

Facts & Figures

Cancellation deadlines

up to 10 days before arrival	free of charge
up from 9 days before arrival	100% of the total amount
early departure	100% of the total amount

Arrival

The parking garage in the new Stenna Center (center of Flims) is mandatory for all guests arriving by car. Please only park on the -3rd to -5th floor (designated long-term parking spaces), as the upper levels are reserved for short-term parking and much more expensive charges apply.

The parking ticket for the special price of CHF 20,- per car and night is available at the reception of the Berghaus Nagens.

The Arena Express (cable car) takes you the fastest way from Flims base station via Plaun up to Nagens. Please pay attention to the signaling – most of the time you have to change at Plaun station.

When planning your trip, pay attention to the operating times of the gondola: 08.30 am – 03.30 pm.

A late arrival is usually not possible. Private extra rides can be booked at the latest three days before arrival (fee depending on start time CHF 650,- to CHF 1'100,-).

If the weather conditions interrupt the regular gondola service, you can contact the Berghaus Nagens team directly to coordinate your arrival: +41 81 927 76 08.

A lift ticket is obligatory for the journey (arrival and departure) - as our guest you'll get the lift ticket for 2 days and more for a special rate directly at the cashier at the base station Flims. (We highly recommend you to buy a lift ticket, valid for only 1 day via our INSIDE LAAX app.) For hikers it is possible to buy a pedestrian ticket instead of a ski pass.

The lift tickets are issued on a KeyCard (costs CHF 5,- per ticket). If you already have a KeyCard of the region from your last holiday with us, you can have it reloaded.

On arrival, please report directly to the Berghaus Nagens at the reception (opening hours 8.30 am - 10.30 am and 3 pm – 4.30 pm). Your room will be available from 3 pm on the arrival day.

Departure

On the departure day the rooms are available until 10 am.

Luggage

Our guests are responsible for transporting their own luggage - you can take your luggage and sports equipment directly with you in the spacious gondolas. On the arrival day, before moving into your room or on the departure day, after leaving the room, you can leave your luggage in our Berghaus at the reception (unattended).



Rules on the mountain

Small lockers are available for a deposit. We assume no liability for damage, loss or larceny of your personal utensils.

All interior areas of the Berghaus Nagens are non-smoking areas.

If you can't escape the hustle and bustle of everyday life, WLAN is also available free of charge at the Berghaus Nagens.

If you book in advance (at the reception) you can regenerate in our bio- or Finnish sauna (CHF 10,- per person and day).

It is forbidden to use the slopes between 4.30 pm - 8.30 am. Avalanches and winches on the slopes pose a danger to life. In case of disregard, the lift ticket will be withdrawn.

The **breakfast** buffet is your successful start to the day (7.30 am to 9.30 am) in the restaurant. **Dinner** is served to all guests punctually at 6.30 pm. In addition to the classic cuisine, there are always vegetarian variants to choose from. If you have specific wishes due to incompatibilities or allergies, you are welcome to inform us of these directly when making your reservation or at the latest when you arrive at the reception desk.

We thank you for your understanding that it is not desired to consume food and drinks brought along in the room and in public areas of the Berghaus. A tap fee of 35,- will be charged for bottles (e.g. wine) brought along.

