

A	Airport	The nearest airports are Zurich-Kloten and Altenrhein. Zurich-Kloten: www.flughafen-zuerich.ch Altenrhein: www.airport-stgallen.com
	ATM	You will find ATMs at the banks listed below, see "Bank".
B	Baby cot	For our youngest guests, we are happy to provide a baby cot including duvet, pillow and cover free of charge. Please contact us in advance.
	Bakery	Bäckerei / Konditorei CASPARIN Voa Principala 22 7077 Valbella Phone +41 (0) 81 384 45 10
		Bergcafé Aurora Voa Sporz 1 7078 Lenzerheide Phone +41 (0) 81 384 13 32
		Hausbäckerei Doris Stricker-Candraja Pradafenzerwäg 2 7075 Churwalden Phone +41 (0) 78 410 67 12
		Sebregondi Mario Voa Principala 45 7078 Lenzerheide Phone +41 (0) 81 384 11 95
	Bank	Graubündner Kantonalbank Voa Principala 58 7078 Lenzerheide Phone +41 (0) 81 385 23 23
		Raiffeisenbank Mittelbünden Genossenschaft Voa Principala 37 7078 Lenzerheide Phone +41 (0) 81 650 44 80
Bathing	See also „Swimming“	
BBQ area	We have a barbecue area in the Turrabuel for our guests. The charcoal barbecue is located on the hill behind house 1. We ask you to leave the fireplace clean and tidy after use, to clean the barbecue and remove any leftover firewood or charcoal.	

	Bike room	<p>There are bike rooms in the basement of house 1 and house 2 to store your bikes.</p> <p>You can easily access the bike room via the underground car park or via the respective staircase in the basement.</p> <p>You will always need your chip card to open the doors! In the garage, we have converted car park 13 into a washing area, where you will also find an air pump.</p>
	Biking	<p>The bike tours and trails around Lenzerheide are designed for young and old in various levels of difficulty, see https://arosalenzerheide.swiss/de/Lenzerheide/Sommer/Biken.</p> <p>Families and beginners as well as freeriders and single trail riders get their money's worth here.</p> <p>Further information on the tours and bike hire can be found in the brochures available in the entrance area, at the Lenzerheide information office or directly at the Bike Kingdom Park.</p> <p>The Bike Kingdom Park Lenzerheide offers five freeride trails for beginners to pros. All trails are constantly maintained and expanded with new elements.</p> <p>Bike Kingdom Park Voa Principala 80 7078 Lenzerheide www.bikekingdom.ch</p>
	Butchery	<p>Metzgerei Spiess GmbH Voa Principala 34 7078 Lenzerheide Phone +41 81 385 10 20</p> <p>Metzgerei Hefti Spar Supermarket in Valbella Voa Principala 9 7077 Valbella Phone +41 (0) 81 384 72 22</p>
C	Car rental	<p>Avis Autovermietung Autovermietung Comercialstrasse 20 7000 Chur Phone +41 (0) 81 253 33 77</p>

	<p>Europcar Autovermietung Bahnhofplatz 1 7000 Chur Phone +41 (0) 81 252 02 47</p>
Car repair shop	<p>Auto Jäger AG Hauptstrasse 134 7075 Churwalden Phone +41 (0) 81 382 11 06</p>
	<p>Garage-Carosserie Meister GmbH Pannenhilfe, Carrosserie, Autovertretung, Garage Plam dil Bläsi 18 7078 Lenzerheide Phone +41 (0) 81 384 18 70</p>
	<p>Sigron AG Transporte, Garage Voa Nova 8B 7082 Obervaz-Lain Phone +41 (0) 81 384 15 81</p>
Check In	<p>The flat will be ready from 3.00 pm. Earlier occupancy is also possible on request. You are welcome to contact us.</p>
Check Out	<p>Leave your room by 10.00 am on the day of departure. We would like to hand over the keys / flat in person.</p> <p>Please let us know your preferred handover time by SMS or WhatsApp up to 24 hours before departure. If you are leaving earlier, please inform us in good time so the cleaning schedule can be optimized for the benefit of the following guests.</p> <p>Samantha Schmid Head of Operations Mobile +41 (0) 79 753 49 43</p> <p>Leave the chip cards on the dining table in the flat or put them back in the appropriate compartment of the access point in the underground car park. When leaving the flat, please close all windows and doors. We would like to draw your attention to the fact that the flat must be left in a swept clean condition.</p>

