

**Wellness in the heart of the Swiss Alps
in the ERMITAGE Wellness and Spa Hotel**

We feature a 3,700 m² wellness oasis with outdoor and indoor 35°C saltwater pools, a heated outdoor sports pool, an Aquadom, ten different saunas and steam baths, massages, 1001 possible health treatments and so much more! The ERMITAGE Wellness Resort in traditional chalet style in Gstaad-Schönried offers exactly what you're looking for:

Relaxation, recovery and variety!

Everything you need to know

1. HOTEL

AMBIENCE

Warm wood, comforting warmth and personal hospitality turn your holidays at ERMITAGE Wellness- & Spa-Hotel into feel-good days.

TERMS AND CONDITIONS

[Are found on our website](#)

GUEST TOILETRIES

We avoid disposable shampoos and soaps for environmental reasons. You will find products from the company Riviera Suisse in your room: Shampoo & shower gel, hand & body lotion, hand soap and bath additive.

INTERNET / W-LAN

Free W-LAN is available without an access code throughout the building and in your room (Ermitage Public) for your use.

CHILDREN'S PLAYROOM

We offer a playroom for our younger guests in the ERMITAGE-Passage. Use of the room and toys is free of charge. Should you desire childcare, our reception staff is available to organise it for you.

CINEMAS

The ERMITAGE Movie Theatre is found directly inside the hotel. In the afternoons and early evenings, the cinema programme is aimed at younger guests. Presentations for older guests take place in the evening. We show national and international sporting events, and on specific evenings we also show special films not included in the normal cinema programme. Of course, we can also play your personal favourite and organise a private screening for you in the ERMITAGE cinema. Please discuss this with our reception.

NEWS

If you would like a special arrangement for the news, please inform reception.

POST

Your daily newspapers are delivered to your room door by 8 am. You will receive one 'Der Bund', 'Le Temps' or 'New York Times' free of charge from Monday to Saturday. We keep your personal post ready for collection at the reception desk.

PRICES

Please consult our [website for our prices](#).

SMOKING - cigars or cigarettes?

Our hotel, including guest rooms, is smoke-free. The Salon Davidoff smoking lounge is available to guests. A humidor stocked by Davidoff, experts in all things tobacco, awaits. We will be happy to make an ashtray available for your stay in a room with balcony.

TRAVEL INSURANCE

Travel insurance is available via the Gstaad-Saanenland Hotel Association in cooperation with Mobiliar for guests residing in Switzerland. The reservation team will be happy to provide you with further information at welcome@ermitage.ch or +41 (0)33 748 04 30.

SHOES

We recommend sport and walking shoes for a varied stay. You can place them in front of your room door in the evening for cleaning, free of charge.

GAME ROOM

An original billiard table, table football and a pinball box are available for use in our game room in the ERMITAGE-Passage.

SPORT: IN AND AROUND THE HOTEL

At the ERMITAGE Wellness- & Spa-Hotel, a squash room is available in addition to the fitness room and the sport swimming pool, all free of charge. For tennis players, there are two tennis courts just next to the hotel that we are happy to reserve for you as a hotel guest at no cost. The beach volleyball court across from the hotel awaits you as well. Balls may be borrowed against a deposit. Use is free of charge.

For the golfers among our guests, we are happy to reserve the green fees for you. As a hotel guest, you enjoy a reduction of 10% on an 18-hole game at the Golf Club Gstaad-Saanenland!

And with a total of 62 mountain railways and 250 km of ski pistes are ready to ruffle you, the Saanenland's Alps are waiting to be explored in summer and winter. A five-minute walk brings you to Horneggli and, from there, you can reach Zweisimmen or Gstaad.

The destination Gstaad is one of the largest, most diverse and also the most reliably snowy area for snow sports in Switzerland. Thanks to the only glacier ski area in the Bernese Oberland, skiers and snowboarders take part in winter sports from the end of October to early May. The reservation team is happy to provide you with further information on snow certainty in the Saanenland at welcome@ermitage.ch or +41 (0)33 748 04 30.

We would be happy to organise a ski pass or the GSTAAD card tailored to your wishes for active holidays - at a special price!

SPORT AND GUEST RELATIONS

Our guides enjoy taking part in guided hikes in the region and athletic activities with you five days a week (Mon-Fri). Enjoy these expert excursions. Our team is available in front of the restaurant entrance from 9 until 10 am on these days for information and advice.

CANCELLATIONS

Please note the following when cancelling a room:

Please always cancel your reservation in writing! In the absence of a specific agreement, no cancellation fees apply up to 1 month before the arrival date. Beginning 30 days before the arrival date we will charge a maximum of 3 nights' stay including any services booked. If a reservation is cancelled within 7 days of the arrival date, 100% of the booked services will be charged unless a replacement guest is found. The same rule applies for delayed arrivals or early departures. In the event of billing, the amount you pay applies as a deposit for your next stay, if you booked directly with us. This does not apply to online bookings made through, for example, booking.com.

