



**Ronald
McDonald
Haus®**

Basel

Information about your stay

We extend a warm welcome to you and hope you have a pleasant stay with us.

Guests

Our accommodation is reserved exclusively for families whose child is receiving treatment at the UKBB. Families are not charged for their stay.

Check-in

You can check in **from 1 pm**. If you arrive earlier, you are welcome to leave your luggage at the office until your room is ready.

Check-out

Your room should be vacated **by 10 am** at the latest on the day of departure. However, the facilities of the house remain available to you until you leave.

Keys

One day before your arrival, you will receive a text message containing an access code for the front door and your room number. The room key will be waiting for you inside the unlocked room.

Kitchen

Our kitchen is available for you to use as you wish. Each room has a lockable compartment in the large fridge and a storage cupboard.

Room cleaning

During your stay, you are responsible for cleaning your room, including the bathroom. We will take care of the final cleaning. We would however be grateful if you could take your rubbish down to the cellar (Storage Room 1).

If you are staying here for a longer period, you can ask us to clean your room (cost: CHF 50.-). If the room is left in a very dirty condition after your departure, we will charge you CHF 100.- for the cleaning costs.

Close shutters and blinds in winter

You can help us save energy by closing the shutters at night during the winter.

Laundry and use of the washing machine

There are two washing machines and tumble dryers in the basement, as well as washing powder for your use.

Pets

Unfortunately, you are not allowed to bring your pets with you.

Waste and recycling

Please help us with waste separation. There are bins in the kitchen for waste paper, glass and plastic and in the basement for PET and aluminum, as well as tins.

If you have any questions, please do not hesitate to ask.