



## Reservation Parental Room - Frequently asked questions

Dear Parents

The following questions contain all important information a to our parent's house and their surroundings. Should you still have any questions, please do not hesitate to contact us - we will be happy to help you.

### How do I reserve a parent's room?

Please contact the Service Point via telephone: +41 44 266 72 02 or e-mail: Please send the completed [registration form](#) to [servicepoint@kispi.uzh.ch](mailto:servicepoint@kispi.uzh.ch)

### What information is needed for a room reservation?

Arrival date / single or double room / name and surname of your child / date of birth of your child

### Where are the parents' rooms?

At Dolderstrasse 39, 8032 Zürich, within walking distance to the hospital of about 8 minutes

### How much does the stay costs in the parent's room?

The prices can be found on our [homepage](#).

### Are reservations obliging?

We note your reservation. If you should not need the room after all, we ask you to cancel the room booking. Whether you can be allocated accommodation on the day of arrival, must be clarified at the earliest one day prior to arrival. Please contact us again to find out the availability. No confirmation is sent from our side.

### How can I move into the parents' room?

On the day of arrival, the key will be ready for you at the children's hospital reception from 2 pm. With the key you will also receive a situation plan and further information. The room can be occupied independently. Please note that a personal ID must be presented when receiving the key. The reception is open daily from 6.30 a.m. to 9.30 p.m. Outside of these times, the night porter takes over the tasks of the reception, which is located at the emergency reception. There is no reception in our properties.

### How can I order an additional bed or cot?

We would be happy to provide you with a bed or cot in your room for CHF 10.00 per night. Call us or come to the service point. Orders for the weekend or holidays must be placed at the Service Point the latest at noon on the weekday before. After use, please prepare the bed in front of the room for collection and notify the Service Point.

### What is the mailing address of the parents' room?

Mail cannot be sent directly to the parents' room. Please enter the following address

Children's Hospital Zurich  
Service Point  
*c/o name of the patient*  
Steinwiesstrasse 75  
8032 Zurich

The mailboxes at the parents' houses are not served.

### **How do I dispose of my waste?**

Toll-free garbage bags can be disposed in the container in front of the house Dolderstrasse 39. Please make sure that the rubbish bags are tightly closed. Waste paper (newspapers, magazines) and cartons must be disposed of separately. Empty glass bottles, pet bottles, cans and batteries are to be disposed of in public collection points.

### **Where are the nearest shopping facilities?**

SPAR Supermarkt	Coop Zürich Römerhof	Mirgros Zürich - Stadelhofen
Dolderstrasse 5	Klosbachstrasse 104	Falkenstrasse 19 - 21
8032 Zürich	8032 Zürich	8008 Zürich
Mo-Fr 07.00am – 07.00pm	Mo-Sa 07.00am – 09.00pm	Mo-Fr 07.00am – 10.00pm
Sa 07.00am – 05.00pm		Sa 08.00am – 10.00pm

### **What parking options are there?**

At the parental house Dolderstrasse 39 there are six correspondingly labeled parking spaces available. You will receive the necessary parking authorization with the welcome documents. This does not guarantee an available parking slot. For more possibilities please click [here](#).

There is no parking space at the property for guests on Fehrenstrasse.

### **Is there internet in the rooms?**

There is no internet connection in the rooms. Free WiFi is available in the lounge on the 4th floor on Dolderstrasse and in the hospital. The password can be found in the welcome letter. There is a special regulation for tenants on Fehrenstrasse (see welcome letter).

### **Is there a TV in the rooms?**

The rooms have only a TV connection. Guests on Dolderstrasse will find a television in the lounge on the 4th floor.

### **Do I have a phone in my room?**

In all parents' rooms there is a telephone. Outgoing calls are only possible internally. The telephone connection to the Kinderspital (internal) is free. External calls can be answered, and you can also be reached by phone in the room through the Kinderspital Zürich. Your telephone number can be found in the welcome letter, which you will receive with your room key.

The following emergency numbers are activated:

0144 medical

0117 police

0118 fire department

### **Where and how can I wash?**

Washing machines and dryers are shared in the basement. It is not allowed to wash during the night from 10 pm. to 7 am. Everyone in the laundry room ensures cleanliness and order.

A washing card can be obtained from the Service Point. A wash or dry cycle costs around CHF 3.00. The detergent has to be organized by yourself. There is no wash schedule.

The tenants from Fehrenstrasse also use the laundry room at Dolderstrasse 39. You are welcome to pick up a key at the Service Point.

### **How do I get fresh bedding?**

#### **Fehrenstrasse 02**

The used bed linen belong in the dirty laundry bag located in the cleaning storeroom. Clean laundry can be retrieved from the chest of drawers in the corridor.

#### **Dolderstrasse 39**

Clean laundry can be found in the locker in the corridor, labelled with your room number. It is lockable with your room key. Fresh linens and towels will be restocked by our cleaning staff every Wednesday. Please throw the dirty laundry into the laundry bag located in the cleaning storeroom of your floor.

### **How do I get extra bedding?**

For additional bed supplies, please contact the Service Point or our cleaning staff.

### **Will the room be cleaned during my stay?**

The rooms are not being cleaned by our cleaning team. For a charge of CHF 25.00 for minor cleaning and CHF 40.00 for more in-depth cleaning, we will gladly do this for you, if requested. Please place the corresponding order at the Service Point. Cleaning utensils such as vacuum cleaners or brooms can be borrowed directly from our cleaning team.

### **How are rooms furnished?**

The rooms are fully furnished. Bath linen, bed linen, dishes, pans and tea towels are available in the house. It is not allowed to replace the hospital's furniture with one's own. There is no space to set up your own furniture.

### **How can I pay my bill?**

On the last day before your departure, please come to our Service Point to pay the bill directly in cash (in CHF) or by credit card. This regulation applies to guests on Dolderstrasse. Special regulations apply to parents on Fehrenstrasse.

For longer stays, an interim invoice will be posted on the door at the beginning of each month.

### **Can I cook on site?**

For the preparation of meals please use our common kitchen. There are some more kitchen utensils available. If you make use of the dishwasher, only use the tabs provided by us (no liquid detergent). Please leave the kitchen clean and tidy.

**Are kitchen utensils available?**

***Dolderstrasse 39***

For the preparation of meals please use our common kitchen. There are some more kitchen utensils available.

***Fehrenstrasse 02***

Kitchenware and utensils are provided in the kitchen.

**Is smoking allowed in the room?**

Smoking is strictly prohibited in all houses. Exception: marked balconies / terraces.

**Are pets allowed in the parents' rooms?**

Pets are not allowed in our properties.

**Is it possible to get a second key?**

If required, we will gladly provide you with a second key set. Please contact the Service Point.

**How can I order a taxi?**

Our reception (Tel. 7111) will gladly organize one for you.

**Opening Hours Service Point / Reception**

**Reception** daily 06.45 am – 9.30 pm  
Outside of these times, our night porter  
at the emergency reception will be  
available during public holidays  
Tel. internally 7111

**Service Point** Mo – Fr 07.30 am – 11.30 am  
01.00 pm – 04.00 pm  
please pay attention to special opening hours

Tel. internally 7202