		<p>This includes, among other things disposal of rubbish bags (see "Disposal of residual waste"), tidy kitchen and cleared dishwasher. Additional cleaning costs will be charged to the guest. Thank you for your understanding.</p> <p>Final cleaning is included in the Turrabuel rental price.</p>
	Children's equipment	<p>If you need a baby cot, a fall out protection or high chair, please contact us well in advance. For short-term replacements, there is a baby cot, a fall out protection and a high chair available in the basement of the stairwells (house 1 and house 2).</p>
	Cleaning	<p>We would like to draw your attention to the fact that the cleaning costs are already included in the rental price and will not be charged separately.</p> <p>We therefore ask you to leave the flat in a swept clean condition. This includes, among other things Disposal of rubbish bags (see "Disposal of residual waste"), tidy kitchen and cleared dishwasher.</p> <p>Any additional cleaning costs incurred will be charged to the guest. Thank you for your understanding.</p>
	Cloakroom	<p>In the basement with access via the underground car park, there is a cloakroom with shoe dryer and a restroom in each building. With your key card you only have access to the cloakroom of the building in which your flat is located.</p>
	Cross-country skiing	<p>You can start cross-country skiing right on our doorstep; the 56-kilometre cross-country ski trail begins just behind the Turrabuel hill. The Parpan snow sports centre is located next to the Heimberg car park. It houses the ski school and cross-country skiing school, sales and hire for cross-country skiers as well as a cloakroom, showers and toilets.</p> <p>Further information can be found in the brochures available in the entrance area, at the Lenzerheide information office or at www.langlaufparpan.ch.</p>
D	Defects	<p>If your flat has any defects, please notify the management immediately. If no immediate notification is made at the start of the rental, it will be assumed that the property is free of defects. If the defects become apparent during the rental period, please also inform the operations management.</p>

Dentist	<p>Chirazi Nasser Dentist Voa Pintga 2a 7078 Lenzerheide Phone +41 (0) 81 384 22 72</p>
Devices	<p>You will find the operating instructions for the electrical appliances in a transparent document folder.</p>
Disposal of residual waste	<p>Please dispose your rubbish in the public rubbish bins. Walk down Turrabuelweg, diagonally opposite the fountain you will find the nearest rubbish container. Please only use the blue rubbish bags provided for your waste. Containers for glass and PET are located at the natural ice rink in the centre of the village.</p>
Doctor	<p>Bergamin, Arno General medicine Voa Principala 20 7077 Valbella Phone +41 (0) 81 384 20 22 www.drbergamin-lenzerheide.ch/</p>
	<p>Capitani, Daniel General internal medicine, sports medicine, manual medicine, traffic medicine Senda Baselgia 2b 7078 Lenzerheide Phone +41 (0) 81 384 12 30 www.drcapitani.ch</p>
	<p>Fierz, Michael General medicine, sports medicine, manual medicine Voa Sporz 44 7078 Lenzerheide Phone +41 (0) 81 384 27 77 www.arzt-lenzerheide.ch</p>
	<p>Mannhart, Karl General medicine Pradafenzerwäg 2 7075 Churwalden www.arztchurwalden.ch Phone +41 (0) 81 382 03 82</p>

