

GUEST DIRECTORY

GAIA Hotel Basel

Sustainable. Family-run. Fully organic.



Welcome!

Dear guests,

We warmly welcome you and wish you a pleasant stay at the GAIA Hotel and in the Rhine city of Basel. Great, that you have chosen us – thank you very much.

In order to enjoy your stay without restriction, you will find all the necessary information on the next pages.

If you have any further questions, please do not hesitate to contact our friendly Front Office team.

Sincerely yours,
The GAIA Hotel Team



Natalie Durrer-Geyer
Chairman of the board
Finance



Andrea Durrer-Faessler
Director



Patrick Bruder
Front Office



Ayona Steiner
Sales



SMatija Marsic
Housekeeper & Engineer



Typically
Swiss

Hotels and Lodgings
recommended by
swi+zerland



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Good to Know

Helpful apps

- Basel informationen about Basel
- Basel City Guide official audio guide Basel
- Basel Stadtplan Stadtplan
- SBB train, tram
- Basel & Regio BVB tram



BaselCard

As a guest at GAIA HOTEL, you will benefit from the BaselCard, which you will receive at check-in.

Free services of the BaselCard

- travel on public transport

One-time discount of 25 % on

- admission to museums
- admission to Basel Zoo
- admission to the Theater Basel (only valid for tickets at the box office)
- a 2-hour round trip by sightseeing bus
- the old town tour
- scheduled course trips of the Basler Personenschiffahrt
- guest Bike Basel for only CHF 25 a day

