


ZERMATT INSIDE

October 2020, 18th Year, No. 5



Municipality of Zermatt, Citizens' Community of Zermatt, Zermatt Tourism, Zermatt Bergbahnen AG, Gornergrat Railway/Matterhorn Gotthard Railway

Municipality of Zermatt  spatial planning Before the official participation process, the revised The final spatial planning concept was presented to the public. Page 4	Zermatt Citizens' Community  Master honors The Zermatterhof is pleased to welcome two of its employees as Celebrating the best of 2020 – the chef and the sommelier. Page 13	Zermatt Tourism  Digital tourist taxes By January 1, 2021, all accommodation establishments had switched to the digital reporting system for tourist tax accounting. Page 17	Matterhorn Gotthard Railway  Construction work Due to construction work on the MGBahn line between Visp and Täsch, replacement buses are running according to the timetable. Page 19	Zermatt cable cars  Stable numbers Despite the almost three-month closure of operations due to the COVID-19 pandemic, a stable result was achieved. Page 21
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Municipality of Zermatt

Municipal and city council elections – who will be elected?



On October 18, 2020, the municipal council and the citizen council will be elected in Zermatt for the next four years.

How can I vote, what do I have to keep in mind, which electoral system will be used, and when will the presidential and vice-presidential elections take place? Learn more on **pages 2/3**.



Municipal council elections 2020

The elections will take place as follows:
October 18, 2020: Municipal Council

15 November 2020: Mayor and Vice-President

29 November 2020: possible second round of voting for mayor and vice-president

<div><div>Municipal council elections 2020 Zermatt</div><div>Christian Democratic People's Party CVP List No. 1</div><div>1.1 Biner-Hauser Romy, Mayor, PR specialist</div><div>1.2 Aufdenblatten Mark, Vice President of the Municipality, Lawyer and notary</div><div>1.3 Bellwald Marcel, Municipal Councillor, Home Director</div><div>1.4 Balmann Bianca, Dipl. Social Pedagogue HF, youth worker</div><div>1.5 Biner Simon, apprentice electrician</div><div>1.6 Kronig Luca, Trainee IT Systems Engineer</div></div>	<div><div>Municipal council elections 2020 Zermatt</div><div>Christian Social People's Party CSP List No. 2</div><div>2.1 Lauber Anton, Municipal Councillor, Grand Councillor</div><div>2.2 Julen Markus, Municipal Councillor, Dipl. Inf. Ing. ETH</div><div>2.3 Jetzer Fabian, train attendant, farmer</div><div>2.4 Julen Emanuel, Electrical Engineer (BSc), Mountain Guide</div><div>2.5 Perren Christoph, businessman</div></div>	<div><div>Municipal council elections 2020 Zermatt</div><div>Alliance for Zermatt List No. 3</div><div>3.1 Kündig Stössel Iris, municipal councillor, medical secretary</div><div>3.2 Sarbach-Schalbetter Sonja, bank employee</div><div>3.3 Bittel Thomas, interior decorator</div><div>3.4 Luggen Nicole, Commercial Employee</div></div>
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Voting instructions for the municipal council elections (proportional representation)

The pre-printed ballot papers can:

- be used **unchanged** , ie the party receives as many votes (party votes) as Names (candidate votes) and blank lines (additional votes) are listed.
- be **changed** by crossing out preprinted candidate names . This means these people do not receive a candidate vote. The now empty line counts only as a vote for the party (party vote). Or by **panachage**, meaning candidates from other lists are written on the ballot. These candidates thus receive your candidate vote, and their party receives your party vote.

A blank official ballot paper can:

- be supplemented with the **name of a party and up to a maximum of seven official candidates** . Each supplemented candidate receives one candidate vote. Empty lines are counted as party votes for the listed party.
- be supplemented with **candidates without a party name** . The supplemented candidates receive one vote, and the empty lines are not assigned to any party.

Important:
Each ballot must contain at least one name of an eligible candidate. There may not be more names on the ballot than there are seats available.

Cumulative candidate listing (listing an existing candidate twice) is not valid under either proportional or majority voting. The subsequently added candidate will be deleted.

President / Vice President (Majorz)

You will receive the preprinted ballot papers and one official blank ballot paper for each election . You can use the ballot paper with a preprinted candidate's name or an official blank ballot paper.



Burger Council elections 2020

The elections will take place as follows:
October 18, 2020: Burger Council

November 1, 2020: possible second round of voting for the Burger Council

November 15, 2020: Burger President and Vice President (if no second ballot for Burger Council)

November 29, 2020: possible second round of voting for Burger President and Vice President (if no second round of voting for Burger Council)

November 29, 2020: Burger President and Vice President (if 2nd round of voting Burger Council)

December 13, 2020: possible second round of voting for Burger President and Vice President (if second round of voting for Burger Council)

<div><div>Burger Council elections 2020 Zermatt</div><div>Candidates so far</div><div>Biner Andreas, Burger President</div><div>Perren Silvio, Burger Vice President</div><div>Kronig Paul, hotelier</div><div>Perren Samuel, hotelier</div><div>Schuler Leo, Headmaster OS</div></div>	<div><div>Burger Council elections 2020 Zermatt</div><div>Candidates new</div><div>Biner Valérie, certified tourism specialist HF</div><div>Aufdenblatten Alexander, restaurateur</div><div>Franzen Dominik, hotelier</div><div>Julen Guido, businessman</div></div>
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Voting instructions for the Citizens' Authority (Majorz)

The majority system is a majority vote for the direct, personal election of representatives . The Citizens' Council election is now held according to the majority system: with an absolute majority in the first round (those candidates who receive more than half of the valid ballots are elected) and a relative majority in the second round (those candidates who receive the most votes are elected).

- You can choose by:
- fill out a blank official ballot paper
 - Place a pre-printed ballot paper into the envelope without altering it
 - Change a pre-printed ballot paper:
 - by deleting the name of one or more candidates
 - by including the name of one or more candidates listed on another
- Ballot paper is/are, is/are added

Judges and Deputy Judges – Silent Election

If only one list is submitted, all candidates on that list are elected without a ballot (Article 205, Paragraph 1 of the German Constitutional Court Act). Only one list of candidates was submitted for both the judge and deputy judge elections. [Roman Henzen](#) was thus elected [as judge](#) and [Fabian Imboden as deputy judge](#) without a ballot, thus by [secret ballot](#) .

Legal provisions

The cantonal law on political rights (kGPR, 160.1), the cantonal ordinance on postal voting (kVbStA, 160.102) and the State Council resolution of 4 March 2020 (StrB) provide information on the applicable provisions.

Election material

Voters received the documents for the municipal council and citizen council elections separately, by separate mail. These include the ballot papers, one voting envelope (labeled with the respective election), one return slip (for the municipality/citizen council), and one transmission envelope (for the municipality/ citizen council). For the elections on November 29, 2020, which will coincide with a federal vote, voters will receive the voting materials in separate transmission envelopes.

Postal voting

The envelope can also be placed in a sealed ballot box at the municipal office/citizen's office before the election (opening hours: Mon–Fri, 8:30–11:00 a.m. and 2:00–4:00 p.m.). On the last Friday before the election, the offices are open until 5:00 p.m.