	Dogs	<p>At Turrabel we have designated one apartment per category for guests with dogs.</p> <p>Dogs are allowed as long as they are house-trained and not dangerous. However, please keep your four-legged friends on a lead in the building, and they must also be kept on a lead in the village. Dogs are allowed to run free on footpaths outside the village.</p> <p>Seating and beds are reserved for humans, it is strictly forbidden to let dogs lie or sleep in bed or on the sofa. As for all guests, you are also obliged to leave the apartment swept clean (i.e. without dog hair).</p> <p>Please mention when booking that you are travelling with a dog. There is an additional charge of CHF 20 per dog per day.</p>
	Due diligence	<p>Enjoy your flat at Turrabel - we have furnished all flats with great dedication and attention to detail. We ask you to treat the flat and its furnishings with care. If you notice any defects when you move into your flat or if anything is damaged during your stay, please inform us immediately so that we can quickly find a remedy.</p> <p>See also "Operations management" or "Defects".</p>
	DVD player	A DVD player is available in your flat.
E	Electricity	230 Volt alternating voltage, 50 Hz
	Electromobility	<p>Our underground car park has 6 new charging stations for electric cars. These are operated by the provider „swisscharge.ch“.</p> <ol style="list-style-type: none"> 1. Connect to the WLAN FEWO_Turrabel, the password is noted on the charging box. 2. Then scan the QR code that is individually labelled on the charging station. 3. You will be connected to the provider's website and the current price per kWh will be displayed. 4. Follow the instructions on your mobile phone to fill in your credit card details. 5. To activate, enter the code received by SMS, you can now start charging. 6. Having finished, you will be charged the amount due depending on the number of kWh charged.

	Emergency call	<p>Emergency number for acute emergencies and accidents: 144</p> <p>Emergency number for poisoning/suspected poisoning: 145 (Tox Centre)</p> <p>If you do not have a telephone available, please use the emergency telephone on the wall on the ground floor. For location see escape route plan on your flat door.</p>
	Emergency exit	Please note the escape route plan on the inside of your flat door. There are green signposts throughout the building and the public areas, which indicate the escape routes and emergency exits.
	Entrance door	Your key cards give you unlimited access to the house and your flat in Turrabuel. Please note that your key card only gives you access to the cloakroom in the basement of the house where your flat is located. Please do not forget to hand over all key cards on your departure. See also "Key cards".
F	Family	The Lenzerheide holiday region offers numerous options for your family holiday. Further information can be found in the brochures available in the entrance area or at the Lenzerheide information office. https://arosalenzerheide.swiss/de/Lenzerheide
	Fire	<p>Please dial: 118</p> <p>If you do not have a telephone available, please use the emergency telephone in the entrance corridors of the respective buildings. Please refer to the escape route plan on the inside of your flat door for your location and escape route.</p> <p>Leave your flat directly via the stairwell.</p> <p>Do NOT use the lift!</p>
	Fireworks	We look forward to welcoming you as our guest on New Year's Eve. Setting off fireworks is strictly forbidden by the municipality.
	First aid	<p>Please dial: 144</p> <p>If you do not have a telephone available, please use the emergency telephone in the entrance corridors of the respective buildings. See also the escape route plan on your flat door.</p> <p>See also "Doctor" or "Hospital" in this A-Z Information.</p>
	Furnishing	The bathrooms have a shower, washbasin, WC and depending on the size of the flat, an additional bathtub. There are different versions for the 7-bed flats, please read the description on the website. We provide towelling and bathroom textiles for you.

