



YOUR STAY AT THE  
CLINIC BAD RAGAZ



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# WELCOME

Nothing is more valuable than your health – and you are putting it in our hands. We thank you for the trust you are extending to us and welcome you on behalf of the entire team.

Here you will foster your health and your ability to face the challenges of everyday life with the aim of putting the power to shape your life back into your own hands. You will succeed in this together with an experienced, well-rehearsed team that works with rehabilitation concepts tailored to each patient.

The Clinic Bad Ragaz is part of the Valens Clinics, a rehabilitation clinic group established throughout Switzerland, and is located in the Grand Resort Bad Ragaz. In this way, we integrate the effectiveness of high-quality rehabilitation with the amenities of a five-star hotel. In the ambience of the Grand Resort Bad Ragaz, you benefit from a unique combination of preeminent evidence-based medical expertise, comprehensive care, the finest cuisine and a wide range of recreational and leisure activities. All in an atmosphere of peace, relaxation and warm hospitality.

We will do everything to ensure your stay is as pleasant as possible and to help you feel better very soon.

Warm regards



Dr. med. Dzana Begovic  
Head physician Clinic Bad Ragaz  
On behalf of the Clinic Management



## CLINIC ADMINISTRATION

Monday to Friday from 8 am to 4.30 pm  
Phone +41 81 303 38 14  
[info@clinicragaz.ch](mailto:info@clinicragaz.ch)  
[www.clinic-badragaz.ch/en](http://www.clinic-badragaz.ch/en)

# ORGANISATIONAL INFORMATION

## THERAPY PLANINGG

To achieve your rehabilitation goals as quickly as possible it is very important to constantly adapt your therapy plan to your needs. Our patient coaches are therefore in constant dialogue with you. For this reason, you will receive your therapy plan on a daily basis.

As adjustments can still be made at the end of the day, the nursing team will not print the therapy plans until 6.30 pm. Your therapy plan for the next day will then be brought to your room. Please inform the clinic administration of any changes to the therapy plan by 3 pm the day before.

## TRANSPORTATION TO THERAPY

In the first few days, our transportation service will accompany you to your therapy. If you do not wish to make use of this service, please let the carer know.

## PROTECTING YOUR PRIVACY

All staff at the Clinic Bad Ragaz are bound to professional secrecy and their statutory duty to maintain confidentiality. Information is disclosed to third parties only with your explicit consent. Video surveillance in the corridor up to the room door registers the movement of people without disturbing your privacy.



## PATIENT DECREE

We initiate resuscitation measures for patients who suffer a cardiac arrest, unless we are in possession of a corresponding living will. If you do not agree with this procedure or have any questions, please discuss this matter directly with your doctors.

## ROOM LOCKING

For your own safety in the event of a medical emergency, your room door must never be locked.

## SAFE AND VALUABLES

We recommend using the safe in your room. To set the code, follow the instructions on the safe. We are not responsible for the loss of any cash or valuables.

## PETS

For hygienic reasons, we do not allow pets at the clinic. This also applies to your visitors. Visitors with pets may only stay in the designated areas of the hotel, not in the clinic or the medical center.

## INTERNET/WIFI

Free wifi is available throughout the Grand Resort Bad Ragaz.

## PARKING SPACES

Parking in the underground car park of the Grand Hotels is free of charge for clinic patients. A valet service is available.

# MEDICAL INFORMATION



## DOCTOR'S WARD ROUNDS

Medical care by the attending clinic physician is guaranteed from admission to discharge. In addition, the ward round by the head physician takes place once a week.

## PERSONAL ASSISTIVE EQUIPMENT

If required, an orthopaedic technician will examine your assistive equipment (e.g. walking aid etc.) and adjust it to your needs on site.

## DOCTOR'S ON SITE

Our head and clinic physicians are on site from Monday to Friday during the day. An on-call doctor is available for emergencies the rest of the time

**Important:** During your stay, the costs for rounds of the head and clinic physicians as well as for additionally prescribed consultations with other specialists are included in the flat rate. These consultations must relate to the diagnosis for rehabilitation at the Clinic Bad Ragaz or are necessary for the course of rehabilitation.

Please note that we have to charge you directly for non-prescribed consultations with other doctors or institutes. They are usually not covered by your health or accident insurance, as inpatient and outpatient services cannot be received at the same time.

# IMPORTANT INFORMATION ABOUT YOUR STAY



## YOUR CONTACT PERSONS

The team at Clinic Bad Ragaz is at your disposal for all matters relating to your stay (settlement of an invoice, questions about the therapy plan, purchase of therapy materials, etc.).