Please return the ballot papers for the municipal council and citizen council elections separately using the appropriate return slip and the corresponding envelope.

Voting at the polling station on the respective Sunday

As an eligible voter, please use the voting materials provided to you. If these materials are missing, a new ballot envelope will be handed to the voter in question, into which they can place their ballot.

Any conversation between voters, any consultations other than those held in the office , any distribution of ballot papers, any actions aimed at catching votes or obstructing the free exercise of the right to vote are prohibited in the polling station (Article 39, paragraph 2 of the StrB).

Where and how can you vote?

Municipal Council: President – Vice President

Polling station: Residents' Services/Registry

[Sunday, 18 October 2020](#), 9:00 to 10:00 a.m. Municipal Council

[Sunday, 15 November 2020](#), 9:00 to 10:00 a.m. President/Vice President

[Sunday, 29 November 2020](#), 9:00 to 10:00 a.m. Possibly 2nd ballot for President/Vice President

Burger Council: President – Vice President

Polling station: Community Hall meeting room ED/Chancellery

[Sunday, 18 October 2020](#), 9:00 to 10:00 a.m. Election of the Burger Council

[Sunday, 15 November 2020](#), 9:00 to 10:00 a.m. Election of President/Vice President (if no second ballot for the Burger Council)

Polling station: Burgerkanzlei

[Sunday, 1 November 2020](#), 9:00 to 10:00 a.m. Possibly 2nd ballot Burgerrat

[Sunday, 29 November 2020](#), 9:00 to 10:00 a.m. Possible second round of voting for President/Vice President (if no second round of voting for the Burger Council)

[Sunday, 29 November 2020](#), 9:00 to 10:00 a.m. Election of President/Vice President (if 2nd ballot Burger Council)

[Sunday, 13 December 2020](#), 9:00 to 10:00 a.m. Possibly 2nd ballot for President/Vice President (if 2nd ballot for Burger Council)

Voters also have the option of casting their ballots by mail. The envelope must be franked according to the applicable postal rate; otherwise, [the vote is invalid](#). The mail must arrive at the local authority/civic community no later than the Friday before the respective election.

Golden rules for voting correctly

- The return form must be signed
- Use only the official transmission envelope and the official voting envelope
- Do not put postal votes in the municipal mailbox
- When sending by post, ensure sufficient postage
- No grouped mailing (transmission envelope contains voting material from one person)
- Use only an official ballot paper and the corresponding ballot envelope

Only candidacies on pre-printed ballot papers are valid

- Supplementary candidacies handwritten and legible
- Always write out the names, first names and numbers of the candidates
- Your ballot paper must contain at least one valid name

The ballot paper may contain a maximum of as many names as there are seats to be allocated

- Do not write anything additional on the ballot paper (signature or other)

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Residential community of Zermatt

Constructive feedback

On 11 September 2020, the municipality of Zermatt (EWG) presented the revised and expanded

Map supplemented the Zermatt spatial planning concept (ROK) for the interested public.

The principles regarding settlement quality and mobility in Zermatt were largely received positively, although a few critical voices were voiced regarding the demarcation of the settlement area.

Involve the population as early as possible

"It is important to the municipal council to involve the local population right from the start when we define the overarching principles for the further development of Zermatt," explains Anton Lauber, Head of Spatial Planning and Environment. Therefore, a public event was held prior to the official participation process, and the draft spatial concept map was presented.

Parallel to this spatial concept map, which is binding for the authorities, the landowner- binding and parcel-specific land use planning (building zoning plan and regulations) is being revised. According to Anton Lauber, the public approval process for the local planning revision is scheduled to begin in 2021. This schedule will allow the legally prescribed deadlines for the revision to be met.

Qualitative development of Zermatt in the foreground

Zermatt's attractive center is one of the municipality's focal points. To ensure that this already densely built-up area retains its appeal for future generations , targeted and forward -looking development is required. This will keep room for maneuver and preserve the important qualities of open space in Zermatt's townscape. The municipality's car-free status should be used as an opportunity, and conditions for pedestrians and cyclists should be further optimized. Zermatt, with its unique conditions and characteristics, requires individually tailored solutions. Those involved are aware of this and are motivated to find these solutions together with the community.

In order to familiarize citizens with the various aspects of the new spatial planning concept , the municipality set up four information points at the information event, each of which also provided space for discussion: two on the topic of settlement areas and primary residences, one on the topic of settlement quality, and one with a focus on mobility.

Settlement area and primary residences: Overall view versus individual interests

At the information desk on the settlement area, those responsible explained that the focus for qualitative settlement development – according to the draft spatial concept map – is in the center of Zermatt. In the undeveloped outer areas (Howete, Bodmen, Aroleit, Findeln), however, fundamental considerations for long-term development must be made. The criteria for managing these outer reserves are considered: the status of development, suitability for development, the townscape and landscape, demand, and location. In the discussion with those present, it was particularly emphasized that the overall vision for the further development of Zermatt is conflicting with numerous individual interests.

To address the challenge of affordable housing for locals in Zermatt, spatial planning approaches are also possible. The approach of creating financial incentives for primary home construction has attracted particular interest .

Open space, settlement quality, townscape: quality versus economic interests

This information point made it clear that the existing open spaces are important to the people of Zermatt. The currently existing green spaces and open areas in the residential area are considered highly significant. Those present are aware of their importance for the quality of life and living in Zermatt, but they also recognize the conflict with the economic interests of the landowners.

Other important retreats for some Zermatt residents are the hamlets and alpine pastures. These atmospheric, high-quality settlements are intended to remain as quiet refuges used with minimal tourism.

The value and significance of historic building groups and individual structures are also recognized. Those present advocated allowing a certain degree of change (conversion, conversion). This should prevent the maintenance of the buildings from being neglected to the point where they can only be demolished.

«We want to achieve this through a qualitative,
Far-sighted planning also creates scope for development for
future generations."



Mobility and transport:
E-taxis versus bicycle traffic versus pedestrian traffic
The limited space in the streets of Zermatt was highlighted by all participants in this discussion
The interaction between e-taxis, bicycles , and pedestrians is a source of danger in many places.
The ideas put forward for decongesting and thus optimizing these conditions were very diverse: one-way traffic in the city center, a ring road for e-taxis, additional access and relief roads, for example, for the Tufra area, or a direct connection from Howete and Zer Bännu to Spiss. Several attendees suggested relocating the post office from the city center to reduce vehicle traffic on Bahnhofstrasse .

The permeability and accessibility of the residential area for pedestrians and cyclists (and partly for e-Taxis) is, according to feedback, particularly in the area

Wichelmatte. It was suggested that some private paths be made publicly accessible here, as well as along other routes in the center. Tunnels should also be considered to provide public access to certain areas.
Dealing with feedback to the spatial concept map
The EWG's spatial planning working group will record and review the results of the event on the spatial concept map , and the municipal council will approve any adjustments . Suggestions regarding building and zoning regulations will be incorporated into the further process. Feedback from the Mobility and Transport department will also be forwarded to the forwarded to the responsible EEC transport planning office.

