



## FREQUENTLY ASKED QUESTIONS:

- **Do the huts offer packed lunches for the day?**  
Packed lunches are available from all huts on request for an additional charge.
- **Can I also book *The Matterhorn Trek* for children?**  
The Matterhorn Trek can only be booked for adults at [zermatt.ch](http://zermatt.ch). Accommodation for children must be booked directly with the huts. You must check in advance if sufficient places are available.

The individual huts have their own specific discounts for children.

- o *Berggasthaus Trift*: Children receive a discount depending on their age.
  - 6 - 12 years: Price reduction of CHF 10.-
  - 5 - 6 years: Price reduction of CHF 20.-
  - 0 - 5 years: Price reduction of CHF 30.-
- o *Schönbiel Hut*: Price reduction for children.
- o *Hörnli Hut*: Children up to the age of 16 pay half the adult price.
- o *Gandegg Hut*: There is no price reduction for children.
- **What are the cancellation terms?**  
The cancellation terms outlined in the Zermatt Tourism [GTCs](#) apply.  
To avoid any possible cancellation fees, we strongly recommend that you take out private travel insurance. To find the right cover, please contact your insurance provider. Please refer to the FAQs below.  
  
Cancellation/rebooking of the overnight stay in the hut is only possible in accordance with our GTCs or the provider's GTCs, as applicable. Even if a cancellation/rebooking is possible, it cannot be guaranteed that this will not lead to (additional) costs; special cases are excepted (please note that bad weather conditions are not considered a special case).
- **What happens if there is bad/stormy weather?**  
If weather conditions prevent the trek going ahead, guests are requested to handle this through their travel cancellation insurance.  
The cancellation terms outlined in the Zermatt Tourism [GTCs](#) apply.
- **Are visitor's taxes already included in the price?**  
Yes, visitor's tax is already included in the price of the package.
- **Can I take my dog on the hike? Are dogs allowed in the huts?**
  - o *Berggasthaus Trift*: Dogs are allowed in double rooms only.
  - o *Schönbiel Hut*: Dogs are allowed in the hut but not in the bedrooms.
  - o *Hörnli Hut*: Dogs are only allowed in double rooms. Please check availability with the hut directly in advance.
  - o *Gandegg Hut*: Dogs are only allowed in specific rooms in the Gandegg Hutt. Please check availability with the hut directly. A surcharge for the higher room category must be paid on site.



- **Do I need to bring my own (hut) sleeping bag?**  
Hut or silk sleeping bag liners are compulsory in all huts to ensure protection and hygiene. Sleeping bag liners can be purchased in the Gandegg Hut and the Hörnli Hut. Please note that the first overnight is in the Berggasthaus Trift. Sleeping bag liners are also compulsory here but are not available for purchase.
  
- **Are overnight stays in a dorm or double room?**
  - o Berggasthaus Trift: Dorm. Double rooms can be requested by e-mail, with the additional charge of CHF 12.- payable on site.
  - o Schönbiel Hut: Dorm.
  - o Hörnli Hut: Dorm. Double rooms can be requested by e-mail and booked for an additional charge.
  - o Gandegg Hut: Dorm.
  
- **Can I use a credit card for payment in the huts?**
  - o Berggasthaus Trift: Credit card payments are not possible. Only cash payments are accepted.
  - o Schönbiel Hut: Yes, you can pay by credit card on site.
  - o Hörnli Hut: Yes, you can pay by credit card on site.
  - o Gandegg Hut: Yes, you can pay by credit card on site.
  
- **What equipment do I need for the Breithorn ascent and where can I obtain this?**  
Crampons, climbing harness and hiking/ski poles are required for the Breithorn ascent. This equipment can be hired from the Zermatters for CHF 15.00. Additional equipment such as ropes and carabiners will be organised by the mountain guide.