The administration office is located opposite the therapy waiting area. You can also contact the Clinic Administration by telephone on the following numbers:

Invoices & general enquiries **3853**  
Therapy planning: **3852**  
Available from Monday to Friday 8 am to 4 pm,  
office closed on weekends and public holidays.

## ADMISSION TO THE CLINIC

The entrance door to the Clinic Bad Ragaz is closed from 11 pm. You can obtain a room key for access on request. Please contact the nursing team for this.  
In emergencies, you can reach the nursing team after 11 pm on the following number: **+41 81 303 38 81**.

## ROOM KEY

You can obtain your room key from the nursing staff at Clinic Bad Ragaz on request. This card gives you access to the thermal spa area, the Tamina Therme and after 11 pm you can use it to open the Clinic entrance door.

## LEAVING THE PREMISES

When leaving your room, please sign out with the nursing staff. For legal reasons, leaving the grounds of the Grand Resort Bad Ragaz requires the consent of our hospital doctors. Thank you for your understanding.

## VISITORS

Each patient is free to arrange their visits as they see fit. All that we ask is that your visitors are quiet and considerate.

We recommend that your visitors park in the underground garage at Tamina Therme (for a fee).

Your visitors are always welcome to join you for meals. Meals can be served in your room or in our restaurants and are billed on an à la carte basis.

Your visitors can stay overnight with you at any time. The clinic administration team will be happy to inform you of the costs. It is important that you inform us about any overnight guests as early as possible. You will find the 'Registration of an accompanying person' form in your room. The relevant procedure is described on the form.

**The most important telephone numbers are summarised on the last page of this brochure.**

# COSTS AND INVOICE

## EXTRAS

All services that are not included in the daily flat rate for your rehabilitation stay will be charged to you at the end of your stay. This includes all medical services not prescribed by our medical team, all hotel services (such as beauty treatments, hairdressing, transport services, etc.) and all catering services not included in the package. Overnight stays and services for accompanying persons are also not included.

You will receive a weekly information invoice, which we will ask you to sign. Should you wish to receive an interim invoice or payment yourself, you are welcome to contact the clinic administration team at any time.

## EXTENDING YOUR STAY

If the originally planned period of stay is extended, this extension must also be paid in advance (before the start of the extension). If the confirmation of costs for the extension is still outstanding from your insurance company, we must ask you to pay in advance.

## INVOICE

We will issue your invoice on the day prior to your departure. Before you leave, please review it and settle your account with the customer service department at the Medical Center or at the reception desk of the Quellenhof if it is a weekend.

We accept the following payment methods everywhere at the Grand Resort Bad Ragaz: cash, EC card (Maestro), VPay card, American Express, Visa, MasterCard, myOne card, Postcard and Bonus Card.



# DISCHARGE

## MEDICATION

You will receive your prescriptions from our clinic physicians before you are discharged so that you can pick up your medication from the pharmacy. You will also receive your medication for the day of discharge from us. We would like to point out that we generally do not provide medication for several days after discharge. If this is your wish, you must bear the costs incurred.

## THERAPY PRESCRIPTION

If required, you will receive an initial prescribed treatment regimen from our clinic physicians before your departure.

Therapies can also be continued in the Medical Center or in one of the outpatient locations of the Valens Clinics on an outpatient basis. This will ensure that you have the best possible continuation of treatment.

## DISCHARGE REPORT

Before your departure, our clinic physicians will give you a provisional medical and discharge report detailing your progress. After you have left, the final discharge report will be sent to the referring physician as well as your general practitioner.

## TIME OF DISCHARGE

On the day of your departure, if you have not made other arrangements with the clinic administrators, you must leave your room by 10 am. Please sign out with the nursing staff when you are discharged.

## TRANSPORTATION TO YOUR HOME

Please contact the clinic administration for transfer to your home. Our staff will be happy to take care of it for you. The costs for the transfer home are borne by the patient.

## IN-HOME CARE

If needed, our nursing staff can help you make arrangements for the proper in-home care so that you can return to your daily routine as effectively as possible.

## YOUR OPINION MATTERS

Please feel free to get in touch with the clinic administrators if you have any feedback, suggestions or requests during your stay. We're glad to help.



# FOR YOUR WELL-BEING



## SAFETY AND SERVICES

### BATHROBE

Your personal bathrobe will be waiting for you in your room and is perfect for a visit to the Thermal Spa, the Tamina Therme or while you are in the Medical Center. However, it is not suitable attire for our restaurants or common areas. If you need a different sized bathrobe, please contact housekeeping. If you would like to keep a bathrobe as a souvenir, you can purchase one from the Boutique Cadeau. Bathing slippers are not permitted in the clinic for safety reasons.