FOUR-LEGGED FRIENDS

Dogs are very welcome, although not in the Table d'Hôtes restaurant, in the swimming pool area, our wellness suites or the hotel park. We charge an additional cleaning cost of CHF 35.- per night for your faithful friend, without food. To quickly and easily clean your pet after a wet walk, you can use the dog showers in the ERMITAGE-Passage free of charge. Please let us know if your dog will be joining you for dinner, thank you!

VALUABLES

You may either keep your cash and valuables in the safe in your room or hand them in at the reception desk so they can be securely preserved in a separate drawer in the deposit box.

PAYMENT METHODS

Hotel ERMITAGE accepts the following credit cards: Visa, Eurocard, Mastercard and American Express. You can also pay your invoice at reception with a Post or EC card, or in cash in Swiss Francs, Euro, USD or in Pounds. If you would like to make a deposit, we ask that you initiate this at least 15 days before arrival so that we are in possession of the funds when you depart.

2. ARRIVAL

ARRIVAL

From German-speaking Switzerland, take the A6 and exit the motorway at Wimmis. Then follow the signs for Zweisimmen and Gstaad. From Bern or Bern-Belp, the journey takes approx. 1 hour, and approx. 2 ½ hours from Lörrach/Basel and from Zurich.

From the western part of Switzerland, take the Bulle exit off the motorway and follow the signs for Château d'Oex/Gstaad. Once you arrive in Saanen, after the tunnel go around the roundabout and ¾ of the way around take the road signposted for Schönried. You will need approx. 1 ¾ hours from Lausanne and 2 ¼ hours from Geneva.

CHECK-IN and CHECK-OUT

We guarantee your room after 4 pm on the day of arrival. You are welcome to use our wellness area before the guaranteed arrival. To allow the next guest to promptly settle into a clean room, we ask our guests to vacate the rooms by 11 am on the day of departure. Even after leaving the room, our wellness area is available to you for the entire day. If you spend more time in your room, please notify reception. We will be happy to arrange this for you, depending on the reservation situation.

GARAGE and PARKING

Are you arriving by car? Then you are welcome to use our indoor parking lot (CHF 15.-/night in Summer and CHF 20.-/night in Winter), the secure, heated garages (CHF 20.-/night in Summer and CHF 25.-/night in Winter) or the outdoor parking spaces (CHF 10.-/night in Summer and CHF 15.-/night in Winter). You can book your parking directly with your reservation.

3. RESTAURANTS

ALLERGIES AND INTOLERANCES

In the event of allergies and intolerances, we ask that you let us know when making the reservation or upon arrival. We are happy to pass your wishes and needs on to our kitchen crew and shall ensure that you receive a customized menu in our restaurants. Our reservations team at welcome@ermitage.ch or +41 (0)33 748 04 30 will be happy to answer any questions.

ENJOYMENT AND CUISINE

With the **ERMITAGE gourmet board**, culinary indulgence in the eight entirely different parlours. Here, you will be pampered with a rich breakfast buffet, a healthy wellness lunch with soup, fresh salad, and grain bread in the Orangerie (from April until November) through to the magnificent dinner (opening hours: Breakfast: 07.30 - 11 am / Lunch: 12 - 2 pm / Dinner: 7 - 9 pm).

For a pre-wellness breakfast in bathrobes (from 8 to 11 am) or a healthy fruit juice or tea during the day, we recommend our **Brunnenstube**. Experience extra-class relaxation with the new **Vitalità Lunch** with soup, fresh salads, and grain bread (12 to 2 pm all year), as well as afternoon cake from 3 to 5 pm (opening hours from 8 am to 9 pm, only for hotel guests). Brunnenstube offerings are included in the ERMITAGE gourmet board.

In the afternoon, we pamper you with the Ermitage "**Chueche**" Table. Choose from a large selection of cakes and enjoy the beautiful atmosphere, accompanied by live music from our pianist. This sweet indulgence is included in the ERMITAGE gourmet board and is available between 3 and 5 pm for you in the hotel lobby.

The **One Million Stars** piano bar invites you to enjoy an appetizing cocktail or, after dining, a fine divestif in the tasteful atmosphere created by a million Swarovski crystals that regularly change colour. Of course, a pianist provides musical accompaniment each day from 3 to 5 pm and 18.30 to 23 pm.