Documentation of the information event on the municipality website

The following documents for the information event will be available on the municipality's website until the end of October 2020:

- Presentation information event
- Documentation of the most important feedback
- Principles from the spatial planning concept
- Draft map for the spatial planning concept

The EWG welcomes written feedback on the published documents until **31 October 2020** .

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Municipality of Zermatt

Replacement construction of Getwing Bridge

The existing road bridge was built more than 50 years ago (1968). The steady increase in vehicle traffic, ever-increasing vehicle loads, and advancing age have taken their toll on the structure. During a thorough assessment of the bridge's condition in May 2015, several serious deficiencies were identified. A comprehensive structural review of the bridge resulted in a weight restriction, which was immediately announced. Furthermore, the streambed in the area of the bridge shows severe abrasion damage caused by the debris carried by the Vispa River.

Subsequently, various investigations were conducted to determine whether the bridge could be renovated, relocated, or needed to be replaced. Several aspects influenced the decision: the clearance height under the Gornergrat Railway bridge, studies regarding urban traffic, and a revision of the flood hazard map. The results showed that renovating the existing bridge was not an option and that a new replacement was necessary.

The Getwing Bridge is the busiest traffic junction in Zermatt. A replacement bridge at a different location could avoid costly detours via temporary structures. Therefore, the possibility of relocating the bridge to a new location was also examined. However, it immediately became apparent that, due to the complex intersection situation, a relocation would entail ongoing disadvantages for traffic and pedestrian safety reasons. For this reason, the municipal council opted for a replacement bridge at the existing location.

place pronounced.

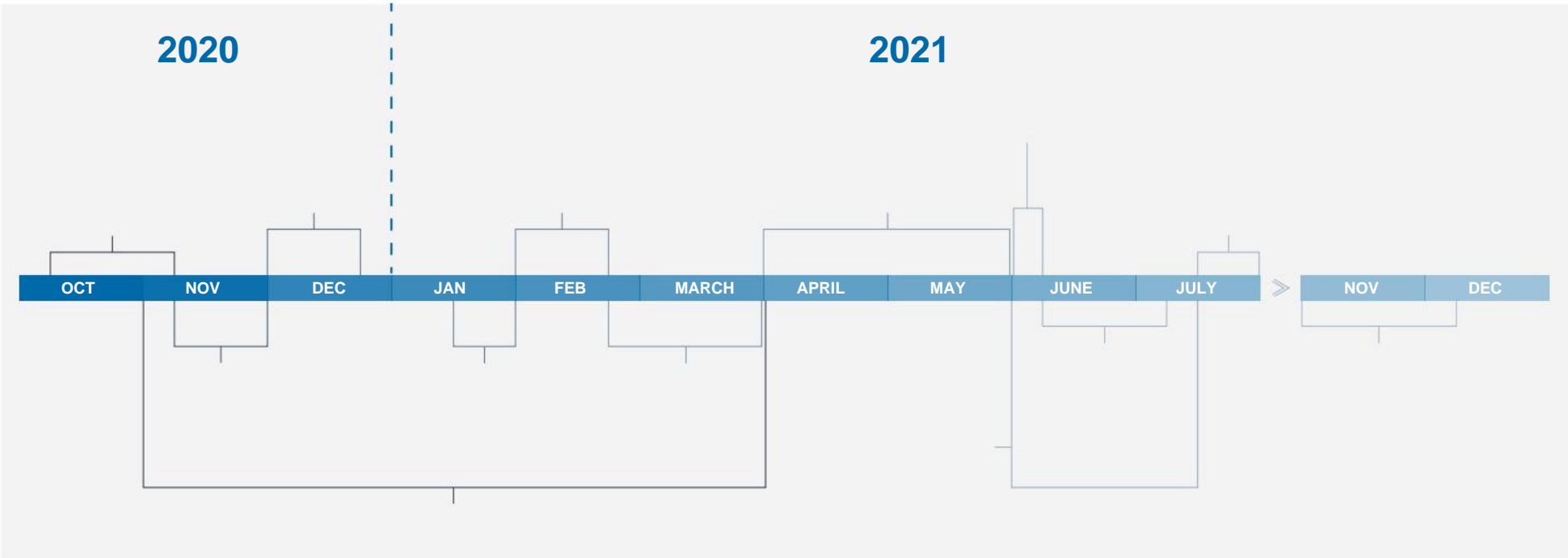
The approval process and the awarding of the contract for the temporary crossings of the Vispa, which were completed last autumn, were carried out separately from the actual bridge project. This made it possible to shorten the schedule significantly.

The replacement construction will not significantly increase the flow capacity under the new bridge. However, the project offers the assurance that the discharge volume can be increased in the future by lowering the riverbed or raising the embankment in the area of the new bridge.

To increase the durability of the new concrete components in the base area, a special protective layer made of ultra- high-strength fiber concrete (UHPC) is also applied. This counteracts the aforementioned abrasion.

No objections were submitted during the public consultation for the new construction project between March 13 and April 14, 2020. The State Council issued the planning approval decision on September 8, 2020.

The Getwing Bridge
is the most used
transport hub
in Zermatt.

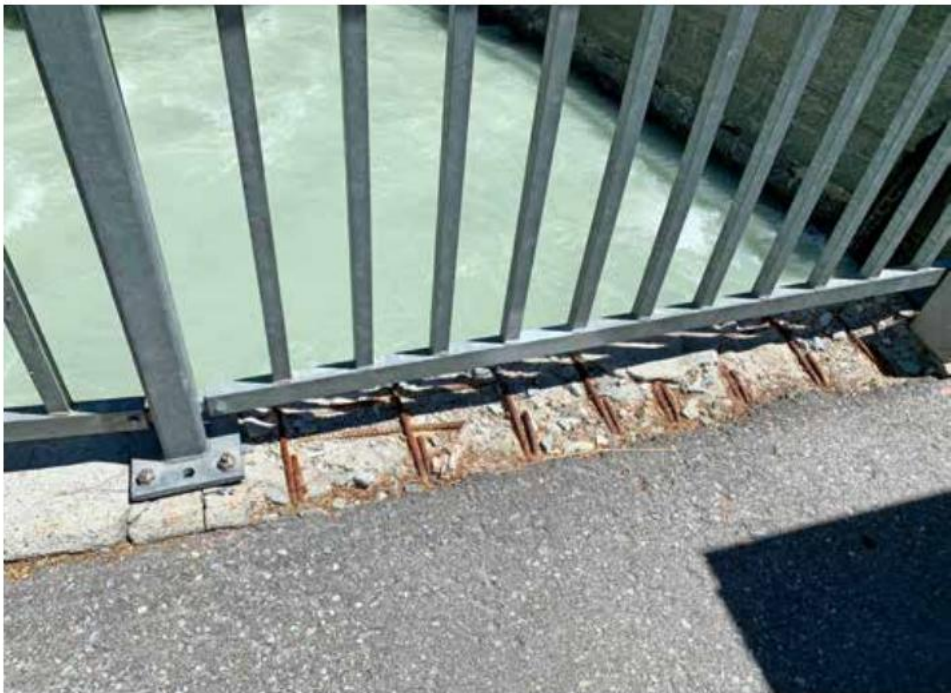


The Vispa River carries significantly less water in winter, so there is no danger of flooding during this time. Therefore, the months of November to April must be used for work on the streambed. The municipal council has approved the following construction program: In November 2020, the water of the Vispa River will be diverted into a channel in the streambed so that the work can be carried out in dry conditions. Demolition of the existing bridge will then begin. All work that would restrict the flow of the Vispa River must be completed by May 2021.