### SPORTSWEAR AND THERAPY APPAREL

Have you left your sportswear or therapy apparel at home? You can purchase sportswear and therapy apparel at the reception desk of our thermal spa or in our shops.

### FIRE SAFETY

The most state-of-the-art fire detection systems and security staff keep you safe at all hours. The escape route plan is found on the interior of the closet door or the door to your room. Illuminated EXIT signs mark the safe exit route to the exterior of the building. Please follow the instructions from our staff in the event of an emergency.

### SMOKING

Smoking is not permitted in the rooms of the clinic. Smoking is permitted on the balconies of the rooms and in the Salon Davidoff at the Grand Hotel Hof Ragaz. We charge a CHF 500.- cleaning fee for violating our smoking policy in the rooms.

## NEWSPAPER SERVICE

We will be pleased to bring a newspaper of your choice to your room each morning. Additional newspapers will be billed separately.

## PHONE

Your personal phone number is listed on the contact card presented to you by the clinic administrators on admission. You can use this number to receive external calls directly to your room. To make outgoing calls, press "0" and then enter the number you are calling, including dialing prefix/area code. Local and long-distance calls will be billed directly to your hotel room. To make free calls between rooms, first dial "4" and then enter the room number.

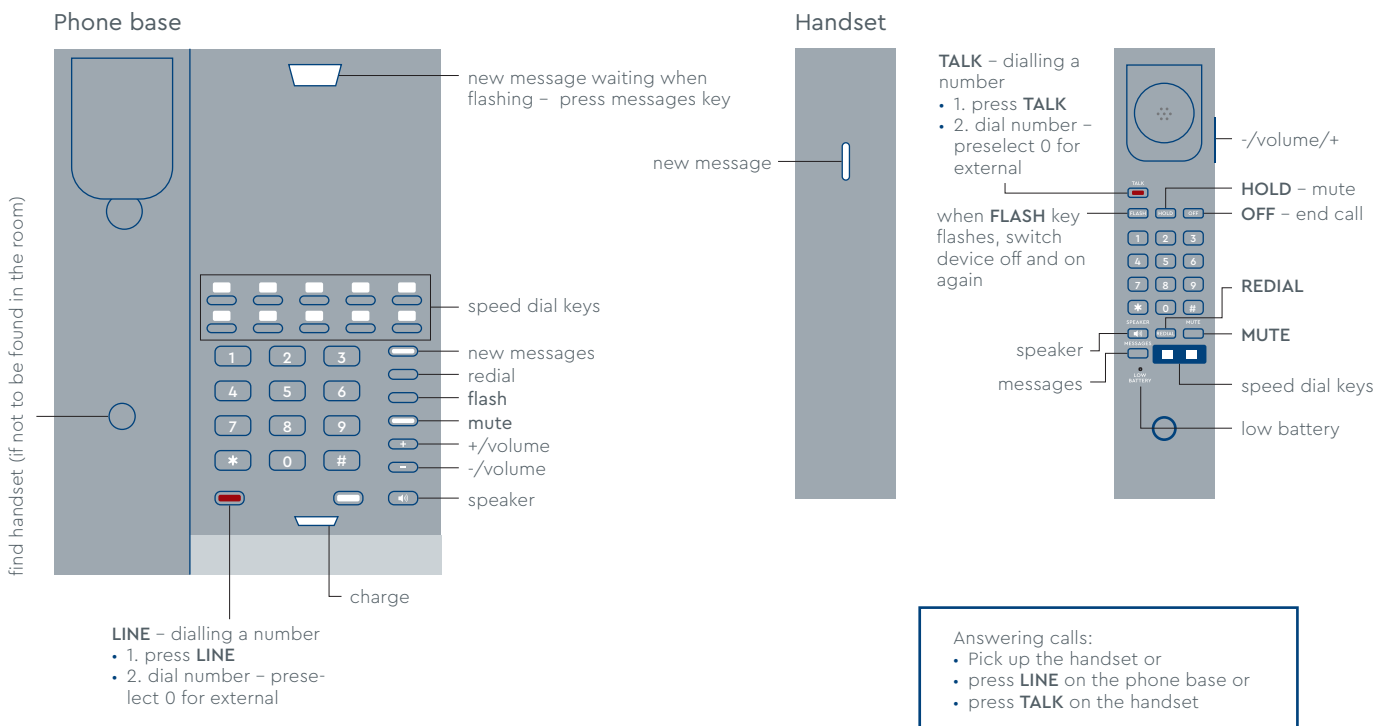
### Phone charges

To avoid any surprises, we would like to point out that you will be charged for the use of the room telephone at the official rates.

