



Reservation Studio - 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 order a studio?

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

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 studios?

At Pestalozzistrasse 38, 8032 Zürich, within walking distance to the hospital of about 8 minutes.

How much does the stay costs in the studio?

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

Is the reservation of a studio binding on you?

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. Demand for studios far exceeds supply. We keep a waiting list.

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 of in the container in front of the house Dolderstrasse 39. Please make sure that the bags are well 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 parent's house at Pestalozzistrasse 38 there is one 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](#).

Is there internet in the studio?

There is no connection in the rooms. Free internet is available in the hospital.

Is there a TV in the rooms?

Yes. There is a simple TV available. The installation of parabolic antennas is prohibited.

Do I have a phone in my room?

In all studios 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. 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.

Will the room be cleaned during my stay?

The studio is cleaned once a week.

How do I get fresh bedding?

Children's Hospital provides you with fresh bedding. For weekly cleaning, bed and bath linen is replaced. Replacement laundry is also in the dresser in the studio.

How do I get extra bedding?

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

How are rooms furnished?

The rooms are fully furnished. A kitchen and a bathroom are also integrated. Bath linen, bed linen, dishes, pans and tea towels are available. 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.

Is smoking allowed in the room?

Smoking is strictly prohibited in all houses. Exception: smokehouse in the garden

Are pets allowed in the studio?

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

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 7111

Tel. internally 7202