		<p>The kitchen is fully equipped with cooking utensils: Oven, induction hob, dishwasher including taps, salt and rinse aid, fridge with small ice compartment, Nespresso machine and kettle, casserole dish, hand mixer, scales, kitchen roll and kitchen towels, washing-up liquid, cleaning cloth and sponge, washing-up brush, bin bags. Spice mills with salt and pepper are always topped up.</p> <p>The sleeping area is decorated in simple, calm natural colours. The double and single beds are custom-made from larch wood. The high-quality mattresses ensure a good night's sleep and a relaxed start to the day. The bed linen and bedding are part of our guest service and are included in the rental price.</p> <p>The living area with the open-plan kitchen is equipped with a spacious dining area. The modern living furniture invites you to relax. A television and a DVD player are at your disposal. All flats have a furnished terrace or a furnished balcony with access from the living area.</p> <p>Washing machines and tumble dryers are available free of charge in the laundry room of house 1 (basement). Detergent and laundry basket are available. Please use the appliances carefully and follow the operating instructions.</p>
G	Games	You will find a small selection of board games in your flat. They can be found in a wooden box in the entrance area in the white cupboards (bottom shelf). We ask you to handle them with care so that the following tenants can enjoy them.
	Groceries	<p>In Churwalden you will find a Coop (Wiherwäg 9, 7075 Churwalden) and a Migros (Hauptstrasse 146, 7075 Churwalden).</p> <p>In Valbella there is a Spar supermarket (Voa Pricipala 9, 7077 Valbella).</p> <p>In Lenzerheide you will find another Spar (Voa Nova 27, 7078 Lenzerheide) and a Volg (Voa Sporz 12, 7078 Lenzerheide).</p> <p>See also „Village shop“.</p>
	Guest information	See also „Information office Lenzerheide“
H	Hair stylist	<p>Fabienne Haargestaltung Voa Principala 49 7078 Lenzerheide/Lai Phone +41 (0) 81 384 49 49</p>

		Huwylar Kosmetisches Institut, Coiffeurgeschäft Voa Principala 39 7078 Lenzerheide/Lai Phone +41 (0) 81 384 37 37
		Haarwerk Hauptstrasse 9 7076 Parpan Phone +41 (0) 81 356 21 75
	Hiking	The destination is a varied hiking area in both summer and winter. The hiking trails start on your doorstep in Turrabuel. Information can be found in the brochures available in the entrance area or at the Lenzerheide information office.
	Hospital	Kantonsspital Graubünden Loestrasse 170 7000 Chur Phone +41 (0) 81 256 61 11
I	Ice field	The Parpan natural ice field is only 5 minutes away from Turrabuel. Further information on this and the Lenzerheide artificial ice rink can be found at the Lenzerheide information office and at https://arosalenzerheide.swiss/de/Lenzerheide .
	Information office Lenzerheide	The nearest information office is located in the centre of Lenzerheide. For opening hours, please refer to the brochures available in the entrance area or at https://arosalenzerheide.swiss/de/Lenzerheide .
	Internet	See also „WLAN“.
	Ironing	An iron and ironing board are available for you in the laundry room of House 1 (basement). Please put them back after use.
K	Key cards	Your key cards give you access to the house, the flat and the public areas in Turrabuel. Please note that your key card only gives you access to the cloakroom in the basement of the building in which your flat is located. If you require additional key cards or if you lose a card, please contact our management.
	Key handover	Upon your arrival you will receive the code for the garage door and also your personal code for your compartment in the key safe (to the right of the garage entrance to house 1) in the arrival email. On your departure we would be happy to hand over the keys/apartment from you personally, see "Check Out".

L	Laundry	Bed linen and towels are included in the rental price. If you need additional linen, you will find bed linen and towels in the cupboard in the entrance area of your flat, which will be made fresh before your stay and is also included in our service.
	Leisure activities	The Lenzerheide and Chur regions offer you numerous opportunities for excursions, tours, hikes, sightseeing and shopping. You can find more information in the brochures available in the entrance area or at the Lenzerheide information office.
	Liability	For details of Turrabuel's liability, see the General Terms and Conditions.
	Local map	You can find a local map in the brochures available in the entrance area or at the Lenzerheide information office. https://arosalenzerheide.swiss/de/Lenzerheide
M	Mail / Redirection order	<p>The nearest post office is located in Lenzerheide:</p> <p>Post CH AG Voa Principala 52 7078 Lenzerheide</p> <p>Mail or parcels can be forwarded to the following address:</p> <p>Turrabuel c/o Your name Turrabuelweg 1 bitte zustellen 7076 Parpan</p> <p>You will find the post in front of the entrance to house 1 in the so-called "milk box" (the freely accessible upper compartment of the letterbox). Larger parcels are deposited in the garage next to the key safe.</p>
	Meat drying butcher	<p>Brügger Jörg & Co. Naturlufttrocknerei Hauptstrasse 6 7076 Parpan Phone +41 (0) 81 382 11 36 www.bruegger-parpan.ch</p> <p>For a souvenir from the region, we recommend a visit to Lädali Parpan, the family-run butcher's shop. Here you will find culinary Grisons specialities.</p>

