



# WELCOME TO THE FAMILOTEL GORFION\*\*\*\*

**- More heart. More nature. More enjoyment-**

Mr. Gorfion and the whole Gorfion team wish you a warm welcome. We are very pleased that you are spending your holidays with us and will do everything to make you feel completely at home.

On the following pages you will find everything about our house from A to Z. And if anything is missing or does not meet your expectations: just let us know! We are daily from 08.00 to 21.00 o'clock for you at the reception. In case of emergency, you can also reach us after this time by dialling our internal extension number 12.

We wish you an unforgettable and wonderful time with loads of fantastic experiences at the Familotel Gorfion.

***And even a little bit more.***



## Emergency numbers in the Principality of Liechtenstein

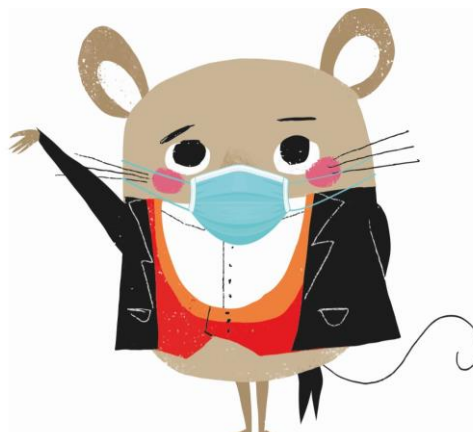
Health Department	+423 236 73 46
MON – FRI : switch times	08:30-11:30, 13:30-16:30
Mountain Rescue	117
Fire brigade	118
Hotline BAG for the population	+41 58 463 00 00 (24 hours)
Hospital Vaduz	+423 235 44 11   +423 235 44 16 (emergencies)
Medical Emergency service FL	+423 230 30 30
Police	117
REGA (Air rescue service)	1414
Ambulance	144
Reception	12 / +423 265 90 00
Telephone help for children	147
Covid test hotline / for symptoms	+423 235 45 32 (24 hours)
Poisoning	145

### Fire/Alarm

In case of fire, please inform the reception immediately (direct dial internal tel. 12) and the fire brigade (tel. 0-118). Emergency exits, escape routes and fire extinguishers are clearly marked on your room door. Fire stairs can be reached from every balcony

## In times of Covid-19

With strict observance of all recommendations for the gastronomy to avoid COVID-19 propagation, we are allowed to reopen the Hotel Gorfion. We also ask you to respect the regulations and in particular the minimum distance of 1.5 metres.



### General

- Protection concepts were developed for the various areas in the hotel.
- Continuous control, cleaning and disinfection of surfaces, especially of neuralgic areas.
- Sensitisation and training of all employees
- In public areas there is an obligation to wear the mouth and nose protector. Masks, multi-functional cloths (with BAG-compliant filters) and small disinfectant bottles can be purchased in our hotel shop.
- Minimum distances are observed
- High number of disinfectant dispensers
- Daily room disinfection by cold fogging in public areas.
- We clean and disinfect our rental items after each return
- Choose from over 500 newspapers and magazines on App Sharemagazines
- Training of a person as risk manager - Microbiological contamination

### Wellness

- Please respect the minimum distance of 1.5 meters in our pool and wellness area.

### Restaurant/buffet/bar

- The specified maximum number of people per table is observed
- Hand disinfection before buffet use
- During the high season the fireplace bar is exclusively available to our hotel guests.

### Childcare

- Childcare by age group: We will have different premises available, but will move outdoors as much as possible.
- Daily room disinfection and disinfection of toys by cold fogging
- Parents may enter the children's club with mouth-and-nose protection and prior hand disinfection.
- We ask for your understanding that sick or ailing children are not allowed to play in our children's club. If you or your children are ill, please contact our reception team so that we can help you further.

### Mountain chairlifts

- Obligatory wearing of a neck tube when using the mountain chairlifts. These can be purchased at cost price at the reception.
- Due to a restriction on the amount of available ski tickets ski tickets must be pre-ordered at reception until 2 p.m. the day before.

## Adventure Pass

At the reception you can obtain the one- or two-day adventure pass, which offers you 30 attractions and offers worth over CHF 300. Details can be found on [erlebnisspass.li](http://erlebnisspass.li).

