



stay flex Hotel guest information A - Z



Dear Guests

A warm welcome to the stay flex Hotel & Apartment on the outskirts of Baden.

At stay flex Hotel, you enjoy the privilege of a location that perfectly combines contrasts: you stay in a peaceful environment while still being quickly connected to Baden, and in your room you will find the absolute calm of Japandi style. Whether for one night or as your temporary home – we make your arrival easy.

Breakfast Buffet

Monday – Friday from 06:30 to 10:00 & Saturday – Sunday from 08:00 to 10:00

CHECK-IN & CHECK-OUT TIMES

CHECK-IN: 3:00 PM

CHECK-OUT: 11:00 AM

MEDICAL EMERGENCY

EMERGENCY NUMBERS

24h

(+41) 056 511 22 42 (Reception)

from 6:30 AM to 11:30 PM

(+41) 079 822 35 79 (Manager on Duty)

Baden Hospital (+41) 056 486 21 11

Police 117

Fire Department 118

Ambulance 144

Doctor (Permanence) (+41) 056 222 18 22

Pharmacy (+41) 056 443 03 03

Information and escape route signs are located in every room (on the room door).

Emergency assembly point: Gemeindehausplatz Nussbaumen/Obersiggenthal



A

Arrival / Departure

Rooms are available from 3:00 PM on the day of arrival. On departure day, we kindly ask you to vacate your room by 11:00 AM at the latest.

For a later check-out (subject to a fee), please contact reception.

Adapters / Extension Cables

All guest rooms are equipped with type-F plugs (Schuko, 220 VOLT).

Alarm Clock / Wake-up Service

An alarm clock is integrated into your TV. Simple tips to help us protect the environment.

Air Conditioning

Our rooms are equipped with an energy management system that automatically regulates the temperature.

B

Bank

The nearest bank, Aargauische Kantonalbank, is located in the village center just 4 minutes on foot from the hotel. An ATM is available there.

Bed Linen

Additional blankets, pillows, and duvets are available in the closet for all situations.

We change bed linen every three days. Would you like a daily change? No problem, please inform reception.

We use hygienic pillow covers (encasings). Pillows are deep-cleaned annually.

Breakfast Times

You can enjoy our breakfast buffet Monday to Friday from 06:30 to 10:00 and Saturday & Sunday from 08:00 to 10:00 in the Breakfast Room.

Swiss Breakfast Buffet

- Coffee / Tea / Milk / Chocolate milk drinks
- Orange & apple juice
- Bread & rolls selection / croissants / pastries
- Cooked ham / turkey ham / salami
- Swiss hard & soft cheeses
- Muesli / cornflakes / dried fruits / grains
- Natural yogurt and Bircher muesli
- Seasonal fruit
- Various jams / honey / nut cream
- Butter / margarine
- Breakfast egg

In case of intolerances, please ask our staff for alternatives.

VERHALTEN BEI BRAND

1. ALERT

Call the fire department: 118
(state location, street, incident, name, address)
Inform the Manager on Duty (+41 79 822 35 79)

2. RESCUE

Rescue people and animals
Close windows and doors
Leave the affected area via marked escape routes
Never use elevators

If there is smoke in the corridor or stairwell, remain in your room, seal the doors, and wait for the fire department at the window

3. EXTINGUISH

Fight the fire using suitable means
Direct the arriving fire department
Do not risk your own life

C

Coiffeur - Friseur

Snip Squad Coiffeur befindet sich keine 4 Gehminuten vom Hotel entfernt.
Tel. (+41) 079 714 17 17

Car Rental

We recommend the nearest car rental in Baden:
Hertz Car Rental, Brisigstrasse 4, 5400 Baden
Phone (+41) 056 209 03 31

Car Repair Workshop

Do you have a minor vehicle defect? Our staff will gladly inform you about the nearest authorized workshops.

Coffee / Tea

A selection of teas and coffee can be prepared directly in your room.