During the construction period, passage will be restricted due to the limited space. In addition, many pedestrians and cyclists pass through this area. Traffic can travel over the two temporary bridges with occasional restrictions to road width and visibility. The existing bus stops cannot remain in place during the construction period. Buses heading towards the train station and Spiss stop between the Hotel Perren and the Snowboat. Unfortunately, the bus stop heading towards Winkelmatten and Matterhorn Glacier Paradise must be temporarily suspended. Before construction begins, the existing waste shelter will also be optimized to ensure disposal with as few major restrictions as possible. The necessary preparatory work has already been completed.

According to the construction program approved by the municipal council, the new bridge is scheduled to open to traffic at the end of July 2021. Final work will then be carried out, and the dismantling of the temporary structures is planned for November 2021.

Information, maps, and the current event schedule will be posted on the Zermatt municipality website. Two information points will be set up on site for passersby. Important information, such as traffic disruptions, will be published in the Zermatt Tourism newsletter.



Serious damage was discovered.

Obere Hilfsbrücke

- für zu Fuss Gehende, Fahrräder, Busverkehr sowie Fahrzeugverkehr
- wird im Juni 2021 zurückgebaut

Getwingbrücke 1968-2020

- November 2020: Abbruch bestehender Brückenplatte und Ufermauer in Fliessrichtung rechts
- Januar 2021: Abbau Ufermauer in Fliessrichtung links

Abfallunterstand

An aerial photograph of the bridge area. Yellow and red shaded regions indicate construction zones. Callout boxes with lines pointing to specific areas contain text about the construction schedule. A red circle with a white dot is labeled 'Ihr Standort' (Your location). A yellow arrow points to a 'Bushaltestelle' (bus stop).

Untere Hilfsbrücke

- für zu Fuss Gehende, Fahrräder, Busverkehr sowie Fahrzeugverkehr
- wird im November 2021 abgebrochen

Ersatzneubau Getwingbrücke

- November 2020 bis März 2021: Bau der Bodenplatten und Ufermauern als Fundament der neuen Brücke
- April bis Juni 2021: Montage der Brückenplatten
- Juli 2021: Eröffnung Getwingbrücke

Municipality of Zermatt

Trimming bushes and branches

We repeatedly observe that bushes and branches from private property protrude into the traffic area on public roads and paths or obscure the view of road users.

This can cause disruption to pedestrians and drivers and also negatively impact snow clearing operations by the technical service.

No complete evacuation possible
Recent winters have shown that the large amounts of snow caused countless branches and bushes to protrude into public spaces . This made snow clearing in some areas very difficult, as vehicles could not drive to the side of the road due to the protruding branches and other debris.

At the same time, vehicle bodies and side mirrors are often damaged by these branches, which leads to unnecessary maintenance and repair costs for the vehicles.

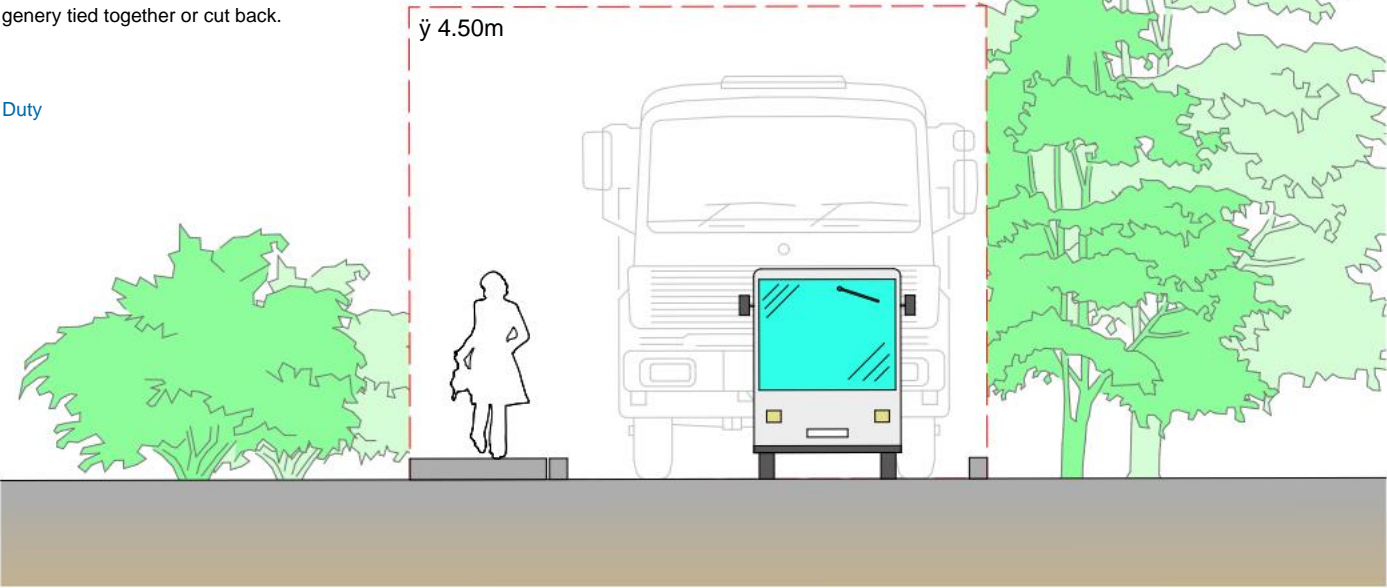
Cut back or tie together
To minimize this and accommodate snow clearing, the Technical Service has already trimmed back a few shrubs and branches in recent years, in consultation with the respective landowners . The majority of landowners have trimmed their shrubs and branches in

of the landowner
According to Article 172 of the cantonal road law, tree branches extending over roads must be trimmed annually by the owner to a height of 4.50 meters above the roadway . The authorities may require complete pruning of branches if traffic safety requires it.

The municipality of Zermatt makes all Landowners are advised to inform all persons on their land and on public
Any bushes and branches that protrude from the ground must be cut or tied together.

The municipality of Zermatt thanks the population for their cooperation and understanding.

The room up to 4.50m above the roadway must be thinned.



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Municipality of Zermatt

Design of the sports arena environment



The cooling tower shines in a new wooden cladding



The new site with integrated smelting pit

In spring and summer 2020, some construction and renovation work in the area surrounding the Obere Matten sports arena was already started and completed.

cooling tower

Between summer 2007 and autumn 2019, there was an outdoor climbing wall on the east façade of the cooling tower. Recently, the general use of the climbing wall and the required structural and technical condition no longer met the prescribed safety requirements.

For economic reasons, it was decided to renovate the facade and cover it with wooden cladding . Discreet exterior lighting is also integrated into the cladding.