- find out more here: basel.com/en/baselcard

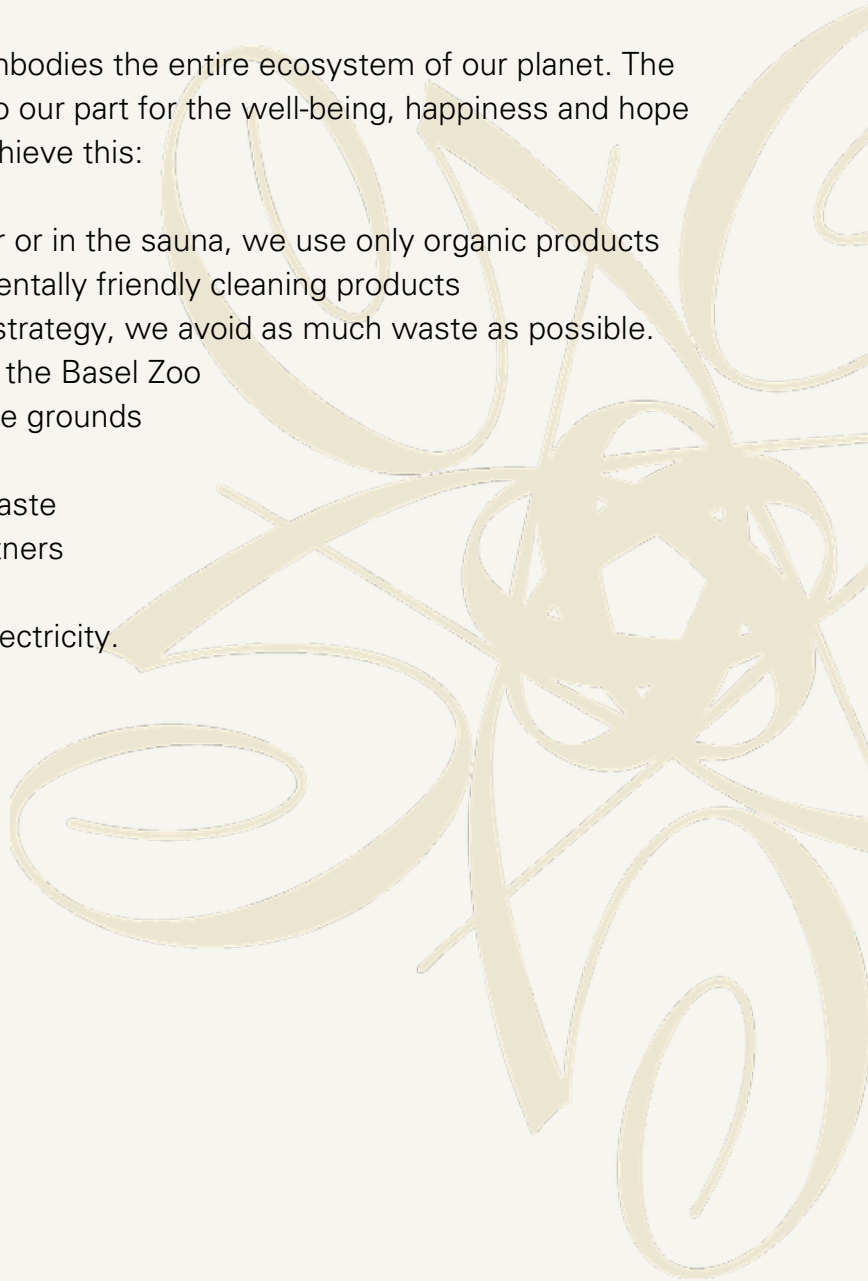




Sustainability

"GAIA" means "Mother Earth", which embodies the entire ecosystem of our planet. The name represents our commitment to do our part for the well-being, happiness and hope of future generations. We do a lot to achieve this:

- Whether at breakfast, in the minibar or in the sauna, we use only organic products
- We clean the rooms with environmentally friendly cleaning products
- In accordance with our zero-waste strategy, we avoid as much waste as possible.
- The stale bread for the elephants in the Basel Zoo
- Mushrooms are grown on our coffee grounds
- Used guest soaps are recycled
- Humus is made from our organic waste
- We cooperate with like-minded partners
- We offset our emissions.
- We only purchase certified green electricity.



GAIA Hotel | Come as a guest, leave as a friend
Centralbahnstrasse 13 – 15 | CH-4002 Basel | T +41 61 225 13 13
welcome@gaiahotel.ch | gaiahotel.ch

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Support us!

Help us to separate the waste.

At the entrance of the hotel you will find a recycling station. There are also bins in your room that allow you to separate your waste. We leave it up to you how you want to separate your waste, one possibility would be for example to put paper, plastic and organic waste separately in the bin.



Take advantage of a Green Deal!

Let us know (Front Office ☎ 313) if you would like to waive the bed linen change or room cleaning. We will reward you with a small gift!

Together against food waste

Please only take as much from the buffet as you would like to eat. You may go to the breakfast buffet a second, third or fourth time without any problem.





Everything at a glance

Department	Information	
Front Office Information Check-in Check-out	24/7 15.00 Uhr 12.00 Uhr	800
Restaurant Breakfast	06.30 am to 10.00 am Monday to Friday 07.00 am to 12.00 pm Saturday/Sunday	368
Room service breakfast	06.30 am to 09.30 am	
Room service in general	12.00 pm to 09.00 pm	
Housekeeping	06.30 am to 09.00 pm	370
Sauna	Registration at the Front Office - one hour in advance	313
Massage	On request at the Front Office	313





Emergency



Fire alarm

The hotel is equipped with a BSW full-protection fire system. In the event of a fire, warning signals in the corridors occur. In case of emergency, leave your room via the marked escape routes. More information in the brochure in the guest folder.

What to do...

...if it burns?

- Alert the Front Office.
- Remain calm.
- Follow the instructions of our staff members.

...in case of smoke in the hallway?

- Close the room door.
- Alert Front Office.
- Make your way to the window or to the Balcony and make yourself felt.

...in case of smoke in the room?

- Leave the room.
- Close the door.
- Alert Front Office.

Meeting point

in front of the restaurant
(lefthand side
when leaving the hotel)





Emergency

Medical chest

A medicine cabinet is available at the Front Office for emergencies (no medication).

Pharmacy at the railway station

Just in front of the hotel (in the railway station building next to platform 1) is the pharmacy located. Opening hours: 07.00 am to 10.00 pm

Emergency pharmacy Basel

University Hospital Basel, Petersgraben 3, 4051 Basel

Opening hours: Monday to Friday from 05.00 pm to 8.00 am

Saturday from 04.00 pm, continuously until Monday 8.00 am as well as

Sunday and public holidays open throughout

Doctor | Ophthalmic clinic | Dentist | Small animal veterinarian

- Doctor: mediX tourjours Basel | <https://www.medix-tourjours.ch> | +41 61 500 11 00 | no reservation required
- Ophthalmic clinic: Eye Centre Basel | <https://augenzentrumbasel.ch> | +41 61 270 20 40
- Dentist: Zahnarztzentrum.ch | <https://zahnarztzentrum.ch> | +41 61 228 11 00
- Small animals veterinarian: VetTrust Kleintierpraxis Basel Central | <https://vettrust.ch/> | +41 61 373 38 88

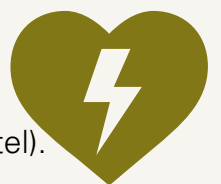
Hospitals in Basel

There are various hospitals in Basel. Here are some of them:

- University Hospital Basel | <https://www.unispital-basel.ch> | +41 61 265 25 25
- Bethesda Hospital | <https://bethesda-spital.ch> | +41 61 315 21 21
- St. Claraspital | <https://www.claraspital.ch> | +41 61 685 85 85
- Merian Iselin Department of Orthopaedics, Surgery | <https://merianiselin.ch> | +41 61 305 11 11
- Crossklinik Basel | Clinic for Orthopaedics, Sports Medicine | <https://www.crossklinik.ch> | +41 61 285 10 10

Next defibrillator

The next defibrillator is in the pharmacy at the Basel train station (opposite the hotel).