Children

Children up to 6 years stay free of charge in the parents' bed.

Credit Cards

We accept the following payment methods:
American Express, Eurocard, Visa Card, Mastercard, Maestro.

D

Doctor

Emergency treatment without prior appointment is available at the Permanence in Baden.
Phone (+41) 056 222 18 22



E

Express Check-out

As a self check-in hotel, you enjoy maximum independence: thanks to access via smartphone or key card, you can organize your arrival and departure according to your own needs.

Excursions

Information and brochures can be found on our website under "Region & Leisure" or at the Baden Tourist Office.
Phone (+41) 056 200 15 30

Escape Routes

In the event of fire, please follow the escape route plan on your room door and the signs in the corridors.

Electricity

220 V voltage is available throughout the building.

Emergency

Manager on Duty: (+41) 079 822 35 79

| | |
|------------------|-----|
| Police | 117 |
| Fire Department | 118 |
| Emergency doctor | 144 |

F

Fire Emergency

Please find the action and emergency plan attached.

Fire Alarm

Please follow the instructions of our staff. An emergency guide is also located on the inside of the door. Please do not use the elevator in case of fire. Emergency number: 118

Flowers

Bluemelädeli im Markthof is located 4 minutes on foot from the hotel. Phone (+41) 056 282 11 88

G

Gas Station

The nearest gas station is located 200 m away on Landstrasse.

H

Hairdresser

Snip Squad Coiffeur is less than 4 minutes on foot from the hotel.
Phone (+41) 079 714 17 17

Hygiene Products

Sewing kits and hygiene items are available free of charge at reception.

High-Speed Internet

All rooms and public areas are equipped with wireless LAN. This service is free of charge for hotel guests.

WiFi / WLAN Access

Login via the network "guest_stayflex" using the password provided by reception.

I

Ironing Service

An ironing board and iron can be found in the "for all situations" closet (below the check-in kiosk).

L

Leisure

- Thermal Baths Baden
Even the Romans appreciated the healing power of the thermal water. Later, famous thinkers and writers such as Goethe, Nietzsche, and Dürrenmatt were drawn to Baden – all united in their enthusiasm for the 47-degree warm springs.
- Jogging
The local fitness trail (Vitaparcour) starts at Teufelskeller Baden.
- Grand Casino Baden
Perhaps luck is waiting for you in Baden? In the stylish atmosphere of Grand Casino Baden, you experience more than just excitement at the gaming table.
- Culture & Concerts
Baden lives through a special spirit. Creativity, diversity, and passion can be felt throughout the city in festivals, theaters, museums, and cultural venues.
- Shopping
The nearby city of Baden offers a wide range of shopping opportunities. For something closer, visit the Markthof in Nussbaumen, about 4 minutes on foot from the hotel.

Lost & Found

Items forgotten in the rooms are kept by us. Upon request, we can send them to you by post. Postage costs will be charged.

Luggage Service

If you need help with your luggage or wish to store it until departure, please contact our breakfast staff or the remote reception from 06:30 – 22:00.

M

Mattresses

Our mattresses are equipped with special hygienic covers (encasings) that eliminate mites and prevent residual moisture.

Multilingual Staff

Our staff are multilingual and happy to assist you. Languages spoken include German and English.

Museums

Information about museums and exhibitions in and around Baden can be found on our website.



P

Parking

More than 20 parking spaces are available directly at the hotel for CHF 10 per night.

Pharmacy

The tag&nacht pharmacy is located in Baden and is open 24 hours:

Im Ergel 1, 5404 Baden
Phone (+41) 056 443 03 03

Post

The nearest post office branch is located in the center of Nussbaumen, approx. 4 minutes on foot from the hotel.

Power Sockets

A Euro plug socket is integrated at the desk in every hotel room.

"Please Do Not Disturb!"

Hang the designated sign outside your hotel room door if you do not wish to be disturbed or if your room should not yet be cleaned.