Paving work at Haus Whymper – artificial ice rink/tennis courts

In order to meet the constantly changing needs and ensure the good condition of the public facilities , the materialization of the existing surfaces had to be reconsidered.

The planned project was realized and implemented in two stages in autumn 2019 and spring 2020 . The existing pavements were removed and replaced with suitable pavements. A new wheelchair-accessible access road provides access to the retirement home, and the terrain was also adjusted.

The smelting pit was also renovated and optimized. The infiltration of surface water was ensured by installing a retention tank .

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Publisher: Municipality of Zermatt (EG), Citizens' Community of Zermatt (BG), Zermatt Tourism (ZT), Zermatt Mountain Railways (ZB), Matterhorn Gotthard Railway/Gornergrat Railway (MGB/GGB)
Editorial committee: EG: Oliver Summermatter (Coordinator), ZT: Simona Altweg, BG: Roman Haller, MGB/GGB: Barbara Truffer, ZB: Mathias Imoberdorf
Editorial editing: pomona.ch, Rico Erpen, r.erpen@pomona.ch **Layout:** pomona.ch, Visp **Advertisements, subscriptions:** pomona.media, Reto Zimmermann, T 027 948 30 24, or r.zimmermann@mengisgruppe.ch **Printing:** Valmedia, Visp **Your opinion is important to us:** inside@zermatt.ch

Municipality of Zermatt

Heat and save – secure the future

The Upper Valais Energy Cities aim to contribute to the sustainable use of energy and the resources it generates. To this end, they invite all residents to the information event "Renewable Heating." Switching to renewable energy sources can not only reduce CO2 emissions but also save costs.



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Heat your home with renewable energy. You're investing in the future of your children and grandchildren.

You can receive subsidies from the canton for renewable heating, which reduces your investment costs.

Heat with local, renewable energy. This way, you support local businesses.

Details of the information event

Date: Wednesday, October 14, 2020
Time: from 5 p.m.
Venue: Triftbachhalle

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Clothing collection and Christmas parcel campaign

On Saturday, November 21, 2020, from 9:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. in front of the entrance to the Zermatt Parish Center, English Quarter Street. A flyer will be sent to all households in October.



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Municipality of Zermatt

Zermatt Youth Fund – financial support

The Zermatt Youth Fund aims to support clubs, groups, and events that significantly promote the interests of young people. The target group ranges from preschool children to young adults up to the age of 20.

Income from the Youth Fund
The Youth Fund was established in 2011 by the Zermatt Business Association, which annually credits the proceeds from the Folklore Festival to the Youth Fund. Additional sources of income include residual amounts from club dissolutions and other donations. The Youth Fund Committee would like to express its sincere gratitude to all donors. Only through this income is it possible to support the many great offers in Zermatt.

Active assistance
The Youth Fund's funds are generated through the proceeds of the Folklore Festival. To ensure the smooth running of the event, the Folklore Festival's organizing committee needs many hard-working volunteers each year. In recent years, JuBla Zermatt has always been the sole youth organization involved, but we have changed this somewhat. Now, clubs and groups that have received a contribution from the Youth Fund are also being asked to actively help with the Folklore Festival.

Application review
The Youth Fund Commission, consisting of five members, is responsible for examining all submitted applications and subsequently allocating financial resources. The applications already submitted are currently being reviewed by the Commission for completeness and accuracy.

Applications must be submitted by November 23, 2020
Decisions regarding financial support are made in April and November of each year. Applications for the current year can be submitted until November 23, 2020.

Available online
The application form, guidelines, and regulations of the Zermatt Youth Fund are available on the Zermatt Municipality website at <http://gemeinde.zermatt.ch/pdf-dokumente>. If you have any questions, you can also contact the Youth Services Office.

Submission of applications and any questions
All applications must be submitted to the following address:

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Zermatt Citizens' Community

Master honors at the Zermatterhof

At the 5-star Hotel Zermatterhof, two employees with very special distinctions look after guests. Peter Zimmermann is named "Sommelier of the Year 2020," and Heinz Rufibach is named "Chef of the Year 2020" in the Karl Wild Ranking.

"Looking for something special, finding it, and then offering guests something they can only get from us is my daily motivation," says sommelier Peter Zimmermann. He describes himself as a pleasure manager. Every evening at the Zermatterhof, and especially at the Prato Borni restaurant, he strives to satisfy guests' tastes in every respect. Exclusivity and quality determine the selection, yet it's important to find the perfect balance between price and enjoyment – even with smaller wines and winemakers. "That might even be a Valais Chardonnay, of which only 350 bottles are available," explains Peter Zimmermann.

There are many different trends. He often visits producers with the restaurant's management team, observing the region and its culture, and trying to get a feel for the work at that particular winery.

Responding to guests' needs is the key to being a sommelier. Peter Zimmermann accompanies the entire menu: "I find it challenging and love to explain the combinations and ideas to our guests and to prepare them for a surprising taste experience."

It's exciting when guests take part in this 'wine journey.'"

As Director of Food & Beverage, Peter Zimmermann contributes his experience and knowledge to all Matterhorn Group AG operations. Regardless of how European the clientele may be this winter or how international the clientele may be next summer, Peter Zimmermann's goal is to delight and surprise guests with a wide range of Swiss and Valais products .

Concluding his statement on the title of "Sommelier of the Year", he says: "This The award is, of course, a highlight and confirmation of my work – and an opportunity to enjoy a very special drink myself.

There are only a few good chefs in Valais, especially those with Gault Millau points or Michelin stars. Heinz Rufibach, Executive Chef at the Zermatterhof, awarded 16 points and one star, can now also call himself "Chef of the Year 2020." (Karl Wild Rating). "I've been living in Zermatt for over 20 years now. The nature, the people and the multicultural clientele still fascinate me," says the Bernese, who has overall responsibility for the gastronomic offerings at the Grand Hotel Zermatterhof. The gourmet restaurant Prato Borni Alpine Gourmet is his true creative center. "There I can realize my vision: The guest should eat well, relax, and leave our restaurant with a smile." For Heinz Rufibach, it's important to include a Valais product in every menu and every course. "This way, I can present the guest – wherever they come from – with a piece of home, a piece of Zermatt. And I love telling the guest about it."

The collaboration with sommelier Peter Zimmermann is crucial for the new menus: "I usually write the menu shortly before the restaurant opens. I have to be aware of the seasonality. The day before, I cook the menu individually with my kitchen team. Peter then gets his treasures from the cellar and serves the right wines for each dish! It's always a real kitchen-service happening, and logically, we gather input from each other."



Sommelier Peter Zimmermann

"For the Grand Hotel Zermatterhof, these awards are a confirmation of the intensive development work we have undertaken over the years in all areas," emphasizes Rafael Biner, Director of the Grand Hotel Zermatterhof. "In recent years, outstanding work has been achieved under the leadership of Heinz Rufibach in the kitchen and Peter Zimmermann in service and the cellar," adds the Director.



