

Guest Information Holiday Apartment Agency

Arrival in Grächen

Drive directly to the village center by car or take the bus to the last stop "Grächen Post". The tourist office is located on the village square. On the village square there are some parking spaces available, which you can use while you pick up the apartment keys. The exact opening hours of the tourist office can be found on our website under the following link:

<https://www.graechen.ch/en/Media/Attraktionen/Tourist-Office-Graechen>

Arrival must take place within the indicated times. If you arrive late, please contact the tourist office in advance so that the handover of the keys can be organized.

Check in / out

The apartment is at your disposal from 16.00 o'clock on the day of arrival. On the day of departure we ask you to return the apartment key to the tourist office by 09.00 a.m. Lost or not returned keys as well as the costs for a possible exchange of the door lock will be charged to you. Please make sure to leave the apartment on time. Since new guests usually arrive on the same day, our cleaning team is dependent on the times being respected.

Before you leave the apartment on the day of departure, we ask you to carefully remove the bed linen and pillowcases, as well as the fitted sheets and put them in the white laundry bag together with the kitchen and bathroom linen.

In addition, close all windows and doors and turn off the lights in the entire apartment so that energy is not consumed unnecessarily.

We do our best to hand over the apartment in a perfect and clean condition. If something is not in order, please contact the tourist office immediately at +41 (0)27 955 60 60.

Parking spaces in Grächen

At the village entrance there is the public parking garage "Milleggapark". At the village square there is a second public parking garage, the Autosilo. In addition, you will find various other private parking lots or parking halls, where you can park your car for a fee. Most of the apartments have their own parking space.

Baggage transport

For luggage transport from your car or bus station to your apartment, the following means are available:

You can borrow a handcart from the tourist office (for a deposit) or call a cab on +41 (0)79 755 60 60. Transport by cab is exclusively from or to the luggage stands in the public parking garage "Milleggapark" at the village entrance and from the village square.

Damages

The tenant undertakes to treat the holiday home and the inventory with care. If any defects are found when the apartment is taken over, they must be reported immediately to the tourist office. Otherwise it will be assumed that the apartment has been handed over in perfect condition.

Smoking

Smoking is not permitted in any of the apartments of the Grächen holiday apartment agency.

Waste

We provide a fee waste bag for the beginning of the vacations. More can be purchased at grocery stores upon request at the checkout. Only the orange waste bags may be used. For waste disposal, you will find various waste collection points throughout the village. There are also various containers for waste separation (paper, cardboard, glass, aluminum, pet, etc.).

The waste must be disposed of in any case. For waste bags left in the apartment we charge CHF 20.00.

Laundry

The beds are made upon arrival. We provide bed linen, kitchen and bathroom towels.

Cleaning the apartment

Even during the vacations you are a housewife/househusband and you want to keep your apartment clean. Therefore, we provide you with various cleaning equipment and cleaning agents.

Please hand over the apartment broom-clean, in approximately the same condition in which you took over the apartment.

Kitchen

During a final cleaning, it is not possible to clean heavily soiled ovens, wash dishes, etc., so additional staff would have to be deployed for apartments that are dirtier than average. Therefore, the apartment agency has established the following guidelines:

The kitchen must be left clean, including dishes, oven (including sheet metal), stove, microwave, refrigerator and dishwasher (always pre-clean heavily soiled dishes by hand). CHF 100.00 will be charged for a dirty stove, microwave, oven, dishwasher or refrigerator and CHF 50.00 for dirty dishes.

Careful handling of the apartment

Please take care of the furnishings so that the next guests can still feel comfortable. Many apartments are equipped with wooden floors or carpets. So that these are not damaged or soiled, we ask you to enter the apartment only with slippers and not with the street shoes.

Special care should be taken when handling candles. Please never leave them burning unattended and make sure that a suitable stand (e.g. glass plate) is available so that no burn marks remain on the furniture.

Saving energy even on holiday

Do not leave the light on unnecessarily. For children it is recommended to pack a night light, so that they can also sleep well and feel comfortable in the vacation apartment.

Correct ventilation

Especially in the cold season, the windows should not be opened unnecessarily long. Experts recommend twice a day the shock ventilation, in which the window is completely opened for 5 - 10 minutes, so that a rapid exchange of air can take place. Under no circumstances should there be continuous ventilation in the winter, in which the windows are tilted for a longer period of time.

Shopping

In Grächen you will find various grocery stores. There is a Coop, a Volg and a Denner. Further it has bakeries, a butcher, a pharmacy, a gift and stationery store, a photo store and a flower store..

The present guest information has been compiled by us based on the experience gained so far.

We thank you for booking your vacation apartment with us and wish you a wonderful, relaxing stay in Grächen.

Your team of the holiday apartment agency Grächen