### Prices

1-day pass

Adults CHF 25, children (6 to 15 years) CHF 17, free for children under 6 years

2-day pass

Adults CHF 29, children (6-15 years) CHF 19, free for children under 6 years

## Allergy-sufferer

We will be happy to prepare special meals for you in case of food intolerances – please let us know in advance. The pure mountain air at 1,600 metres above sea level is naturally low in pollen and free of mites.

## Bad weather program

If the weather doesn't really play along during your stay, you will find great tips for excursions and activities such as the Walser Museum in Triesenberg, the thermal baths in Bad Ragaz, indoor playgrounds, outlet shopping centres, trampoline park, state museum or princely treasury in Vaduz in the App Gastfreund, on our website and on the display at the main entrance. Reception will be happy to give you personal and tailor-made tips for the region.

## Baby and toddler equipment in the room

All important children's utensils are available in the room, e.g. baby bed or fall out protection, bottle warmer and kettle, changing mat and a nappy bucket, child's stool, toilet seat, bathrobe and slippers.

Are you missing something? Please contact the reception desk.

## Baby food

For your little treasures the Gorfion kitchen prepares fresh porridges in various versions with meat and vegetables from regional suppliers. Please ask for our baby porridge menu or contact our service team. We will also be happy to warm up the bottles for you. A freely accessible refrigerator and microwave oven are at your disposal in the self-service oasis.

## Baby monitor

With our babyphone system you can also be in contact with your child outside the home via the baby phone. For the rental of a babyphone and detailed information, please contact the reception desk. The deposit for the baby monitors is CHF 100.

## Bathroom accessories

For the duration of your stay we provide you with our high quality towels and our bathing bag. The bath towels may be used in the wellness area. If you like the Gorfion bathing bag, you can buy it at the reception.

## Bank / Cash machine

You will find a cash machine at the entrance to the village at the "Schlucher-Treff". The nearest bank to exchange money is in Vaduz.

## Bus

At the reception you can buy discounted bus tickets to Vaduz and back for CHF 6.- per person.

## Business

If you want or have to work in peace for a while reception will be glad to help you find some space. In Triesenberg there is also a co-working space available. Further information can be found in the app Gastfreund under the heading «Business».

## Childcare

We offer professional and loving childcare from 0 years of age. Every day there is fun and games in nature or in the spacious children's world.

### Childcare hours

Daily from 09:00 to 20:30

**We ask for your understanding that the children's world is closed for disinfection at 12.00 o'clock and at 18.00 o'clock for half an hour.**

## Check Out

We ask you to leave your room and check out **by 10:30 a.m. at the latest.**

A late check-out is possible **depending on availability and in consultation** with the reception.

### Prices Late Check-Out:

until 12 pm: CHF 60		until 14 pm: CHF 150
until 18 hrs: half room price		after that: full room price

**Please understand that if you check out after 10:30 a.m., we will automatically charge you the price of the day's room without prior arrangement.**

## Church

The Roman Catholic Chapel of Peace is located at the entrance to Malbun. You can attend church services on the eve of Sundays and holidays at 17.30 hrs.

## Credit and Debit Cards

We accept Visa, Mastercard, V-Pay, Postcard and debit cards (maestro).

## Contact

Familotel Gorfion, Stubistrasse 8, Malbun, 9497 Triesenberg, +423 265 90 00 | info@gorfion.li

## Culinary Delights

Our chef Christian Helfrich and his team will spoil you from morning to night with the best mainly regional delicacies.

In addition to seasonal fruit and fresh Malbuner spring water, we offer pregnancy and breast-feeding teas.

### Breakfast

Our rich breakfast buffet is available from 7.30 to 10.00 am.

### Lunch snack

From 12.00 to 13.30 a light buffet lunch snack with water and syrup is available in the restaurant "Garselli". The lunch snack is included for our  $\frac{3}{4}$  pension guests. Guests with room and breakfast are welcome to take the lunch snack (costs: CHF 30.- per adult and CHF 15.00 per child). Please contact our service staff for this.