Chef Heinz Rufibach

Zermatt Inside

Your opinion is important to us

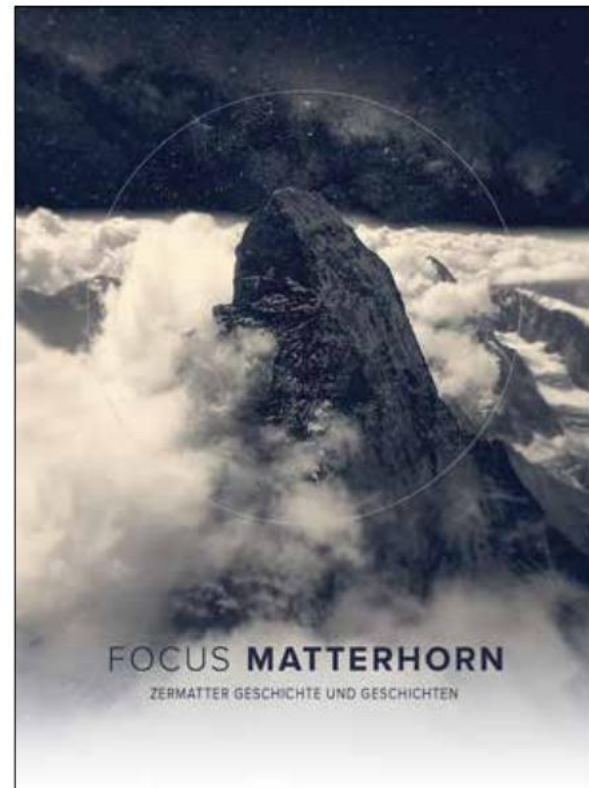
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Should a topic be taken up again?

Please participate actively in the topic development process.
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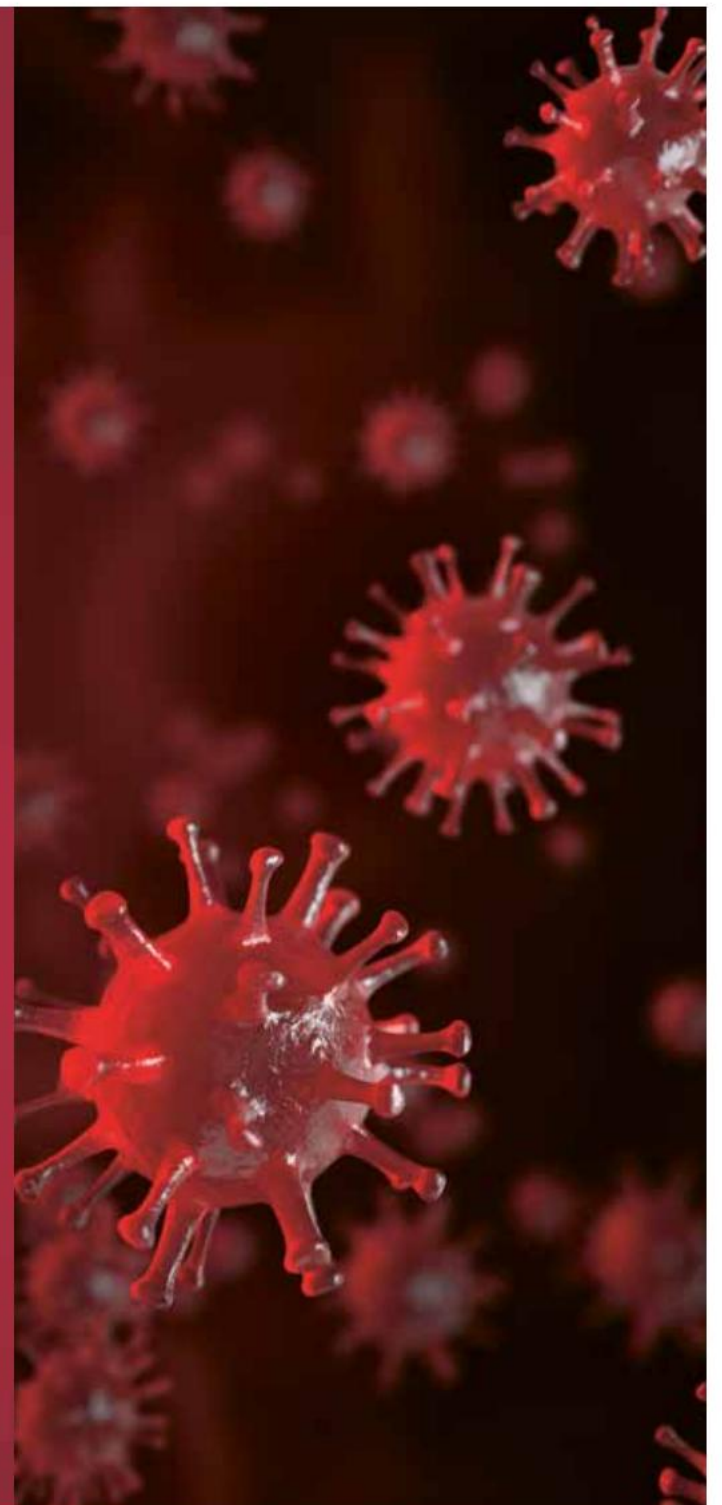
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Zermatt Tourism

“We have enough material for a whole week”



Photo:

On November 2 and 3, 2020, Zermatt will host the Digital Days for the first time.

Christian Ziörjen, Event Manager at Zermatt Tourism, explains what visitors can expect and who the event is suitable for.

Christian Ziörjen, what are the Digital Days?

In Switzerland, the Digital Days are taking place for the fourth time, this time at 23 locations. The goal of the event series is to raise public awareness of digital topics. And here in Zermatt, the focus is, of course, on digitalization in the tourism sector.

What can visitors expect in Zermatt?

Two exciting days with panel discussions, presentations, and opportunities for networking and discussion. We'll discuss digital trends in tourism together, as well as challenges and opportunities. Visitors will learn new things from experts and discuss digital topics in tourism with them. Bonfire, Zermatt – Matterhorn's digitalization strategy, will play a central role.

Who are the two days suitable for?

Primarily for Zermatt Tourism members who want to gain deeper insights into digitalization or an update on Bonfire's projects. However, anyone interested from across Switzerland who is fascinated by the opportunities offered by digitalization is also welcome. You can attend individual presentations or attend the full two days. Participation is free, but please register at www.ztnet.ch/digitaltag.

Places are limited.

What was the biggest challenge in organizing it?

There's a lot of content we'd like to bring to visitors. But it's impossible to pack it all into two days. We have enough material for a whole week! So we had to sort it out and focus on a few Focus on key points.

How are you dealing with COVID-19 at the event?

The protection of our visitors is our top priority. We will develop a safety plan for each venue and ensure that it is adhered to. Masks will be mandatory in certain locations. This is the only way we can guarantee maximum safety for visitors. We are also currently examining whether we can offer a live stream for each program item.

Which part of the program are you most looking forward to?

The format on Monday afternoon, where we'll discuss the opportunities and risks of technological trends in tourism with visitors, is sure to be fantastic. That's my personal highlight. And of course, I'm also looking forward to the raclette evening on Tuesday evening at the Turbina, when we'll look back on what we hope will be a successful event.

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Zermatt Tourism

Winter campaign focused on superlatives



HOME OF WINTER.



Through images and short videos, this year's winter campaign for the Zermatt-Matterhorn destination immerses guests in a winter wonderland. It also convinces with facts.