A

Activities, sports & museums

For information about excursions in and around Basel, please contact our Front Office.

For more information, see:

- This is Basel | basel.com
- Baselcard | basel.com/de/baselcard
- Basel Zoo | zoobasel.ch
- Museums Basel | museenbasel.ch
- Events | denkmal.org/de/basel
- Events | ronorp.net/basel
- Events | basellive.ch



In Basel you can practice many sports:

- Swimming in the Rhine
- Tennis at various tennis courts near the hotel
- Jogging across the city, the Rhine above fields and meadows
- Ice skating during the colder seasons of the year Play football in the parks or visit a football match of our FC Basel 1893

For a visit to our museums, guests from all over the world travel to Basel. Find detailed tips on gaiahotel.ch. 40 museums on 37 km² - our top 10:

- Museum Tinguely, -Art Museum Basel, Kunsthalle Basel
- Vitra Design Museum, Museum of Cultures Basel
- Fondation Beyeler, Basel Historical Museum
- Antikenmuseum Basel, Toy Worlds Museum
- Natural History Museum Basel

Adapter and charger

Our Front Office has a selection of adapters and chargers ready for you to rent. A deposit of CHF 50 will be charged to your guest bill. Upon return, we will cancel the deposit.

Note on travel adapters

Please note that travel adapters are not designed for continuous use. They are intended solely for connecting devices for short periods or on an occasional basis, as is customary for travel adapters.

We therefore ask that you do not leave adapters plugged in permanently or use them as a permanent power solution. Please only use them while actively using a device and then unplug the adapter from the socket afterwards.





B-C

Bank

Opening hours of basel banks:

- Monday to Friday: 09.00 am to 06.30 pm
- Saturday: 09.00 am to 04.00 pm
- Sunday: closed

The nearest bank (Basler Kantonalbank) is located in the "Gundeldingen" district, behind the railway station. Other banks are located at Aeschenplatz (Migros Bank, Raiffeisen Bank, etc.).

Basel tram

We are located directly at the train station almost every tram line runs through the railway station. At the Front Office, you will receive a map or you may download the app to your mobile phone.

Blinds

Most of the guest rooms are fitted with blinds. The electronic controls are located near the entrance to the room and are marked with the following symbol:



Breakfast

Our regional and organic breakfast buffet is available daily:

- Monday to Friday 06.30 am to 10.00 am
- Saturday and Sunday 07.00 am to 12.00 pm

 368

Currency exchange & debit/credit cards

As means of payment we accept: Cash (*), EC Direct/Maestro, Visa, Mastercard, American Express, Diners, JTB.

(*) Notes CHF 200 and smaller but not higher.

The Swiss Anti-Money Laundering Act only allows you to change money to settle the hotel bill. For other exchange transactions, please contact one of the numerous banks in Basel.





F-I

Front Office

Our Front Office is the heart of the hotel. The members are at your disposal for any questions and information 24/7. ☎ 313

Hotel phone

From room to room, choose the desired room number.

Gym

There is no fitness room in the hotel. Please ask at the Front Office for details of our partner.

Information

General information is available around the clock at the Front Office. ☎ 313

Internet access

Free WiFi internet access is available throughout the hotel. You receive the password by check-in. In case of any problems please contact the front office ☎ 313.

Ironing, laundry and sewing service

- Please hand over your laundry to our housekeeping employees or at the Front Office. For express service, we ask you to hand in the laundry by 08.30 am with a corresponding note at the Front Office. ☎ 313
- Laundry that has been delivered for washing or cleaning before 08.30 am is delivered on the same day until 06.00 pm.
- For laundry that is handed in after 08.30 am but demanded back on the same day, we charge a surcharge of 20 %.
- For the laundry service on weekends and public holidays, we charge a surcharge of 50 %.
- For laundry that is handed in after 08.30 am, but is demanded back within 4 hours on the same day, we charge a surcharge of 50 %.
- For laundry that is delivered between 06.00 pm and 08.00 pm and demanded back the next day before 08.30 am, we charge a surcharge of 100 %.
- No dry cleaning on weekends and holidays.

