



FREQUENTLY ASKED QUESTIONS:

- **What equipment do I need for the glacier training and the Breithorn ascent and where can I obtain this?**
 - o An Alpine tour can encompass all types of extreme weather conditions: hot in the valley, cold on the peaks and crossing the glacier is sweaty work. So you need to be prepared for everything – but not have too much to carry with you. Our tip: long base layer, softshell trousers and jacket as well as Gore-Tex trousers and jacket. Light down or synthetic fibre jacket, thin gloves, thicker mittens, hat, change of socks, change of shirt.
 - o Walking shoes suitable for crampons
 - o Crampons, climbing harness and hiking/ski poles are required for the glacier training and the Breithorn ascent. This equipment can be hired from Zermatters for CHF 15.00. Additional equipment such as ropes and carabiners will be organised by the mountain guide. Because the meeting point is in the morning in Zermatt, an equipment check is carried out there.
 - o Head torch, if required

- **What experience is necessary to take part?**

What experience is necessary to take part? This package is aimed at those seeking their first experience of an Alpine tour. No experience of walking with crampons is required.

However, a normal head for heights and surefootedness are basic requirements.

We also recommend that you are used to hiking in rock/scree and that you have sufficient stamina for 6 hours per day at over 1,000 metres.

- **Do the huts offer packed lunches?**

Packed lunches are available on request for an additional charge.

- **Can I book the "First steps on the glacier" package for children too?**

The "First steps on the glacier" package can only be booked for adults at zermatt.ch. Accommodation for children must be booked directly with the huts. You must check in advance if sufficient places are available. The Gandegg Hut does not offer a 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 the trek cannot be undertaken due to weather conditions we would ask guests to make arrangements with their travel cancellation insurance. The cancellation terms outlined in the Zermatt Tourism GTCs apply.



- **Does the price include visitor's tax?**
Yes, the package price includes visitor's tax.
- **Can I take my dog on the Alpine tour? Are dogs allowed in the huts?**
Unfortunately dogs are not allowed. Not all guests feel happy or comfortable when a dog is present on the tour. This is also to minimise any potential risks.
- **Do I need to bring my sleeping bag liner? What do I need it for?**
A sleeping bag liner is made of silk, linen or cotton. Sleeping bag liners are compulsory to ensure personal protection and hygiene. Sleeping bag liners can be purchased in the Gandegg Hut.
- **Are overnight stays in a dorm or double room?**
 - o Gandegg Hut: Dorm.
- **Ist eine Kreditkartenzahlung vor Ort möglich?**
 - o Gandegg Hut: Yes, you can pay by credit card on site.
- **Are cable car tickets included in the price?**
Cable car tickets are not included in the price. These can be purchased in advance in the app or at the ticket office. Please note that price reductions apply if you have a valid half-fare travel card.