	Mountain railway	<p>The Heimberg and Proschieri valley stations are located directly in Parpan.</p> <p>225 kilometres of slopes in the Arosa-Lenzerheide ski area on three sides of the valley leave nothing to be desired.</p> <p>For opening times and prices, please refer to the brochures available in the entrance area, on the Internet, at the Lenzerheide information office or directly from the mountain railway company.</p>
N	Nespresso	<p>Nespresso capsules are available in the supermarkets in Churwalden, Valbella and Lenzerheide.</p> <p>Our new alternative: a packet of MY COFFEE CUP is available. MY COFFEE CUP combines high-quality organic enjoyment with high standards of sustainability and environmental compatibility. That's why we have switched to using climate-neutral certified and garden-compostable capsules without aluminium.</p>
	Non-smokers	<p>Please note that all flats at Turrabuel are non-smoking flats. Smoking is also not permitted in the corridors and public areas.</p> <p>Smoking is permitted on the balconies and terraces. But here, too, we ask you to be considerate so that nobody feels disturbed. Thank you very much.</p>
O	Operations management	<p>Our operations manager Mrs Samantha Schmid will be happy to answer any questions you may have.</p> <p>Samantha Schmid Head of Operations Mobile +41 (0) 79 753 49 43 Phone +41 (0) 81 382 20 20 E-Mail: info@turrabuel.ch</p>
P	Paediatrician	<p>Renata Baggenstos-Clement, Iris Ataia-Bühler Specialists in paediatrics and adolescent medicine FMH Kinder- und Jugendpraxis Tittwiesen Tittwiesenstrasse 61 7000 Chur Phone +41 (0) 81 284 43 33</p>
		<p>Dres. med. N. & W. Krafft-Hügli Paediatric and adolescent medicine practice Alexanderstrasse 8, 2. Stock 7000 Chur Phone +41 (0) 81 286 07 07</p>

	Parking Turrabuel	See also „ Underground car park“.
	Pharmacy	Pill Apotheke Lai / Lenzerheide Voa Principala 7078 Lenzerheide Phone +41 (0) 81 384 12 44 www.pill.ch
	Police	Polizeiposten Lenzerheide Voa Principala 2 7078 Lenzerheide Phone +41 (0) 81 257 78 10
	Postbus	The nearest Postbus stop is directly at the Postplatz Parpan, only 5 minutes away. Further information on the timetable and ticket purchase can be found at www.postauto.ch/de/fahrplan-und-netz/fahrplan-und-ticketkauf
	Public transport	See also „Postbus“.
R	Railway station	The nearest SBB railway station is in Chur and can be reached in approx. 30 minutes by car or by Postbus (bus stop "Parpan Post").
	Refuelling	You will find petrol stations in Lenzerheide, Valbella, Malix and Tiefencastel.
	Restaurants	There are several restaurants within walking distance in Parpan and the entire holiday region also offers a wide range of dining options. Our recommendations: Hotel Alpina Parpan Hauptstrasse 33 7076 Parpan Phone +41 (0) 81 382 01 01 Crap Naros Voa Sporz 85 7078 Lenzerheide Phone +41 (0) 81 385 85 85

