



FAQ Stöckli Ski Experience Zermatt 2022

Q: What **languages** are available for the Ski Experience Zermatt?

A: German

Q: What is the **maximum number of persons** who can participate in a course?

A: Approximately 60

Q: **What is the latest** I can book the Ski Experience package?

A: Up to 7 days prior to its start.

Q: How do I proceed with a **group request**?

A: For a reservation of 6 or more, please contact the Zermatt Tourism Bureau directly by email (info@zermatt.ch) or by telephone at 027 966 81 00. Group inquiries will be taken care of manually by Zermatt Tourism.

Q: What are the **cancellation terms**?

A: The following cancellation policies apply:

- Full cancellation up to 7 days before arrival: fully refundable
- Cancellation 6 days before arrival up to arrival day: 100% assumption of all costs
- In the case of a positive COVID test or the need for an early departure due to an accident or illness, each participant's insurance is responsible for coverage of any liability. The organizer assumes no liability.

Please contact Zermatt Tourism for any cancellation requests (info@zermatt.ch). Refunds will also be managed by Zermatt Tourism.

Q: Do I need to bring **my own skis**?

A: No Participants can arrive conveniently without skis. The current ski models from Stöckli are available for demo use. Other equipment and accessories such as boots, poles, or helmet must be provided by each participant or they can also be rented from Bayard Sport.

Q: How do I arrange a **lift pass**?

A: The ski lift pass will be distributed to participants in a welcome bag, which will be handed out at the welcome cocktail hour on the day of arrival (Friday or Sunday). If you are not able to attend the welcome cocktail hour, then the welcome bag will be delivered to the hotel reception after the cocktail hour for pickup later.

Q: **Where** does the **product presentation / Welcome Reception** take place?

A: The welcome cocktail hour as well as the product presentation will take place on the day of arrival between 18:15 and 19:30 on the lower level of Bayard Sport (Bahnhofplatz 2). The product presentation will begin at 18:40. Participation is optional.

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Q: If we cannot ski due to **bad weather**, are we entitled to a **refund**?

A: If due to poor weather conditions the ski area is forced to remain completely closed, guests will receive refunds providing that additional insurance has been purchased from SOLID. This can be added on at the time of booking at www.zermatt.ch. If at the time of purchase no additional insurance was purchased, no request for a refund will be considered. Additional insurance PassProtect costs CHF 3.00 per day and covers the following: Refunds for ski lift passes, ski rentals and ski lessons in the case of accidents, sickness or unfavorable weather conditions. Further information can be found [here](#).

Stöckli testing: If ski testing is not possible, ski tests will be refunded in the form of a voucher. This voucher can be picked up at Bayard Sport (Bahnhofplatz 2, Zermatt). There are no cash refunds.

Q: **When** am I permitted to go out onto the slopes **with Stöckli ski instructors**?

A: Stöckli ski instructors are available on an individual basis on both ski days and the time slot can be reserved accordingly.

Q: **Where and how** do I book time with a **Stöckli ski instructor**?

A: A list of various time slots will be available at the Trockener Steg hub at the Stöckli Test Center. Simply choose your preferred time and write in your name on the list. The list will also always be available at the Test Center on Trockener Steg, where you can also choose a slot at any time.

Q: **Where** do we meet **Stöckli ski instructors** to go onto the slopes together?

A: Start and finish of the group meet-up: Stöckli Test Center, Trockener Steg hub

Q: **What is a Z-value**?

A: The Z-value is the release value of a ski binding, i.e. the value that determines at what force a ski binding should release to protect the skier from injury.

Q: **How is a Z-value calculated**?

A: The Z-value is determined by a formula using the following factors: Age, height, weight, sole length, skiing ability (beginner, advanced, expert, racer).

Q: **How & where** can I **demo Stöckli skis**?

A: Ski test pickup as well as the exchange of skis will take place in the Stöckli Test Center on Trockenen Steg (at the Matterhorn Test Center).

Q: How many **Stöckli skis** can I **test**?

A: Participants will have available to them the entire current Stöckli line. All models in all the various sizes will be there. We ask for your understanding if your desired model or preferred size is being used by another participant.

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Q: How many runs may I take **with the Stöckli skis?**

A: In order to allow all participants the opportunity to demo all the various models or sizes, we request that all participants exchange their demo skis regularly (i.e. no more than 2-3 runs per pair). For this, we recommend that you make arrangements with the Test Center manager or with your Stöckli ski instructor.

Q: Can I purchase Stöckli skis on-site?

A: Yes. Bayard Sport is the official Stöckli retail outlet in Zermatt. All Stöckli Ski Experience participants also receive a voucher valued at CHF 100.000 off the purchase of any skis. This can be redeemed at Bayard Sport, at any other Stöckli retail outlet, or online at the Stöckli web shop (www.stoeckli.ch).

Q: Who can I ask on-site if I have any **general organizational questions?**

A: Main number for comments, issues or questions: 041 492 62 55. The Stöckli contact person will gladly assist you. Of course, all contact persons on-site (Bayard Sport Rental Station, Stöckli ski instructors, Test Center managers) will be available to you, too.

Q: How am I recognizable as a participant in the Stöckli Ski Experience?

A: Every participant will receive a badge. Please keep this on you at all times to be able to show your participation as needed. This is particularly important at the ski demo checkout at the Trockener Steg hub. You will find this badge in the welcome bag that you will receive at the Welcome Reception at Bayard Sport.

Q: Who will I be able to turn to for information if **skiing is not possible due to bad weather** or if a portion of the ski area is closed?

A: Please inquire at the reception at your Stöckli hotel. Our Stöckli contact persons will inform hotel reception if this occurs. Otherwise, you can reach us at any time at 041 492 62 55.

Q: What are the names of the Stöckli partner hotels?

A: Hotel Europe****, Hotel Jägerhof***, Hotel Plateau Rosa***

Q: Are these three Stöckli partner hotels available for booking for any course?

A: Yes, that is in most cases true. Based on availability at the hotels, there are some courses that are not at your disposal at all three partner hotels based on corresponding room availability. The total participant number per course is approximately 60 people. This is based on the availability of demo skis in the Test Center. It can also occur that the Ski Experience Package is not longer available at a hotel although rooms are available on the hotel website.

Q: Which Stöckli partner hotels offer the package, including demi-pension?

A: Hotel Europe & Hotel Jägerhof

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Q: May I choose whether I would like to book the package including **breakfast or including demi-pension?**

A: Absolutely, you can select this yourself. Our partner hotels offer the package including breakfast or instead including demi-pension. Exception, Plateau Rosa: At this hotel, only the offer with breakfast is available. If you would like accommodations with demi-pension, you must put this in your shopping cart separately during the reservation process.

F: How can I book **upgrades or extras in our hotel?**

A: All upgrades and extras such as massages, etc., may be booked directly at your accommodations.