Should you prefer to eat a la carte? Our style is characterised by modern combinations of classic dishes and unusual ingredients, where sophisticated variations of the finest products are conjured to the plate in a number of ways. Let us inspire you! We look forward to welcoming you to the hotel and await you with excellent recommendations from our expansive wine selection, filled with specialities. As everywhere else at Hotel ERMITAGE, originality and authenticity are top priority. This means that regional products are used wherever possible and that the origin of every product used is known. We would be happy to take your reservation at +41 (0)33 748 60 60 (opening hours from 7 - 10 pm).

In the winter months, enjoy a traditional fondue mix from the Schönrried dairy in the "**Carnotzet**".

As a hotel guest, we would like to invite you to participate in our regular wine tastings in the **Ermitage Wine Cellar**. Join us on a journey of discovery and sample the variety and quality of Swiss and European wines. If you acquire a taste for one wine or another, you can purchase your favourites at retail price.

DRESS

In our restaurants we expect our evening guests in smart casual clothing – please note that shorts and flip-flops are unwelcome. On holiday dinners (1 August, Christmas, New Year's Eve, Easter), we look forward to your elegant, festive apparel. In the Fondue Carnotzet, we like to keep it simple.

4. VITALITÀ

Treatments in the ERMITAGE Wellness & Spa Hotel are as varied as the guests. Only one thing remains constant: the personal, individual attention of the therapists, who make every treatment a very special experience for you. Here, we call wellness Vitalità.

FITNESS

Through participation in the daily free **gymnastics and relaxation lessons**, you will give your body new mobility and ensure an active counterbalance to everyday life.

Get to know and improve your fitness in our **Fitness Room**. After the optional Pre-fit Body Scan, you are free to train according to your individual programme. If you are interested in private training or a fitness room consultation, we ask that you arrange an early appointment at +41 (0)33 748 04 30.

Sports clothing and indoor sport shoes are required for use of the fitness room (opening hours: 6 am - 10 pm).

INFORMATION AND APPOINTMENTS

Information is available in person at the Vitalità reception, by phone at +41 (0)33 748 04 30, via E-Mail at welcome@ermitage.ch or online at <http://www.ermitage.ch>. You will receive your personal wellness schedule at arrival or after booking on site.

CHILDREN AND YOUNG PEOPLE

We do not offer any special treatments for children and young people. If children under 16 would like to book an appointment, a legal guardian must be present during the treatment.

Children aged 12 and above will only be permitted to use the equipment in the fitness room if accompanied by an adult. From 16 onwards, they may train on their own.

Access to the sauna area is permitted for adolescents aged 16+ if accompanied by an adult. At 18 years they may use the facilities unaccompanied.

KIOSK

The hotel's own kiosk offers everything from daily newspapers and magazines to personal care items such as toothbrushes or shower gel, confectionery, gifts and souvenirs (Opening hours: 7.30 am - 9 pm).

DRESS

Please only enter sauna zones, pool areas and treatment rooms in the bathrobe from your room and the bath slippers that we are happy to make available for your stay, or barefoot.

The sauna zones may only be used naked (which is why entry is permitted from 16 onwards).

MEDICAL CONDITIONS

We ask you to always let the therapist know of any medical conditions, problem areas, etc., before the treatment. If you do not do so, we will assume that you are healthy and that the treatment you have booked may be performed. A medical questionnaire must be completed before every Prefit Body Scan.

SAUNA CULTURE

The large sauna park with a quartzite saltwater steam grotto, "Schnaps distillery" sauna, finnish sauna, ice fountain, "Amethyst" stone steam grotto, aroma steam bath, herbal sauna with infrared, stone pine sanarium, tepidarium, Lady's SPA with bio sauna and steam bath, Aquadom and relaxation area offer plenty of space for sweat and relaxation (entrance to the sauna park is permitted for young people over 16; naked zone, mixed men and women). To save space in your luggage, we provide you with plenty of bath towels as well as a bathrobe and bathing shoes, all waiting for you in your room. You are welcome to spend the entire arrival and departure day in the wellness & spa area and make the most of each day of your holiday (Opening hours: 12 - 21 pm).

PREGNANCY AND NURSING

Congratulations! Certain rules apply during this wonderful time and we shall be happy to advise you personally on suitable treatments that you can enjoy during pregnancy and after birth.

SWIMMING POOL AND SALT-WATER POOL

The outdoor swimming pool (17m x 10m) is between 28°C and 31°C, and the indoor and outdoor salt-water pools are heated to 35°C. Both pools are available year-round and are open from 7.30 am until 9 pm.

MALE AND FEMALE THERAPISTS

are in our team. We can only consider your preferences if you inform us of them when booking your appointment. Otherwise, we will assign you a therapist who is available - male or female.

WELLNESS CANCELLATIONS OR APPOINTMENT CHANGES

Please inform us at least 24 hours before start of treatment. Otherwise, we must charge 100% of the treatment if it cannot be resold.