### Afternoon snack

The afternoon snack for children can be chosen by and taken along at lunch time from our service staff. Whilst the restaurant is closed children can order syrup at the hotel bar for free.

### Dinner

You can enjoy your dinner (five-course evening menu, theme buffet, fondue etc.) from 18.00 to 20.30 hrs.

Dinner is included for our  $\frac{3}{4}$  pension guests, guests with bed and breakfast may reserve a table at our restaurants (depending on availability). Please contact the service team for a table reservation by 4 p.m. at the latest.

### A la carte in the Malbuner Stube

Consumption in the à la carte restaurant is not included in the overnight stay and  $\frac{3}{4}$  pension price.

### Opening hours Malbuner Stube

	Lunch menu	Small menu	Evening menu
MON + TUE	12:00 – 14:00	14:00 – 16:30	Closed
WED - SUN	12:00 – 14:00	14:00 – 16:30	19:00 – 21:00

### Fireplace bar

After an eventful and exciting day of skiing we mix your favorite cocktail at our fireplace bar. Open daily from 14:00 to 23:00. Please note that due to current government regulations our bar has to close at exactly 23:00 o'clock.

### Terrace

**If the weather is fine**, the terrace is open for you from 10 a.m.

## Dentist

Here you can find the contact details of all dentists in Liechtenstein:  
[www.welcome.li/liechtenstein-zahnarzt-129.html](http://www.welcome.li/liechtenstein-zahnarzt-129.html)

Under the following link you will find the dentists on duty for emergencies outside normal opening hours: [lzg.li/Emergency Service.aspx](http://lzg.li/Emergency%20Service.aspx).

## Doctor

### General Practitioner

Dr. med. Christian Vogt

Schlossstrasse 7, 9497 Triesenberg; Tel. +423 262 99 55

### Pediatrician

Dr. med. Thomas Frick

Schlossstrasse 7, 9497 Triesenberg; Tel. +423 262 68 68

### Pediatrician

Dr. Daniel Egli

Landstrasse 182, 9495 Triesen, +423 390 11 33

The emergency number for surgeries outside normal opening hours is +423 230 30 30.

## Dress Code

The Gorfion is a family hotel where you can move around comfortably and easily. Nevertheless, we kindly ask you to dress appropriately for dinner in the restaurant and to not enter our restaurants in skiing underwear.

## Experiences & children's programme

For families we offer a varied weekly programme.

Details can be found in the information folder handed out to you at check-in, in the App Gastfreund, on the display at the entrance or at the reception and kids' club.

## Electricity

To use electrical appliances, you need a 3-pin 220V plug. Appropriate adapters are available at the reception (against a deposit).

## FC Vaduz

You can borrow two tickets for the FC Vaduz's home games for free at reception.

## Feedback

Please contact the reception if you are missing something or have noticed anything negative. We strive to make your stay as pleasant as possible. In front of the restaurant you will also find feedback cards and the corresponding letterbox. We are looking forward to your suggestions and inputs.

## Follow-us

Follow us on Facebook, Twitter, Instagram and subscribe to our newsletter for attractive offers, insights into our hotel, craft and baking tips.

## Fridge

A freely accessible refrigerator is available in the self-service oasis.

## Gastfreund

In the App Gastfreund you will find more information and tips for your stay. Simply scan the QR code, download and look inside.

## Gifts

At the reception you will find a selection of souvenirs and gifts for you and those at home.

## Gift vouchers

Give the gift of more nature. More heart. More enjoyment or holiday fun and relaxation. Vouchers can be obtained under the link [gorfion.li/en/room-prices/vouchers/](https://gorfion.li/en/room-prices/vouchers/) or at the reception.

## Hairdresser / Cosmetics

The reception will be happy to give you the appropriate contacts or arrange an appointment for you in Triesen, Balzers, Vaduz or Schaan.

## Hotel rating

We look forward to your positive hotel rating on the online portals (HolidayCheck, Google and Tripadvisor). If something should not be to your satisfaction, please let us know immediately on site and personally. We will do everything to ensure you a lovely and relaxing stay.

## Hotel property

We are pleased if you like the articles in our rooms. You can buy our bathing bags, water carafes, etc. at the reception. However, we ask for your understanding that we will charge you for what is missing in your room after your departure.