### Voicemail:

If you have received a phone call while you are away, an LED on your phone will be illuminated. To listen to the message, pick up the receiver and press the voicemail button. Press 1 to listen to the message again. Press 2 to delete the message and confirm by pressing the receiver button.

### Phone instructions:



Answering calls:

- Pick up the handset or
- press **LINE** on the phone base or
- press **TALK** on the handset

## LAUNDRY

We offer a personal laundry service for an extra charge.

If you drop off your laundry by 9 am, you will receive it back at 6.30 pm on the same day. Laundry given to us after 9 am will be returned to you the next day. If you give us your clothes for ironing by noon, we will return them on the same day by 6.30 pm. Otherwise, the clothing will be placed in your room the next day. Please separate any laundry you would like to have ironed.

Dry cleaning is available from Monday to Friday, except on holidays.

The Clinic Bad Ragaz assumes no liability for damage that may occur (missing buttons, material changes, etc.).

If you have any questions, please call housekeeping.

### Express-Service

Daily from 8 am to 7 pm

Laundry

There is a 50 percent surcharge for laundry washed for you within four hours.

Ironing

There is a 50 percent surcharge for ironing completed within one hour.

## LEISURE

In your leisure time you are free to use the extensive offer of the Grand Resort Bad Ragaz. We ask you to bear in mind that your recovery and your treatments are our priority. If you leave your room, please sign out with the nursing staff. We also ask for your understanding that the approval of our clinic physicians is required before leaving the grounds of the Grand Resort Bad Ragaz.

### ATM

The nearest ATM is located on the first basement level (UG 1), next to Casino Bad Ragaz.

### BOOKS AND LIBRARY

Books in various languages can be borrowed free of charge from the small library located in the Grand Hotel Quellenhof & Spa Suites' Green Hall. The library also contains a unique collection of Rilke's works. Please contact our concierge if you are interested. They will be pleased to open the display cases for you. We ask that you return the books once you are finished with them.





## RELAXATION

### THE POWER OF THERMAL WATER

Deep inside the mystical Tamina gorge near Bad Ragaz lies its beating heart: the inexhaustible spring of our healing, body-temperature thermal water that has been bubbling for centuries. Europe's most abundant thermal spring was discovered long ago in the early Middle Ages (1242).

The Tamina spring is not only the namesake of the Tamina Therme, it is also the source of its healing thermal water. In the sixteenth century, the physician and alchemist Paracelsus praised the healing effects of the spring water, which, due to its low mineral content and a temperature of 36.5°C, is considered an acratotherm or hot spring. The healing and bathing tradition in Bad Ragaz, which goes back several centuries, is the foundation and origin of the modern rehabilitation we offer here today.

### WELLNESS

The health of our patients is our top priority. Please note that our swimming and sauna facilities therefore may only be used after consulting the clinicians.

After consultation with your doctors, the entire thermal water world and sauna area of the thermal spa will be at your disposal. You also have free access to the public Tamina Therme spa oasis, a place for rest and relaxation. The Tamina Therme is directly accessible from the Clinic Bad Ragaz. Our garden pool is an inviting place to swim and relax on warmer days.

#### **Thermal Spa opening hours**

8 am to 8 pm

#### **Family Spa opening hours**

10 am to 7 pm with video surveillance

#### **Tamina Therme opening hours**

Daily 8 am to 10 pm, Friday 8 am to 11 pm



## HELENA BATH

In the historic Helena bath, dating from the 19th century, you can simply float and submerge, enjoying the pure, relaxing power of the thermal waters. Admission from 16 years.

## SPORTS BATH

For more active swimmers, the sports bath is the ideal choice. Here you can swim in lanes up and down the thermal water and keep things moving. Children under the age of 12 must be accompanied by an adult.

## GARDEN POOL

In the garden pool, you can relax in the open air and enjoy the spectacular views of the Graubünden mountains. After a soothing dip in the thermal water, you can enjoy a cool drink at the bar. Children under the age of 12 must be accompanied by an adult.

## SAUNA WORLD

Relax, switch off and restore your energy levels. Our spacious sauna area includes a Finnish sauna, steam bath, a textile salt saunabath and a sanarium. Cool off in the impressive ice grotto. Admission from 12 years accompanied by an adult

## FAMILY SPA

In the 550 square metre family spa there is enough space to splash, play or dive together in the thermal water. Young explorers from 0 to 16 years of age can enjoy the adventure showers and fantastic water games. Children under the age of 12 must be accompanied by an adult.