		<p>Kurhaus Bar, Pizzeria Voa Principala 40 7078 Lenzerheide Phone +41 (0) 81 384 11 35</p> <p>La Patata Voa Principala 25 7078 Lenzerheide Phone +41 (0) 81 384 16 26</p> <p>Scalottas Terroir Voa Principala 29 7078 Lenzerheide Phone +41 (0) 81 384 21 48</p>
S	Ski lift	The nearest ski lifts Heimberg and Proschieri are within 5-10 minutes walking distance.
	Ski room	A ski room is available in the underground car park. The ski room is located to the right of the underground car park exit. You will find the ski boot dryer in the cloakroom of the respective house. Turrabel accepts no liability in the public areas in accordance with our general terms and conditions.
	Ski rental	<p>Allmountain Sports ski rental is located right next to the Heimberg valley station in Parpan.</p> <p>Allmountain Sports AG Voa Sporz 9 7078 Lenzerheide Phone +41 (0) 81 384 35 73</p> <p>Book online and take advantage of our cooperation with Allmountain Sports GmbH in Parpan and Lenzerheide and save 10% on the rental of your ski equipment. Use the link in your booking or arrival email.</p>
	Ski school	<p>The nearest ski school can be found in the Parpan snow sports centre and is located at the Heimberg car park, right next to "Kinderland Heimberg".</p> <p>Our recommendations:</p>

		<p>Schweizer Skischule Parpan Mittelbergstrasse 4 7076 Parpan Phone +41 (0) 81 356 22 63</p> <p>Swiss Snowbaord School Primus Voa Pedra Grossa 5 7078 Vaz Phone +41 (0) 81 384 67 07</p>
	Smooking	siehe „Non-smokers“.
	Spare parts	<p>The most common spare parts such as various light bulbs, different batteries, spare linen, kitchen consumables, toilet paper etc. can be found in the basement of house 2 under the stairs in the rear silver service trolley.</p> <p>Spare light bulbs can also be found in your flat in the sideboard under the TV.</p>
	Stamps	Simply create your personalised stamp online at https://webstamp.post.ch . You will receive a code, which has to be written in the top right-hand corner of the envelope.
	Supermarket	See also „Groceries“.
	Swimming	Enjoy a dip in the lake called "Heidsee" or visit the H2Lai wellness centre in Lenzerheide. Further information can be found in the brochures at the Lenzerheide information office and at https://arosalenzerheide.swiss/de/Lenzerheide .
T	Taxi	<p>ALLMountain Taxi Lenzerheide 7078 Lenzerheide Phone +41 (0) 79 799 56 66</p>
		<p>Taxi Nazifi Lenzerheide 7078 Lenzerheide Mobile +41 (0) 76 346 58 85</p>
	Tourist tax	At Turrabuel, visitor's tax is included in the rental price.
	Tourist information	See also „Information office Lenzerheide“.
	Train	See also „Railway station“.

	Tumble dryer	See also „Washing machine“.
	TV	You have a television in your home. If you see the words "Verschlüsselter Sender" on the screen after switching on, leave this channel active and wait a few seconds or up to a few minutes.
U	Underground car park	We will be happy to reserve a space for you in our underground car park at a price of CHF 10 per day. If you require more than one parking space, you must notify us in advance as we only have a limited number of spaces available. If you are travelling with a car with a height of more than 2 metres or require an e-charging station, please inform us in advance. The entrance height of the underground car park is 2.30 metres. Please let us know your car's license plate number.
V	Vet	Ardüser Franco Veterinarian Voa davos Lai 2 7078 Lenzerheide Phone +41 (0) 81 384 51 51
	Village shop	The newly opened village shop in Parpan "Wislersverkaufshütte" is only a 5-minute walk away and offers a wide range of products. The shop is open 24 hours a day and accepts payments both in cash and by TWINT. It is located diagonally opposite the Parpan post office square and is housed in a container.
W	Washing machine	Washing machines and tumble dryers are available free of charge in the laundry room of house 1 (basement). Detergent and laundry basket are available. Please use the appliances carefully and follow the operating instructions.
	Windows	The skylights in the maisonette flats cannot be opened for safety reasons. You can darken the windows using the telescopic rod provided in the corresponding bedroom.
	WLAN	You can use our WLAN free of charge. The password is: Turrabuel2012