 852 12 12, via Skype: Hotel Bernina 1865 Reception, via WhatsApp: +41 76 608 65 15.

**2. How do I reserve my room?**

You can book by calling us by phone, you can send us an e-mail or via the website <https://www.Hotel-bernina.ch>

**3. Is it cheaper to book a room directly with you or on Booking, Expedia, Hotelbeds?**

Yes, it is always better to book with us for different reasons. First, we have the best price available and then we can fulfil almost all your requests! In addition, for our repeater guests, we normally apply a discount or an upgrade (subject to availability).

**4. How many rooms can I book? Is it possible to make reservations for groups online?**

There is no limit to the number of rooms you can reserve but if the booking exceeds six rooms, it is more convenient to send us a direct request.

**5. Can I book without using a credit card?**

The reservation without a credit card is only possible if you make a bank transfer at the time of the booking confirmation. For more information please contact us by e-mail or call us.

**6. Is it safe to use a credit card?**

Using a credit card is safe. You can choose to tell us the number by phone or by e-mail or post. After receiving the CC number, your data will be stored in a secure location under the General Data Protection Regulation 2016/679.

**7. Which credit cards do you accept?**

Visa, MasterCard, Maestro, American Express and JCM.

**8. Can I have preferences about floor, view, shower, tub, etc?**

Yes, you can tell us your preferences. Each request is subject to availability. We will do our best to fulfil your requests!

**9. Is the room rate per person or per night?**

The rate shown is per room per night, including VAT and excluding city tax. Please check if you have requested a room for single use or a double room.

**10. Is the tourist tax included?**

City tax is not included in the room rate. These can be paid at check out.

**11. What is the cancellation policy?**

If the rate chosen is Non-Refundable, the price will be more lower but the total amount will be charged immediately. After making the reservation there will no longer be the possibility to change or cancel the reservation for any reason. If you book a Refundable rate, you can cancel or change your booking up to 10 days before arrival, after which you will be in cancellation policy and you will no longer be able to change or cancel your reservation.



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**12. Why is it not possible to cancel a reservation if it is already in cancellation policy?**

The Hotel works by selling the rooms. You can cancel a refundable booking until 10 days before the date of arrival. Because? This is the maximum time that the Hotel has to try to resell the room. Only in case of serious illness is it possible to offer a valid voucher until the end of the season; this is an exceptional situation and must be approved by the management.

Even in case of non-refundable bookings for the following year, it will not be possible to request a refund in case of cancellation of the reservation.

**13. How can I cancel a reservation?**

It is possible to cancel the reservation, if the chosen rate allows it, by calling us or sending us an e-mail or through our website

**14. Can I pay directly at check out?**

It is possible to pay at the check-out. Remember that at the time of the booking a credit card will be required to guarantee a pre-authorization 10 days before arrival.

**15. Do you have a parking space? Is it free?**

We have a parking space at the front and two at the back of the Hotel. They are external and free.

We also have the possibility of having a place in the garage. This is subject to availability; the price is 25 CHF per car per day.

**16. Is it possible to add another person (s) in the room?**

When booking a double room for single use it is possible to add an extra person for an additional charge of CHF 25.00 / night.

In case of double occupancy, it is possible to add a third person for a supplement of CHF 110 / night. Please note that only Deluxe, Junior Suite and Suite can accommodate the third person in the room. The accommodation is with a sofa bed.

**17. Do the children pay?**

Children under 6 years do not pay if they sleep in the bed with their parents. All children aged 7 and over pay the adult rate as a third person. If you are a large family, please contact us or book the Family room or our apartments through our website.

**18. Are baby cots available?**

Yes, baby cots are available and free. However, we ask you to inform us in advance if you need it.

**19. Is it possible to reach the hotel by car?**

You can reach the Engadin valley by car comfortably and safely from anywhere in Switzerland, Italy, Germany, France or Austria.

In case of snow, the crossing of the passes is allowed only with snow chains or 4x4 vehicles.



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**20. Is it possible to reach the Hotel by train?**

Yes. From Milan (IT) you can reach Tirano (IT) and then Samedan (CH). We recommend you to book the Bernina Express (UNESCO Heritage) from Tirano to Samedan. The journey with the Rhaetian Railway (RhB) with its incredibly high helical tunnels and viaducts is one of the most scenic and technically interesting in Europe.

Another option is to travel from Landquart via Klosters and the Vereina tunnel.

Samedan can be reached from Zurich main station in just 3 hours and 2 minutes.

**21. Does the Bernina Express stop at Samedan?**

The Bernina Express stops in Samedan, but it depends on the season. For more information, check the website [www.ffs.ch](http://www.ffs.ch).

**22. How far is the Hotel from the Samedan / St Moritz train station?**

Samedan Railway Station is just a 5-minute walk.

St Moritz is just 5 km from the hotel. Here you can find the link where you can check the timetable for trains and busses <https://www.sbb.ch/en/home.html>.

**23. Is there a shuttle service to / from Samedan train station?**

Yes, we have a free shuttle service to / from Samedan train station. You can request it before your arrival.

**24. Is it possible to reach the hotel by bus?**

It is also possible to reach the Engadin from Chiavenna, faster with the Autopostale on the Express Line 4E or from Tirano with the FR.

**25. Is breakfast included in the price?**

If you have booked a room with a Room Only rate or one of our Apartments, breakfast is NOT included in the price and it costs CHF 25 per person per day.

If you have booked a room in Bed and Breakfast rate, breakfast is included in the price.