## SPA TREATMENTS

Relax your body and mind with a comprehensive spa treatment. You can find all signature treatments, massages and beauty treatments described in detail in our **guest app**.

## HAIR SPA

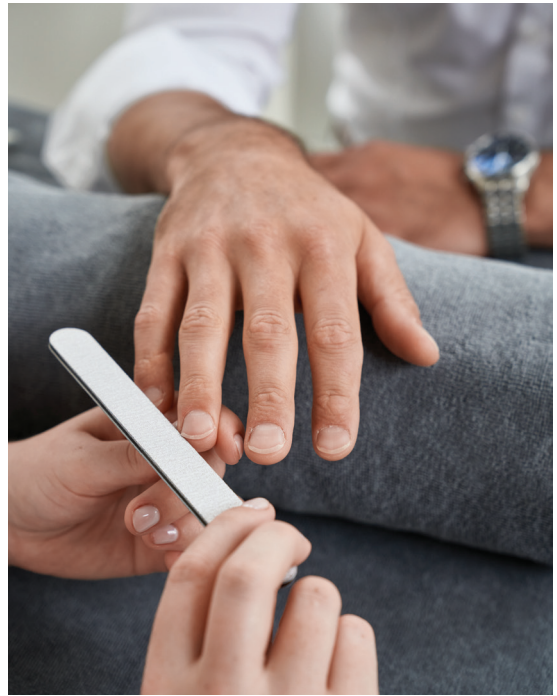
The Hair Spa team will leave your hair looking perfect and highlight your natural beauty with make-up tailored to suit your natural style, ensuring that every aspect of your appearance is radiant.

## FITNESS CENTER

Two modern fitness centers with the latest sports equipment are at your disposal. Free fitness and relaxation courses are also available. Please discuss with your doctor in advance which activities you can take part in.

## TAMINA THERME

Pure thermal water, rooms flooded with natural light, oak woodwork and plenty of space for relaxation and regeneration. Our public baths offer a huge variety of indoor and outdoor pools and various warm and cold water baths with water jet and shower features. Visit the sauna world, which offers the perfect surroundings for show infusions, ceremonies and rituals with its Nordic kelo houses.



Information and reservation of spa treatments and personal trainings under **phone 3050**, treatments at the Hair Spa under **phone 3090**.

When booking external appointments, please note the information on your form "Arrange personal appointments outside the therapy plan".



# DINING

The chefs at the Grand Resort Bad Ragaz use their exceptional skills to prepare a range of culinary creations for your dining pleasure. Breakfast, lunch and dinner can be served in your room or enjoyed at one of the restaurants at the Grand Resort Bad Ragaz.

Please let us know on admission to the clinic if you have any specific dietary needs or allergies. A certified nutritionist is available if needed or with a doctor's referral.

## ROOM SERVICE

You will have a range of exquisite meals to choose from each day which are included in your basic clinic fee (breakfast, lunch and dinner). You also have the option to select from our à la carte range found on our Wine and Dine menu. These costs will be charged to your room invoice. A maximum of CHF 50.- per meal will be credited toward the total.

You will find a Nespresso coffee maker and a minibar in your room. A selection of non-alcoholic drinks (not including capsules of Grand Cru coffee varieties) and teas are available to you at no extra charge.

We look forward to serving you your meals during the following hours. You can always discuss any special circumstances directly with the in-room dining team.

Breakfast	8 am – 8.30 am
Lunch	12 noon – 12.30 pm
Dinner	6 pm – 6.30 Uhr

**Please order your meals by 1 pm on the previous day.**

## BILLING OF MEALS

During your stay, you are free to choose whether you want to eat your meals in your room or in one of the restaurants. If you decide in favour of one of our restaurants (excluding Café Therme), you will be credited CHF 50 per meal (excluding alcoholic drinks). The CHF 50 are not transferable to other persons. Consumption outside the three main meals will be charged to you. Any snacks and drinks consumed by your guests as well as alcoholic beverages will be charged to your room bill. A credit note for meals not consumed is not possible.





## RESTAURANTS AT THE GRAND RESORT

The Grand Resort Bad Ragaz has a long-standing tradition of creating and serving outstanding cuisine. Our restaurants offer authenticity, culinary diversity and perfectly honed craftsmanship. Please note that the 'smart casual' dress code applies in the restaurants.