Uncertainty is currently dominating the economy, and tourism in particular. It is still unclear from which markets and under what conditions guests will visit the Zermatt – Matterhorn destination this winter. What is certain, however, is that Zermatt is demonstrably among the best in many areas of winter tourism: be it the range of slopes, the gastronomy, the hospitality, the snow reliability, or the hours of sunshine. And this year's winter campaign for the destination is based precisely on these facts.

Home of Winter

The destination confidently calls itself "Home of Winter" in its campaign, showcasing its superlatives and the diverse range of activities it offers. While skiing remains Zermatt's mainstay, other activities such as winter hiking, snowshoeing, sledding, and cross-country skiing are particularly popular this winter. This is because it's expected that Swiss people, who usually fly to the seaside in winter, will spend their holidays at home this year.

Snow globe for fairytale world

A snow globe depicting a magical winter landscape serves as a symbol of "Home of Winter" and snow reliability. It appears on all products in the winter campaign. Campaign images and short videos are being produced and will be displayed online and on e-boards in major train stations such as Zurich, Bern, and Lausanne. Communication on Zermatt Tourism's own channels—particularly in the newsletter and on social media—accompanies the paid advertising.

Ten percent more Matterhorn

As part of the winter campaign, destination vouchers with increased value will once again be sold for a limited period. Just like in May of this year, guests who purchase a destination voucher will receive an additional voucher worth ten percent of the purchased voucher. Unlike last time, however, this gift voucher is only valid until the end of the 2020/21 winter season, so the winter business will directly benefit. Zermatt Tourism will inform visitors via internal message when the promotion starts. All service partners are encouraged to use the promotion as an opportunity to score points with regular guests.

Combined forces

For the first time, all major players have joined forces for the campaign: In addition to Zermatt Tourism, Zermatt Bergbahnen AG, the Zermatt Hoteliers Association, the Gornergrat Bahn, the Zermatt Apartment Association, and Zermatters are contributing to the funding. However, there is also agreement that they do not want to participate in the big advertising battle. Rather, the top product should convince guests.

Become an acceptance partner of the destination voucher

All service partners can benefit from the "More Matterhorn" campaign by accepting destination vouchers and thereby boosting sales. Anyone who is not yet a voucher acceptance partner can contact Zermatt Tourism's e-marketing department at e-marketing@zermatt.ch.

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Zermatt Tourism

Digital tourist tax billing

Accommodation providers have until January 1, 2021, to switch to the digital system for calculating tourist tax. Starting in 2021, administrative fees will be charged for the analogue system.



Photo: Pascal Gertschen

Many accommodations in the Zermatt – Matterhorn destination already use the digital registration system. This means that guests' registration form data is transmitted electronically to Zermatt Tourism. Based on this data, the system creates tourist tax invoices and generates detailed, anonymized statistics on the destination's current and future occupancy. How many beds are occupied? Where do the guests come from? And for what period are guests currently booking? This information about their own operations will be available to accommodation providers in the future and is useful for targeted marketing with minimal wastage.

All accommodation providers must switch to digital registration by January 1, 2021. From then on, billing must be recorded electronically in accordance with the municipality's tourist tax regulations. Those who fail to do so will be charged by Zermatt Tourism starting in 2021.

To switch to the digital system, hoteliers and holiday apartment owners are asked to visit [the website www.ztnet.ch/Digitales-Meldewesen](http://www.ztnet.ch/Digitales-Meldewesen) and book an appointment for a meeting with Denise Wiedmaier, the Bonfire project manager at Zermatt Tourism .

Destination Zermatt – Matterhorn

Corona winter and the future of biking



Photos: Pascal Gertschen

The destination's major service partners regularly meet together to discuss the destination strategy and the resulting issues.

This happened at the strategy group meeting at the end of September. The discussions focused on lessons learned from the summer season, bike tourism, and the framework for the winter season.

The Zermatt-Matterhorn Destination Strategy Group meets every six months to review the goals set and analyze ongoing projects. This was also the case on September 21, 2020. Representatives of the municipalities, railways, accommodation providers, businesses, and Zermatt Tourism reviewed the past summer season and identified areas with potential for improvement.

Winter with COVID-19

The meeting focused not only on looking back, but also on looking ahead. The strategy group addressed questions such as: How will the winter season unfold with COVID-19? What framework conditions need to be created? What should apply to après-ski? At the same time, it agreed on a concrete recommendation, which it forwarded to the task force of the Canton of Valais.

Mountain bike tourism remains important

Another point of discussion was the destination's bike strategy. Here, too, common ground was found. There is agreement that the focus will continue to be on mountain bike tourism, that the focus must be on separating hiking trails from trails, and that the network should be expanded. The main target group is leisure bikers who enjoy the landscape, the cable cars, and the restaurants. But adventure seekers are also welcome.

Mountain bikers and biking families should find something to offer in the Zermatt – Matterhorn destination.

The next meeting of the strategy group is planned for spring 2021.

Zermatt Tourism

Success thanks to digitalization



© Pascal Gertschen

Dear insiders

Despite a hefty budget cut of 40 percent, Zermatt Tourism was able to continue its communication for the new year. We were able to make our start a success. This was only possible thanks to a targeted approach to potential customers and the activation of regular guests. And this, in turn, is thanks to the gradual transition of our marketing communications to digital channels. The importance of digitalization could not have been demonstrated to us more impressively.

However, we also realized that we still have a lot of potential. For example, only 15 percent of accommodation providers have sent the special coronavirus newsletters to their guests. Imagine

Imagine what power we could develop if we all pulled together.

It can deliver figures: Thanks to the direct linking of reservation data, predictions about the future can be made, and pricing, offerings, and communication can be adjusted accordingly. To achieve this, it is essential that accommodation providers use the electronic registration form by 2021 at the latest.

We have all understood the importance of digitalization. To ensure that we are not hindered in the implementation, the Zermatt – Matterhorn destination is taking part in this. We are playing an active role in the annual Swiss Digital Days. You, too, are cordially invited to participate, because difficult times are ahead. Complaining and lamenting won't save us. It's much better for us to radically align our offerings with changing demand, thanks to the new technological possibilities of the digital age.

To run a business successfully, you need reliable key performance indicators. Here, too, we see that the Bonfire digitalization project is providing us with more and better data. Sincerely, Daniel Luggen, Spa Director

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Gornergrat Railway | Matterhorn Gotthard Railway

Construction work between Visp and Täsch



Due to construction work, the MGBahn line between Visp and Täsch will be closed from October 12 to November 8 inclusive. Replacement buses will operate according to the timetable. Travelers should nevertheless

Plan your time accordingly.

The closure was deliberately scheduled for autumn, when traffic is less prevalent. The total closures allow the necessary work to be carried out efficiently. Thanks to the continuous work, construction machinery can be used continuously, eliminating the need to repeatedly transport it to the site and prepare it for use. Furthermore, noise emissions can be limited for a limited period of time. Construction work is taking place at Kalpetran Station, on the roadway between St. Niklaus and Mattsand, and on a retaining wall in the Kipferwald forest.