**26. What happens if I find a lower price after having already booked?**

If you book a refundable rate and you are not already in cancellation policy you can cancel the previous booking and create a new one.

In the event that the reservation is non-refundable, you are not able to do so.

The Hotel adopts a policy of flexible prices according to the demand and the occupation of the Hotel. To give an example it can happen that the Hotel, two days before your arrival date, still has five free rooms. At this point, it is possible that the Hotel publishes a promotion and lower prices.

**27. What are the reception opening hours?**

The reception is open from 6:30 am to midnight, every day of the week.

**28. What time can I check in? The check out?**

Check-in is from 3:00 pm, check out is until 11:00

**29. What can I do if I arrive at the hotel before the check in time?**

If you arrive before the check-in time, the reception staff will be happy to welcome you and check if the room assigned to you is ready. If so, and if you need to use the room immediately, you can proceed with the check in by paying an additional fee of CHF 50.

If not, the staff will suggest you all the activities available in the valley depending on the season.



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**30. Can I check in after midnight?**

Yes, you can check in after midnight but you need to contact the Guest Service Office to get the door access code and all the necessary information.

**31. Can I check out after 11.00?**

If you would like to leave after the check out time you can ask for it directly at the reception. This is subject to availability and a surcharge is applicable.

**32. Can I leave my luggage at the hotel after check out?**

Yes, we have a luggage storage service in the hotel.

**33. Do you have a room for Special Needs?**

The Hotel has no rooms equipped for these needs. The lift can only be used with very small wheelchairs and the shower rooms do not have a seat inside and are not roll-in.

**34. Can I have dinner at the Hotel?**

The Hotel has an Italian restaurant specialized in mountain dishes and a pizzeria. Both are open from 18:00 to 22:30. The restaurant is open every day, while the Pizzeria is closed every Tuesday. Reservation is recommended.

**35. Is it possible to request the half-board?**

Half-board is available for CHF 45 per person per day with 3 courses. You can book it by e-mail or telephone or directly at the hotel.

**36. Can I have breakfast and / or dinner in the room?**

Room service is available for both breakfast and dinner. In the room, you will find the dedicated menu.

**37. Is it possible to have a meal gluten or lactose free?**

Yes. Our kitchen is equipped for both gluten-free and lactose intolerant meals, our F&B staff will be happy to show you all the possibilities.

**38. Is it possible to book a SPA treatment?**

It is possible to book a SPA treatment at the Guest Service Office or directly at the wellness centre. You can also reserve it in advance by sending us an e-mail or calling us.

**39. Can I use the spa even after check out?**

You can use the spa even after check out. Please note that the SPA is open every day from 14:00 to 21:00.

**40. Can I bring my dog? Is there any supplement?**

Dogs are welcome in our hotel. The supplement is CHF 25 per dog per day.

**41. Is it possible to have the WIFI in the room? Is it free?**

WIFI is available throughout the hotel and is free.

**42. Do you have non-smoking rooms?**

All our rooms are non-smoking.



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**43. What can I do if I forget something in the room?**

At check-in, we always ask for a phone number and an e-mail address to reach the guest in case you forget something in the room.

We will be happy to send you the forgotten item at your expense. We ask for a credit card in order to cover the shipping costs.

**44. Do I have to pay if I damage or break something?**

Yes, a payment is required in case of damage or breakage.

**45. Does the Hotel have a Meeting Room?**

Yes, we have a Meeting Room and it is possible to rent it.

For more information, please contact us by e-mail or telephone.

**46. What languages are spoken in the Hotel?**

The languages are German, English, Italian and French.

**47. Do you have any adapters?**

Adapters are available at the Front Office at no additional cost but subject to availability. You must leave a deposit of CHF 10, which will be returned to you when you give back the adapter.

**48. How far are the ski slopes from the Hotel?**

The nearest ski slope is the Celerina ski run, which is part of the Corviglia ski area and is 3 km from the hotel. To reach the slopes, the Hotel offers a free shuttle every day, from 8.00 to 16.30, which leaves approximately every 30 minutes.

The other slopes can be reached by public transport with a frequency of about 30 minutes. The bus stop is in front of the Hotel.

**49. Do you have any Ski pass offer? How does it work?**

Ski passes are available during the winter season with a minimum stay of two nights at the price of CHF 38 per day per person. To take advantage of the offer, it is necessary to purchase the Skipass for the entire stay, regardless of weather conditions and commitments in addition to skiing. If instead you prefer not to ski every day, you can buy the day tickets without reduction at the cash desk of the ski facilities.

**50. Do you have a ski school as a partner?**

Yes, we have a ski school we work with. If you would like more information, do not hesitate to contact us.

**51. Where can I rent ski equipment?**

You can rent all your equipment at our partner located in front of the hotel.

**52. What kind of excursions can I do if I do not practice skiing?**

The Engadin is full of activities for non-skiers too: horse-drawn carriage rides in Val Fex or Val Roseg, helicopter flights, snowshoe walks, casinos, visits to Nietzsche's house, museums (Segantini, Berry Museum), Spa (Mineralbad), Swimming pool (Bellavita or Ovaverva), toboggan runs. Our Guest Service is at your disposal.



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**53. Are there any excursions I can do with my children?**

Yes, in Muottas Muragl there is a nice playground for children where you can have fun with the little ones! The activities are different depending on the season, but we will be happy to give you more information on request.

**54. Does the Hotel have a ski room?**

Yes, there is a ski room in the hotel, with boot warmers.

**55. Does the Hotel have a bike room?**

Yes, the Hotel is equipped with bike room..