### **Sven Wassmer Memories**

#### **3 MICHELIN STARS & 18 GAULTMILLAU POINTS**

The Sven Wassmer Memories unites uncompromising quality, style and purism. A place of wellbeing which returns to the origin of hospitality. The menus vary with the changing seasons. It is for this reason that the restaurant offers a seasonal menu consisting of several surprise taste experiences in place of an à la carte menu.

### **IGNIV by Andreas Caminada**

#### **2 MICHELIN STARS & 17 GAULTMILLAU POINTS**

A blend of gourmet cuisine and homely comfort. At IGNIV, innovation meets the joy of sharing. Rather than relying on a traditional menu with individual starters, main courses and desserts, chef de cuisine Joël Ellenberger creates different sharing dinners comprising up to 30 different dishes.

### **verve by sven**

#### **1 MICHELIN-STERN & 15 GAULTMILLAU POINTS**

Seasonal, authentic and close to nature – the health and lifestyle cuisine in our restaurant verve by sven offers all this and more. Every dish is an ode to joie de vivre and pleasure.

### **NAMUN**

#### **13 GAULTMILLAU POINTS**

The Namun restaurant celebrates Thai cuisine with great warmth and attention to detail. The menu offers authentic dishes in which the four flavours sweet, sour, salty and spicy are perfectly balanced.

### **Olives d'Or**

Simplicity, freshness and unmistakable flavour make Italian cuisine one of the most appreciated cuisines in the world. Inspired by it, the restaurant Olives d'Or promises an uncomplicated culinary experience.

### **Zollstube**

At the Zollstube, the essence of Swiss hospitality and culinary tradition is celebrated. Defined by honesty, authenticity, and simplicity, the restaurant offers more than just good food – it's a place for cozy gatherings. The menu is a tribute to Swiss cuisine, featuring classic dishes and regional specialties.

### **gladys**

Clubhouse classics meet innovative creations and design meets comfort. Enjoy the culinary diversity on offer at the gladys. Only open during the golf season.

### **Golf Bistro**

The Golf Bistro is an oasis of culinary delight for everyone. Enjoy simple yet delicious meals and snacks. On the garden terrace or in the comfortable restaurant. Only open during the golf season.

### **KOISO Sushi-Take-Away**

Delicious sushi creations to take away. Here, everything is not only freshly prepared in front of your eyes, but also tastes exceptionally good.

### **Café Therme**

Whether fresh pastries or fine patisserie. Whether cold snacks or crispy salads. Hot dishes or sweet treats – at Café Therme you can feast to your heart's content.



## BARS AT THE GRAND RESORT

In the bars of the resort you will find first-class drinks, great live music and a relaxed atmosphere.

### **verve by sven Bar**

Handmade, seasonal and sexy – this is where award-winning spirits meet Alpine-inspired signature cocktails and a classic bar culture. Non-alcoholic and low-alcohol drinks are a speciality. They are accompanied by regional cheese specialities and the finest snacks.

### **Hof Bar & Salon Davidoff**

Our bar manager and his team create first-class drinks and cocktails. Enjoy relaxing hours in a stylish ambience. In front of a crackling fire in the fireplace lounge. With soft piano sounds at the bar. Or a good cigar in the exclusive Davidoff lounge.

### **Golden Wave Bar**

The Golden Wave Bar at Casino Bad Ragaz offers 140 types of gin from 34 countries. These include high-quality varieties from Swiss producers as well as selected tonics. Whether fruity, tart, fresh or spicy – the region's largest gin bar has something to suit every taste.

# SHOPPING AT THE GRAND RESORT



The Grand Resort Bad Ragaz offers a wide range of shopping options. Be inspired by our exclusive boutiques, where you will find flowers, jewellery, fashion, in-house culinary delicacies and much more besides.

## **Grande Fleur**

Our passionate florist team can create the perfect flower arrangement for any occasion – as a gift, for a celebration or to decorate your hotel room. Grande Fleur lovingly and thoughtfully creates floral works of art right in the middle of the lobby of the Grand Hotel Hof Ragaz.

## **Huber fine watches & jewellery**

The Liechtenstein family company is one of Europe's largest and most traditional establishments in the watch and jewellery industry. At the boutique in the Grand Resort Bad Ragaz, you will find exclusive brands including Breguet, Piaget, Hublot, Omega, Shamballa, Pomellato, Ole Lynggaard and Huber Private Collection.

## **La Boutique d'Or**

In collaboration with renowned luxury brands, La Boutique d'Or puts together a wide range of seasonal, contemporary, classic and trendy collections several times a year. The selection of garments, shoes and accessories is not only innovative, but also extensive.