On the 1st floor there is a room with ironing board and iron for free use.





L-M

Linen change

For the sake of the environment, we do not automatically change the towelling or bed linen.

Towels

Please put the towels on the floor to be changed.

Bed linen

For ecological reasons, we do not change your bed linen every day. However, if you wish to have them changed, please contact the front office. ☎ 313

Lost property

Please contact the Front Office. ☎ 313

Meeting rooms

The meeting rooms BRIGHT & COZY can be freely combined for seminars, training courses and business they offer space for up to 40 guests. The rooms are optimally equipped and therefore the ideal place for meetings, discreet meetings or unconstrained work.

For information, check with the Front Office. ☎ 313

Minibar, tea

There is a minibar in your room. The drinks are free. The minibar is refilled once every 2nd day.

The coffee machine (up from the room category Junior Suite "Gorgeous") is available free of charge for coffee and tea. In all other rooms there are tea kettles for free use.

For «Crushed Ice» choose room service. ☎ 370





N-P

Newspapers & magazines

In the lobby, various magazines and newspapers are available for reading. If your favorite newspaper / magazine is not among them, there is a kiosk with a wide selection right opposite the hotel in the train station.

Parking

You have the possibility to park your car in the Centralbahnparking on parking floor P2 or P3. At the entrance you will get an "Apcoa" ticket, which we will validate at the front desk upon departure, so you can drive out again. We charge CHF 23.00 for 24 hours.

Pets

Please do not disturb!

Pets are welcome guests! If you leave your dog alone in the room, please hang the sign "PLEASE DO NOT DISTURB" on the door so that the maid does not go in. Your room will be made when your pet is absent. Please talk to the Front Office or the maid/housekeeper when your room can be refreshed. ☎ 313

Something damaged?

If your pet damaged anything, please report it to us. Your liability insurance will pay for the costs. In case of pollution, we also thank you for reporting to the Front Office. ☎ 313

In the restaurant

In general, dogs are allowed in the breakfast room, given they behave quietly and do not disturb other guests or our staff. Depending on the situation, we reserve the right to refuse your dog access to the breakfast room.

Pillow menu

A second pillow is in your room cupboard. Do you want a third pillow, an allergic duvet? Please contact the housekeeping. The housemaid also has a small selection of different pillows. More information in the guest folder. ☎ 370

«Please do not disturb» sign

If you do not want to be disturbed, please hang the "Do not disturb" sign on your room door.

Post service

Outgoing cards and letters can be handed in at the Front Office for dispatch. ☎ 313





P-S

Power outlet

The mains voltage is 220 volts. The shaving plug in the bathroom is aligned for 110 and 220 volts. If you need an adapter, please contact the Front Office. ☎ 313

Rooms - no candles etc.

We urge you not to light candles or incense sticks in the room. This is not allowed.

Safe & valuables

The hotel has equipped its guest rooms with a safe. We ask you to store valuables in your safe. The hotel cannot be held liable for thefts in the rooms and in the public spaces.

Sauna

Our sauna with Kneipp pool and treatment room is in the 1st basement. You can reach it with the main lift. For access you need a bracelet, which you get at the Front Office.

☎ 313

Sauna use after check-out & bathrobes

On the day of departure, our sauna oasis is also available to you after check-out. Bathrobes can be obtained from the Front Office. Thank you for putting them in the laundry basket next to the sauna on departure. **Do you like our bathrobe? This can be purchased at the Front Office - CHF 65, or XXL size CHF 75.**

Shoe cleaning

At the Lobby you have a shoe cleaning machine at your disposal (free of charge).





S-W

Shops

Basel has everything that your heart desires. The shops are generally open as follows:

In the city

- Monday to Wednesday, Friday: 09.00 am to 06.30 pm
- Thursday: 09.30 am to 09.00 pm
- Saturday: 09.00 am to 06.00 pm

Shopping center «St. Jakob Park»

- Monday to Wednesday, Friday: 09.30 am to 08.00 pm
- Thursday: 09.30 am to 09.00 pm
- Saturday: 09.00 am to 05.00 pm

Shopping center «Stücki Shopping Basel»

- Monday to Friday: 09.00 am to 09.00 pm
- Saturday: 09.00 am to 07.00 pm

Toiletries

Hygiene amenities can be found in the bathroom. For additional items (toothbrush set, razor, comb etc.) please contact the Front Office. ☎ 313

