

A WARM WELCOME TO HAUS L'ORÉE!

We hope you will have a splendid vacation in our cozy apartment, in the wonderful village of Saas-Fee. We have done everything to make your stay as comfortable as possible, using valuable experience gained over many years by staying in rented apartments before we acquired this apartment. We would like to invite you to read the points and chapters below upon your arrival, as these will be useful for you during your stay.

- As you will note, Saas-Fee is a very **clean village**: there is hardly any trash in the streets. We encourage you to follow the good example given by others. There are plenty of trashcans throughout the village, including lots of cans that provide plastic “doggybags” to pick up any “tangible evidence” which your dog (if any) may leave behind. Your fellow vacationers will be grateful!
- To dispose of any **trash**, very specific rules apply in Saas-Fee. Please refer to the chapter “Trash” hereunder.
- Saas-Fee is also proud to be an **energy-conscious** Swiss “Energistadt”. Please help our town achieve its goals. Do not leave any lights on unnecessarily.
- In winter, to **air** the bedroom or bathroom, we recommend that you open the window fully for 5-10 minutes, and then close it (the Swiss call this “Stossluffen”), rather than keeping the window just a bit opened for longer periods of time.
- You may find **salt, pepper, sugar**, cooking oil, vinegar, various herbs, detergent for washing up the dishes or dishwasher pads, brushes or sponges, trash bags, toilet paper, kitchen paper, coffee/coffee filters, teabags and other useful longer-duration kitchen- or household items. We suggest that you leave such items behind as a courtesy for the next guests, and replenish when no longer available in the house, rather than taking them back with you upon your departure.
- Of course, we hope you will be as careful in our house as we are ourselves, and we are grateful for your kind consideration. Your **special attention** please for wooden floor, upholstery of the sofas, anti-stick layers of frying pans (do not use any metal utensils) and the induction cooking plate (do not slide pans or other things across the plate as this may leave scratches).
- There are **games** and color pencils for smaller children and board games etc. for all ages. We count upon you to keep everything together and complete. Same for **maps/books** that we keep in the house.
- In case your **dog** is accompanying you: we love our own dog (and we are sure you love yours) but even our dog is not permitted to climb onto the sofa, chairs or beds. This shall also be the rule for your dog.
- **Smoking** is not allowed inside the house.
- Please leave shoes in the corridor and **use thick socks or slippers** inside.
- The name of the **WiFi** network is **████████**; password is: **████████**.
- We will be very grateful if you would use the **guestbook** to leave any messages such as compliments (hopefully), suggestions (more than welcome) or complaints (hopefully not). We will take very good note!

More specific information follows in the chapters hereunder. We wish you a great time!

KITCHEN

The kitchen is equipped with an induction cooking plate, which responds very quickly and is very powerful at the highest levels. Please be very careful using any level above 7.

As said above, please do not slide pans or other things across the plate as this may leave scratches, and in order to protect the anti-stick layers of frying pans, do not use any metal utensils. Wooden/plastic etc. utensils are provided in the kitchen drawer.

When using the oven, please always use the oven paper (also provided) to protect the undersides of the tray and oven against leaking substances.

The wall behind the cooking plate should be cleaned using the white sponges provided.

We would encourage you to use as much as possible ecologically friendly products for cleaning. Cleaning products can be found behind the trashcan under the sink.

The drip filter coffeemaker uses filter bags nr. "1x4" and switches off automatically after 30 minutes. In addition, there is a Nespresso machine. Please take care to use ONLY Nespresso capsules or capsules specially designed for use with this machine.

Cutlery, bowls, serving plates, fondue set etc. can be found in the cabinet in the dining area.

TRASH

In the village of Saas-Fee, you are only allowed to dispose of household trash by way of special trash bags (in a difficult term these are called "Gebührenpflichtige Kehrichtsäcke") – there is a kind of tax levied on each bag, which you pay when you buy one. These bags have an orange color. They can be bought in the local supermarkets but please note: you have to ask the cashier.

For the container under the sink in the kitchen, you need bags of 35 liters. Each bag costs 2.60Sfr (2016).

Full bags should be left in the cute little log cabin ("Kehrichthäuschen"), which you will find outside, some 30m from the main entrance of house l'Orée.

Recycling in Saas-Fee is, unfortunately, not a simple exercise. There is a possibility to leave (i) paper (not cardboard!), (ii) PET bottles, (iii) aluminum and other cans, and (iv) glass in a collection point near the parking garage. This may be closed at night, on Sundays and public holidays. Please check opening times as these sometimes change. A collection point for PET bottles can also be found next to the "Coop" supermarket.

LAUNDRY

We hope you won't have to spend your valuable vacation time with laundry matters but if this is unavoidable, you can use the washing machine and dryer located in the laundry room on the ground floor of Haus l'Orée. This is a shared facility; please leave space for other people's laundry as well. For each use of the washing machine you have to insert coins worth between 1.20 and 3.20Sfr. Please strictly follow the instructions for use of the machines. These can be found in the laundry room.

