

## FAQ Stöckli Ski Experience Zermatt 20203

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 four or more people please proceed as follows:

- Option 1: You book the individual rooms separately on the online platform
- Option 2: Please contact Zermatt Tourism directly by e-mail ([info@zermatt.swiss](mailto:info@zermatt.swiss)) or by telephone (027 966 81 00)

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

A: The cancellation conditions of the booked hotel, the general terms and conditions of the Zermatt Bergbahnen AG, and those of Swiss Sports AG apply.

- Cancellation up to 7 days before arrival: free of charge
- Cancellation 6 to day of arrival: 100% cost absorption
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Please report the cancellation to Zermatt Tourism ([info@zermatt.swiss](mailto:info@zermatt.swiss)). The refund will also be made 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: A lift pass will be in each participant's welcome bag. The bags will be delivered on arrival day (Friday or Sunday) to your hotel room.

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

A: Due to tightened coronavirus safety measures, the Welcome Reception and product presentation will not be held as previously planned at Bayard Sport. All participants will instead receive access information to a digital product presentation. This information will be sent to participants by email. Instead of a group Welcome Reception, each participant will receive two vouchers for a drink of choice when desired. These vouchers can be used at all three hotels – Hotel Europe, Hotel Jägerhof, and Hotel Plateau Rosa – at the hotel bar.

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

A: Each lodging operator has its own applicable cancelation terms, plus also applicable are the general terms and conditions of the Zermatt Bergbahnen AG, and those of Swiss Sports AG.

Lift pass: If the ski area is completely closed, the Zermatt Bergbahn will refund fees due to closed facilities. Please present your lift pass at any Bergbahn retail outlet to receive your refund. There is however no claim to a refund in case of illness or accident.

Stöckli ski demos: If ski demos are not possible, participants will receive a gift certificate for future ski testing as a reimbursement. This gift certificate can be picked up at Bayard Sport (MainStore, Bahnhofplatz 2, Zermatt). There is no cash reimbursement.

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

A: Stöckli ski instructors will be available to accompany groups of 10 persons maximum on two days (Saturday & Sunday, or Monday & Tuesday, as well as 2x Thursday & Friday).

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: A Z-value (also called release value, RV or DIN) is a setting (e.g. 8) that is necessary for a correct binding adjustment. Every time you exchange skis, the binding setting will be modified to your personal Z-value.

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

A: The Z-value is determined using the following details: Age, height, weight, sole length, ski ability (beginner, advanced, expert, racer).

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

A: Checking out skis for demo, as well as any change in skis, will take place at the Stöckli Test Center This is directly inside the Bergbahn/tramway Trockener Steg station. There, just follow the signs.

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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.

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, of course. The official Stöckli retail outlet in Zermatt is Bayard Sport. All Ski Experience participants also receive a discount of CHF 100.00 on any pair. This can be redeemed directly at Bayard Sport (or also at any other Stöckli retail outlet).

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: Depending on availability at these hotels, at some courses not all three partner hotels may be able to offer the needed number of rooms.

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

A: Hotel Europe (CHF 20.00 per person, per night) & Hotel Jägerhof (CHF 35.00 per person, per night).

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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.

**Hotel Europe:** If a demi-pension package was booked, supper will be served in the hotel restaurant. If you just booked the breakfast package, you have the opportunity as a hotel guest to add supper to make it a demi-pension package for an extra charge of CHF 55.00 per person, or you can order supper à la carte. Payment for that selection will occur on-site.

**Hotel Jägerhof:** If a demi-pension package was booked, supper will be served in the hotel restaurant. If you just booked the breakfast package, you have the opportunity as a hotel guest to add supper to make it a demi-pension package for an extra charge of CHF 45.00 per person, or you can order supper à la carte. Payment for that selection will occur on-site.