## Hygiene products

Have you forgotten something at home? In our "mini-shop" at the reception you will find the most necessary sanitary items.

## Internet

We have free WLAN throughout the house. Simply open your browser, enter your mobile number in the appropriate field and you will be sent a PIN code to enter. This can also be used for other devices (e.g. I-Pad without Sim card).



## Kids world

Mr Gorfion's children's world is located in the basement opposite the ski room. Whether toddler's area, tree house, climbing wall, building block tick, craft and creative tables, children's kitchen, own baby crawling area or a stage - here you will find everything that children need for their fun and well-being.

The teen room with air hockey, billiards, popcorn machine and ping-pong is located in the room "Lawena" right next to the swimming pool.

## Lost Items

If you have lost something during your stay, please contact the reception. Please understand that we have to charge the postage for items left behind which we have to send to you.

## Massages

Appointments in our massage studio are also possible at short notice after pre-booking. At the reception you will find a selection of treatments, prices and availability.

## Mountain chairlifts Malbun

### **Opening hours of the chair lifts:**

Chair lift Hohegg: 08.30 to 16.00

Chair lifts Täli and Sareis: 9.00 to 16.15

Snow escape and Malbi Park: 9.00 to 16.00

You can buy ski tickets at the reception.

## Mr Gorfion

Our unofficial receptionist and affectionate mascot Mr. Gorfion will do everything to make your holiday a super-fantastic-mousy one. To ensure the time until your next holiday at the Gorfion is not too long, our mouse is available as a cuddly toy for CHF 15.- at the reception.

## Newspaper and magazines

During your stay you have access to the App Sharemagazines, which gives you access to over 500 newspapers and magazines. Link:

<https://apps.apple.com/de/app/sharemagazines/id916288801>

## Night Entrance

The hotel entrance is open for you until about 22.00 hrs. If you are travelling for longer, please take your room key with you so that you can open the inner door with it. If you have locked yourself out, use the night telephone in the entrance foyer. It is also possible to contact us on +423 265 90 00.

## Parking spaces

In front of the hotel there are free outdoor parking spaces for our guests. The capacity is limited. Further parking spaces are available on outside car parks P1-P4 in front of the entrance to Malbun (free of charge) or in the parking garage at the entrance to Malbun (for a fee). If you leave your car key at the reception, our caretaker Rui Cunha will take your car to another parking space.

Please do not park at the Snow Sport School Malbun or at the neighbours' (private ownership/unlawful parking will be punished).

## Petrol Station

There is a petrol pump at the Edelweiss Restaurant in Triesenberg. Please ask at the restaurant. You will find additional petrol stations in Triesen and Vaduz. The reception will be happy to explain how to get there. You will find two e-charging stations in our car park.

## Pets

Dogs are welcome by prior arrangement. We charge CHF 30 per day without food per dog. Please understand that dogs are not allowed in certain rooms, in the restaurants, in the wellness area etc. and that leashing is compulsory throughout the entire complex.

## Pharmacy

Palace Pharmacy, Aeulestrasse 60, Vaduz, Tel. +423 233 25 30

### Opening hours:

Monday - Friday: 8:00 - 18:30

Saturday: 8:00 - 15:00

Sundays and holidays: 10:00 - 11:30

## Phone

### Hotel internal meetings

For internal calls from room to room, simply dial the desired room number.

### Outgoing calls

Free WLAN is available throughout the hotel. External calls can not be made with the hotel phone.

## Pillow / Duvet

If you need additional pillows or duvets, please contact reception.

## Post Office

Postcards are available at the reception. You are welcome to leave your letters and postcards at the reception; we will take care of the franking and charge it to your bill. Mail is collected once a day (except Sunday). The closest post office is in the centre of Triesenberg.

## Printers

If you want to print something, please send the document by email to the reception and we will print it out for you.

## Reading Lamps

You are welcome to borrow a reading lamp at the reception desk.

## Room Service

Our rooms are not ideal to eat in them. However there are moments where it isn't possible otherwise. In these cases please contact reception. A room service fee will be charged.

## Safe

Each guest room has a safe. Please note that we cannot be held liable for valuables.