## **Ciel d'Or**

Discover fine shoes, bags and exclusive accessories straight from the world's fashion capitals. Ciel d'Or offers you an exquisite selection of renowned designers and labels: Hogan, Tod's, LENDOF, Santoni, Akris, Fabiana Filippi, Zanellato, Orciani, Max Mara Beachwear and Eleventy.

## **Spa Boutique**

In our Spa Boutique on the ground floor of the Grand Hotel Hof Ragaz you will find high-quality products of our cosmetic brands. But also wellnesswear, premium sleepwear and a fine selection of other products await you there to make your spa life more beautiful and pleasant.

## **CadEau**

Take a piece of the Grand Resort home with you. CadEau offers a small but perfectly formed selection of carefully chosen gift items and magazines. You will also find unique creations by our chef de cuisine here.

## **Boutique Duca di San Giusto Cashmere**

Duca di San Giusto is synonymous with quality. The precious Cashmere yarn meets the refined Italian taste, creating exclusive and unique garments and accessories. We offer two different collections: 100% Cashmere and 85% Silk 15% Cashmere for woman, man and child.

## **Therme Boutique**

Fashionable and functional swimwear from various brands offer a wide range of suitable swim outfits for everyone, 360 days a year. In addition, the Therme Boutique offers various gifts and merchandise from the Tamina Therme with a focus on health and wellness: Bathing caps, flip flops, bathing accessories, bathrobes, sauna kilts, drinking bottles and much more.

## **Golf Shop Bad Ragaz**

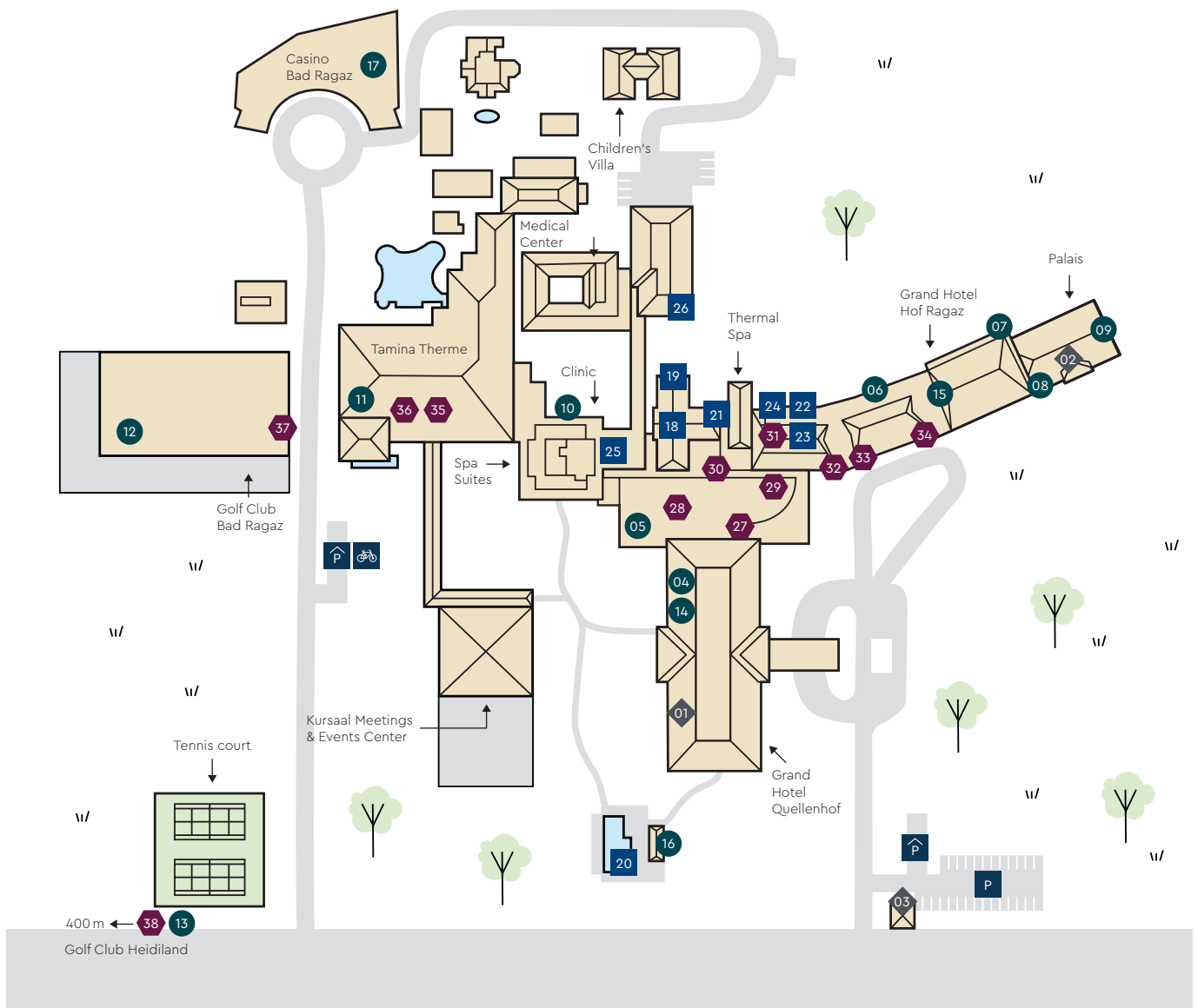
The Golf Shop, which is situated in the modern clubhouse of the Golf Club Bad Ragaz, offers a wide range of items from all major golf brands. From exclusive golfwear and leisurewear to the latest golf equipment, you are sure to find what you are looking for here.