TV & Chromecast

All rooms are equipped with a TV and Chromecast. Connect your smartphone or tablet using the QR code displayed on the TV and stream content from compatible apps such as Netflix, YouTube or Spotify. The TVs do not have built-in smart TV functions. Our front office will be happy to assist you. ☎ 313

Wake-up call

You want a wake-up call? Please contact the Front Office. ☎ 313



Our meeing rooms



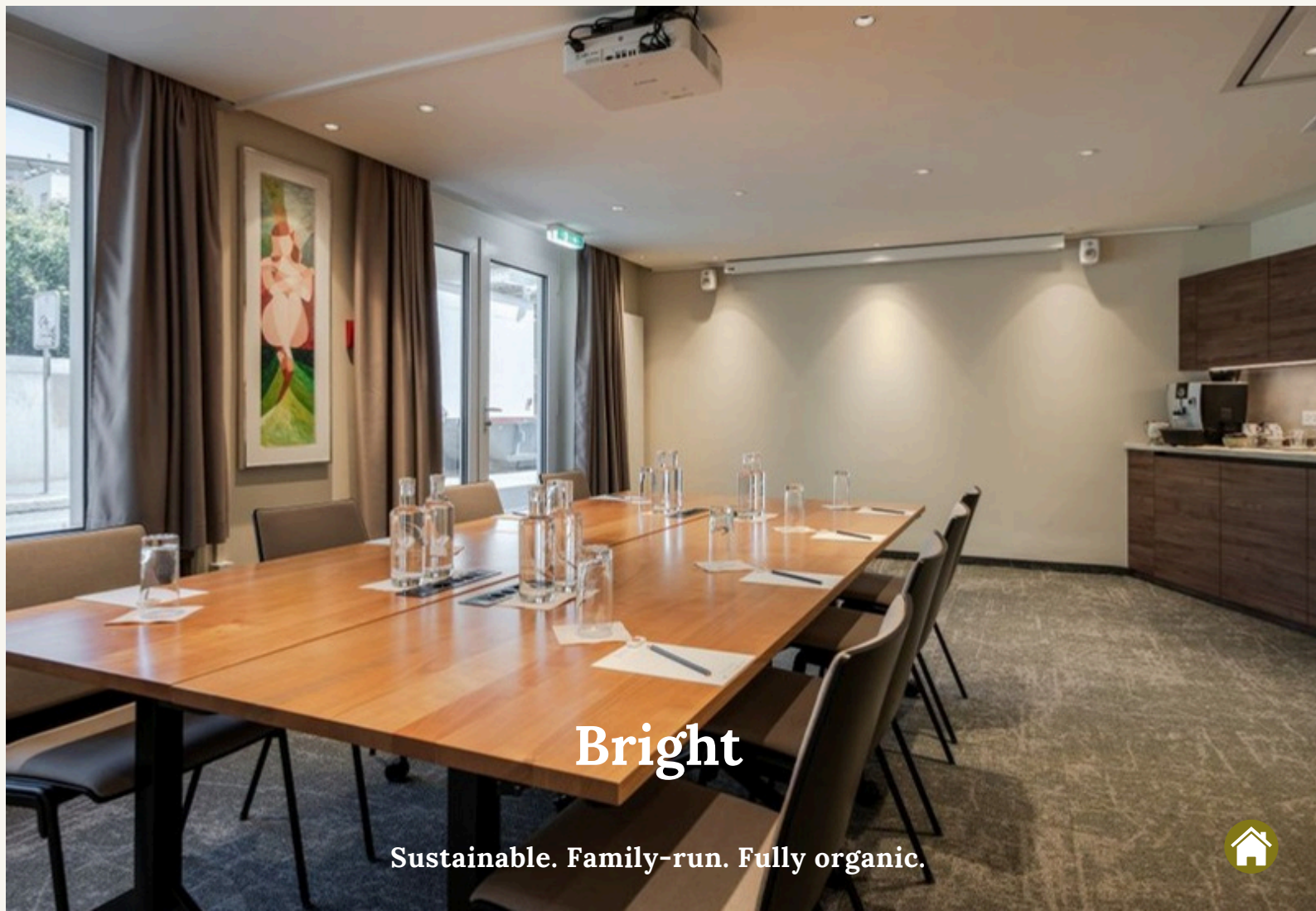
GAIA Saal

Sustainable. Family-run. Fully organic.





Cozy



Bright

Sustainable. Family-run. Fully organic.





Bright & Cozy (BriCo)

Sustainable. Family-run. Fully organic.