## Self-service oasis

Hotel Gorfion has two service rooms with washing machine, washing powder, tumble dryer, ironing board, microwave and fridge for free use.

## Shopping

In Malbun you will find the sports shop "Malbun Sport" (located directly below the Gorfion on the main road) which offers sports articles, clothes and the rental of sports equipment as well as a small kiosk assortment.

In the Malbuner Stuba (direction Sareis) you can buy various groceries.

Alternatively you can find the retailer Denner as well as other shops in the centre of Triesenberg. For larger purchases, souvenirs, etc. we recommend a visit to the town of Vaduz.

## Shuttle Service

For our guests who have booked directly with us, depending on availability, a free shuttle service is available with our Hotel Gorfion Bus (max. 6 people) to the surrounding railway stations (Sargans, Buchs SG and Feldkirch). Alternatively, and for all other guests and trips, we will be happy to organize a taxi for you.

## Ski cellar (entry with mask only)

You will find our heated ski cellar for the equipment you bring with you in the basement, just go down the stairs at the main entrance.

**Please do not walk into the rooms with your ski boots and do not walk over wooden floors.** You are welcome to hang them up to dry in the ski room. An electric shoeshine machine is available for cleaning.

In the interest of all our guests, we ask you to take care that there is no mix-up of ski equipment.

## Ski School

So that the little ones can practise skiing, there is a practice slope for the minis right next to the hotel and a children's ski school for professional support. The Malbi park with a magic carpet, a little ski lift and a ski carousel is 200m down the slopes behind the hotel. You can book ski courses and find more information online at [www.schneesportschule.li](http://www.schneesportschule.li) or at their office just around the corner on the main street of Malbun.

## Ski rental

Missing ski and snowboard equipment can be rented at Malbun Sport, just a minute's walk from the hotel, right on Malbun's main road.

Opening hours: Mon-Sat 8.00 - 17.00, Sun 9.00 - 17.00.

## Sustainability

We strive to operate as sustainably as possible, for example by placing a strong focus on recycling and the use of biodegradable cleaning products and shower gel. We also use regional products in our kitchen wherever possible.

## Surprises

If you would like to surprise your loved one with flowers, a bottle of sparkling wine or similar in the room, simply contact the reception desk. We will gladly organise this for you.

## Taxi

Alpha Taxi: [www.alphataxi.li](http://www.alphataxi.li), +41 78 800 44 00 | Taxi Beck: [www.taxibeck.li](http://www.taxibeck.li), +423 392 22 22

## Telephone

### **Calls within the Hotel**

For room-to-room internal calls, please dial the respective room number.

### **Outgoing Calls**

WIFI is available throughout the hotel. For external calls from the landline please contact the reception.

## Tourist Info

The Tourist Info of Malbun is located at the entrance of the village. Our reception can advise you on excursions, sights and activities. In the entrance area you will find on-screen tips and ideas. Furthermore, the app Gastfreund and our website provide you with more tips and ideas about what to do and where.

## Tap Water

The tap water in the entire hotel is Malbuner water and provides best drinking water quality.

## Wellness area

The indoor swimming pool, sauna and steam bath are located in the basement and can be used for free by hotel guests only. Bath towels are available for you in the indoor pool and sauna area.

### Indoor swimming pool

The water temperature of the swimming pool is between 27 and 29° Celsius. The pool is open daily from 08.00 to 21.00. For hygienic reasons we ask you to let **babies and toddlers bathe only with swim nappies**. If you didn't bring your own, you can buy them at the reception for CHF 2.- each. **We strongly ask you to have a shower before using the swimming pool.**

### Sauna area with steam bath

The sauna area with steam bath and relaxation room is considered a resting area. We ask for your understanding that children have access to this area only from the age of 16.

The sauna and steam bath are switched on daily at 15:00. If you wish, we can also switch them on earlier. Please ask at the reception desk.

## WLAN

WLAN is available free of charge throughout the hotel (Gorfion PWLAN).

**If you have any further questions or requests, please do not hesitate to contact us internally at no. 12 or personally at the reception.**

**Volker Schönherr and his whole team wish you an unforgettable holiday and a great time with us in Malbun!**