## **Golf Shop Heidiland**

Golf Club Heidiland sells sporty golf clothing from Daily, Cross, Peak Performance, Brax, Footjoy, Chiberta and Girls Golf. Golf caps, golf gloves and small gifts complete the product range.



# RESORT MAP



## KEY

### GENERAL

- 01 Green Salon
- 02 Palais music salon, third floor
- 03 Bernhard Simon Museum
- Underground parking
- Outdoor parking day guests
- E-Bike Hub

### CUISINE

- 04 verve by sven
- 05 Sven Wassmer Memories
- 06 Namun
- 07 Olives d'Or
- 08 IGNIV by Andreas Caminada
- 09 Zollstube
- 10 KOISO Sushi-Take-Away
- 11 Café Therme
- 12 gladys
- 13 Golf Bistro
- 14 verve by sven Bar
- 15 Hof Bar
- 16 Garden Pool Bar
- 17 Golden Wave Bar

### SHOPPING

- 27 Huber Fine Watches & Jewellery
- 28 Ciel d'Or
- 29 La Boutique d'Or
- 30 Cadeau
- 31 Spa Boutique
- 32 Hair Spa
- 33 Grande Fleur
- 34 Boutique Duca di San Giusto
- 35 BABOR cosmetics
- 36 Therme Boutique
- 37 Golf Shop Bad Ragaz
- 38 Golf Shop Heidiland

### THERMAL SPA

- 18 Helena pool
- 19 Sports pool
- 20 Garden pool
- 21 Sauna world
- 22 Family Spa
- 23 Spa Treatments
- 24 Body & Sports
- 25 Health & Spa Reception
- 26 BENEFIT

# LIST OF IMPORTANT PHONE NUMBERS

	INTERNAL	EXTERNAL
Clinic administration	3814	+41 81 303 38 14
Nursing	3881	+41 81 303 38 81
Patient coach	3747	+41 81 303 37 47
Therapy planinng	3852	+41 81 303 38 52
Doctor 1	3843	+41 81 303 38 43
Doctor 2	3844	+41 81 303 38 44
Customer service Medical Center	3838	+41 81 303 38 38
Housekeeping	6701	+41 81 303 67 01
In-room-dining	2034	+41 81 303 68 59
Hotel reception	2023	+41 81 303 20 23
Concierge	2010	+41 81 303 20 10
Table reservation	3035	+41 81 303 30 35
Restaurant Olives d'Or	3020	+41 81 303 30 20
Restaurant Namun	3024	+41 81 303 30 24
Restaurant Zollstube	3022	+41 81 303 30 22
Restaurant IGNIV	3021	+41 81 303 30 21
Restaurant gladys	3720	+41 81 303 37 20
Restaurant verve by sven	3037	+41 81 303 30 37
Restaurant Sven Wassmer Memories	3036	+41 81 303 30 36
Café Therme	2742	+41 81 303 27 42
Hair Spa	3090	+41 81 303 30 90
Thermal Spa (Beauty & Care / Massage & Relax)	3050	+41 81 303 30 50
Grande Fleur	2055	+41 81 303 20 55

**CLINIC BAD RAGAZ AG**  
Hans Albrecht-Strasse 6  
7310 Bad Ragaz  
Switzerland

Tel. +41 81 303 38 14  
[info@clinicragaz.ch](mailto:info@clinicragaz.ch)  
[www.clinic-badragaz.ch](http://www.clinic-badragaz.ch)