Printing Documents

Documents can be printed during breakfast hours. For multi-page printing, CHF 0.30 per page will be charged. Please note that we cannot accept USB sticks. Documents must be sent by email.

R

Restaurant

Restaurant Neuhaus – only a few steps from the stay flex Hotel. A family-run restaurant with Swiss specialties, fresh pasta, and seasonal dishes made with regional quality products.

Reception

Reception is staffed around the clock by our back-office team. If you need on-site assistance, our breakfast staff will gladly help.

Reviews

We look forward to your review. Only in this way can we improve every day.

Thank you for your support!

Ein paar einfache Tipps, die uns helfen, unsere Umwelt zu schützen

Easy tricks to help us protect the environment

Energie / Energy

Bitte schliessen Sie die Fenster, wenn die Heizung oder die Klimaanlage eingeschaltet sind.
Please remember to close the window(s) when the heating or air conditioning is on.

Löschen Sie das Licht, wenn Sie das Zimmer verlassen.
Switch off the light when you leave your room.

Benutzen Sie die zahlreichen öffentlichen Verkehrsmittel, wenn Sie unterwegs sind.
When visiting the city, feel free to use the many public transport services.

Refrigerator

Every room is equipped with a refrigerator.

S

Safe

All rooms are equipped with a safe. Instructions can be found on the inside of the safe door. The hotel accepts no liability for valuables kept in the room.

Soundproofing

Our hotel has insulated windows and sound-absorbing doors to ensure a relaxing stay.

Smoking

Please note that smoking is prohibited throughout the entire building, including at open room windows. Smoking is permitted in front of the building.

In case of misuse, costs (fire department, special cleaning) will be charged. In case of a fire department alarm, at least CHF 1'000 plus deployment costs will be charged to the responsible person.

Shoehorn

A shoehorn can be found in your wardrobe.

Strom

220 V Stromspannung im ganzen Haus verfügbar.

T

Tap Water

Enjoy our excellent regional drinking water.

Train Station

Baden main station is approx. 2 km from the hotel. We are easily accessible by bus (lines 2, 6) or taxi.

We recommend:

Badener Taxi: (+41) 056 222 55 55

TV Channels

Our smart TVs offer over 60 TV channels in various languages as well as access to Netflix, Amazon Prime, and YouTube.



Wasser / Eau / water

Melden Sie allfällige Lecks / Inform us of any leaky faucets.

Lassen Sie nicht unnütz Wasser laufen.

Don't leave water running needlessly. Make sure faucets are turned off securely.

Werfen Sie bitte nur WC-Papier in die Toilette. Ansonsten steht ein Abfalleimer bereit.

Only dispose toilet paper in the toilet. For other products a waste basket is provided.

Der Umwelt zuliebe wechseln wir die Bett- & Frotteewäsche auf Wunsch (am Boden liegend) oder ansonsten alle 3 Tage.

To conserve energy and water, during your stay bed linens and towels will be replaced every 3 days or more frequently if needed or requested.

Bitte geben Sie keine giftigen Stoffe ins Lavabo & Toilette, um die Kläranlage nicht zu belasten.

Please do not throw any chemical products in the toilet & sink, as this could disrupt the water treatment process.

Abfall / Déchets / waste

Helfen Sie uns, Abfälle zu trennen:

Please help us sort waste:

- Zeitungen, Glas- & Plastikflaschen im Papierkorb im Zimmer
- Use waste bin in the room for newspapers, glass and plastic products

- Übriger Abfall im Abfallbehälter im Badezimmer
- Use the bin in the bathroom for other waste

Leere Batterien können Sie beim Frühstück abgeben oder einfach im Zimmer deponieren.

Please drop off empty batteries at breakfast or leave them in the room.

Um unnützen Abfall zu vermeiden, werden diverse Gästeartikel am Empfang abgegeben.

To avoid unnecessary waste, complimentary toiletries are available at the front desk.