SKIROOM

On the ground floor of Haus l'Oreé, in the hall next to the main entrance, you will find the skiroom. This room should be kept locked at all times. Your key also unlocks this door. You are requested to leave your skis, snowboards, boots and sleds in this room and not to take them upstairs.

KEYS

You have received two keys of the front door of the apartment. The main entrance is never locked, but should it be, the same key can be used to enter the building. In case of loss of a key, a replacement cost of 30Sfr will be charged.

BREAKAGES/DAMAGE

Should despite your good care a cup, plate or glass break, please leave the broken item over the table upon your departure in order for us to know what needs to be replaced. Any bigger damage should be reported to:



ELECTRICITY

The voltage in Switzerland is 230V. Normal small European plugs fit in the Swiss socket outlets. We have provided for adapters to be used for big European plugs, and there are extension cords for English plugs. Please leave these behind for other guests to use.

AUDIO/VIDEO

The music system can play CD's but it is also a DVD player. It has a Bluetooth connection for your mobile phone/iPad etc.

BABIES/TODDLERS/LITTLE KIDS

For the very little ones amongst us, a high chair and a foldable baby bed are available but you should ask for these in your booking or on the day of your arrival. For bigger toddlers there is a children's cushion to add extra height to a chair (hanging from coat rack) and a low table with two little chairs. You are required to leave these items clean upon departure since this is not included in the cleaning fee.

DOGS/PETS

As said above, pets (at least, those of the living kind) are not permitted to climb onto the sofas, chairs or beds. Food/water plates are located in the corridor under the coat rack. Please do not place these on the wooden floor. Dog things can be found in a basket on top of the coat rack indicated as such. Please do not let dirty/wet dogs walk around the apartment, and certainly not in the bedrooms and on the wooden floor. They can be taken to the balcony through the side door.

SOFA COVERS

Please leave the cloths covering the sofas in place - they may prevent that the sofas get stains that are difficult and expensive to take out.

BLANKETS

Extra blankets are provided in the cabinets in the two bedrooms.

BATHROOM

A hairdryer is provided in the small cupboard under the sink in the bathroom, together with toilet paper and cleaning materials. Some first-aid stuff for small accidents can be found in the cupboard behind the mirror.

VACUUM CLEANER/IRON/IRONING BOARD/BROOMS/SEWING KIT

These items can be found in the closet in the corridor.

DOCTOR/PHARMACY

The local doctor/General Practitioner ("Arzt") can be found a few houses further downhill on the left hand (house "Pan"). Telephone number is: +41 (0) 27 957 58 59.

The local pharmacy ("Apoteke") is also nearby, in the main village street, called the "Obere Dorfstrasse", in the direction of the Parking, on a right hand corner. Telephone number is: +41 (0) 27 958 26 18.

EMERGENCIES

Emergency telephone numbers are as follows:
Doctor: +41 (0) 27 957 58 59
Police: 117
Fire Brigade: 118
General emergency number: 144

TAXI

Certainly, a call to any or some of the following numbers should be successful to order an electrotaxi:
+41 (0) 79 133 44 55
+41 (0) 27 957 33 44
+41 (0) 27 957 70 20
+41 (0) 77 443 73 32
+41 (0) 27 958 11 35
+41 (0) 79 220 21 37

SHOPS

The two biggest supermarkets in Saas-Fee, the Co-op and the Migros, are located at some 300 m from the house, close to the village square (where the church is) – just take the street that goes down from there.

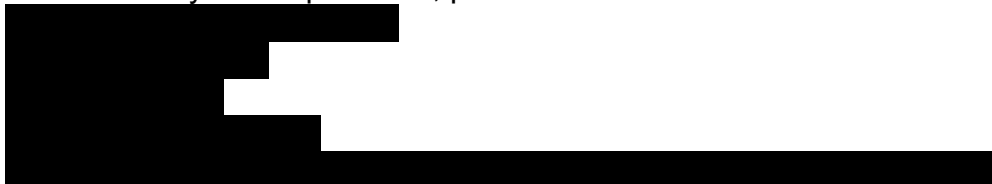
Opening hours are generally quite broad during the high season. The Co-op closes normally at 6.30pm, and the Migros at 7pm (NB the Migros doesn't sell any alcoholic beverages).

SILENCE AT NIGHT

The rules of the house are that between 10pm and 6:30am there shall be no noise, and for this reason you are requested not to use the showers during this time slot.

OTHER QUESTIONS?

In case of any other questions, please contact:



DEPARTURE

On the day of your departure, please leave the house not later than 11am. You are kindly requested:

- To leave the used towels in the bathtub;
- To remove used sheets/pillow covers etc. and put these in the plastic bags provided in the cabinets in the bedrooms;
- To remove all trash also including empty bottles, glass containers and empty cans in the manner indicated under “trash” above;
- To empty the refrigerator;
- To verify that the baby bed/toddler's chair/cushion (if you have used these) are clean;
- To leave the keys on the big table, together with any broken small items (please refer to the chapter “Breakages/damage”);
- To leave a note with any irregularities you may have noticed;
- If any board games etc. have been used, to check that these are complete and not mixed up with your own games.