Information and tips for residents and travelers

MGBahn apologizes to passengers for the inconvenience and any delays, as well as to residents of the affected communities for any noise emissions. Noise-intensive activities will be carried out during daytime as much as possible.

The buses scheduled for rail replacement are scheduled according to the train timetable. Notices at the affected stops provide information about the disruptions, the replacement service, and the bus departure points.

Due to the unpredictable traffic situation, adherence to the timetable and connections cannot always be guaranteed. All travelers – especially those returning from Zermatt – are therefore advised to allow sufficient time in advance or to switch to an earlier connection. To accommodate the high passenger volume on the section between Visp and Zermatt, up to six replacement buses will be deployed for individual trains.

Current timetable information, including MGBahn connections, is available in the SBB online timetable (www.sbb.ch/de/fahrplan).

La Maya–Gornergrat Railway Replacement: Preparatory work for the replacement of the La Maya culvert (GGB overpass over Riedstrasse) began in September and will be completed in October. Work will be carried out in day shifts. The noise level is typical for construction sites.

From November 2nd (6 a.m.) to November 6th (11 p.m.), the culvert will be replaced during a total closure of the GGB. To ensure that this time window can be fully utilized for track construction, the overhead line work will be carried out in night shifts. The overhead line will be dismantled on Sunday, November 1st, from approximately 6 p.m. to midnight, and the new overhead line is scheduled for the night of Friday, November 6th, to Saturday, November 7th, from 11 p.m. to 6 a.m. The overhead line work will cause minimal noise emissions.

The replacement of the culvert must be carried out from 2 to 6 November 2020, Riedstrasse will be closed from 6 a.m. to 11 p.m. Pedestrians will be diverted via Brunnmattgasse. Access to the St. Georges level crossing will be ensured by security personnel from Brunnmattgasse during the closure.



Gornergrat Railway | Matterhorn Gotthard Railway

Golden autumn at the Gornergrat Railway

From now on, guests on the Gornergrat Bahn can benefit from two Switzerland-wide promotions: all Raiffeisen members receive a 30% discount when paying with a Raiffeisen card, Coop purchases of CHF 100 or more also receive a 30% discount, and all hikers can look forward to a new hiking

ticket happy.

Hiking Ticket 20% The
Swiss love of hiking is great, and that's why the Gornergrat Railway has put together a hiking ticket for the Gornergrat for late summer and autumn . The hiking ticket (www.gornergrat.ch/hiking) includes the two routes Zermatt–Gornergrat and Riffelberg–Zermatt. The Gornergrat–Riffelberg section is completed as a hike. The ticket is flexible and can be used in both directions – guests can hike either uphill or downhill . With the hiking ticket, guests save 20% compared to the regular price of both sections. Guests can purchase the new ticket online, hoteliers can sell it through the partner shop , and it is available at the MGBahn ticket counters in Täsch and Zermatt.

and at the Gornergrat Bahn ticket counter.

Raiffeisen 30% Promotion:
Raiffeisen members benefit from a 30% discount on the Gornergrat Railway. Until November 1, 2020, the discounted tickets can be purchased with a personal Raiffeisen debit or credit card at the ticket counter or online.

line (www.gornergrat.ch/raiffeisen) . Hoteliers and service providers can now also issue discounted tickets at the Gornergrat Bahn partner shop. If you don't yet have a login for the MGBahn/GGB partner shop, you can easily request one free of charge from the MGBahn/ GGB customer center: railcener@mgbahn.ch

Coop 30% off offer – redeemable at the Gornergrat Bahn . Discover the Swiss mountains with Coop. Spend CHF 100 or more at a Coop store or online between September 7 and 19, 2020, and receive a 30% discount voucher for several mountain railways in Switzerland. Among other things, the discount voucher can also be redeemed for a return ticket at the Gornergrat Bahn until the end of 2020. The voucher can be redeemed directly at the Gornergrat Bahn ticket counter. More information about the offer: www.gornergrat.ch/coop

An overview of all participating cable cars can be found here: MySwitzerland.com/herbst-coop

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Zermatt cable cars

Record result was within reach



Zermatt Bergbahnen AG held this year's Annual General Meeting, for the first time since its founding, without the in-person participation of shareholders. The reason for this was the current situation related to the coronavirus. Despite the almost three-month closure from March 13 to June 6, ZBAG achieved a stable result. However, the lockdown did not leave ZBAG completely unscathed.

The dry and beautiful summer of 2019 is reflected in the new record figures. June and July saw new record results. August , September, and October were within the range of previous years. In addition to individual travel, sales of leisure packages such as Peak Pass, Bike Pass, and tours developed positively. From November onwards, guests were offered the best conditions.

for winter sports, and the optimistic expectations for the winter business were fully met in the first half of the season. The number of first-time daily admissions in December exceeded the previous year's figure, and a new record was even set in January. February also delivered outstanding results.

average numbers.

Due to the COVID-19 pandemic, the Italian government ordered the closure of the ski resort in Cervinia/Valtournenche on March 8, 2020. On March 13 , 2020, the lockdown in Switzerland also ended.

Fact. Due to this cessation of operations during a key season for the company, transport revenue in the winter sports business fell by 20.18%, or CHF 10.7 million, compared to the previous year.

At the end of the fiscal year, the following figures emerged : Operating income amounted to CHF 64.9 million, which was CHF 11.2 million, or 14.7%, below the previous year's result. The key figures, EBITDA at CHF 31.1 million and cash flow at CHF 27.3 million, are satisfactory given the current crisis situation . Even under the current conditions, these are absolute record figures in the mountain railway industry.

The impact of the COVID-19 crisis is clearly visible in the 2019/2020 annual financial statements . Nevertheless, the business performance in summer 2019 and winter 2019/2020 demonstrates that the consistent implementation of the goals of the 2022 Strategy is delivering the expected success.

Despite the lockdown, the principal banks were willing, together with ZBAG, to continue with the planned two major investments totaling approximately CHF 60 million. Based on this decision, the Board of Directors had already approved the

In 2020, the decision was made to continue construction of the Testa Grigia – Klein Matterhorn tricable gondola and the associated "AlpineX" project, as well as to begin the Kummé gondola project, including the snowmaking system . If everything goes according to plan, the Kummé gondola will begin operations on December 20, 2020, in time for the upcoming winter season .

Without the shutdown and considering the snow and weather conditions until the end of April, the excellent result from the previous year could have been exceeded again and the magic mark of 80 million operating income would have been within reach.

been.

The entire tourism industry is facing difficult times. Nevertheless, ZBAG is consistently pursuing its strategy. Cooperation with its Italian partners plays a key role.

Rolle. The AlpineX project, the connection with Monte Rosa Ski, and the planned cross-border World Cup races from Gobba di Rollin down to Laghi Cime Bianche represent the vision of the next generation.

Destination Zermatt

Advance of the Gorner Glacier – An unpleasant neighbor

At the end of the 18th century, according to oral accounts by the grandchildren of Johann Jakob Lauber, who lived with his family near Zer Briggu (towards the bridge), the Gorner Glacier was only seen peeking out from behind the Riffelhorn like "a white goat." This statement should be taken with caution, however, because the earliest known depictions indicate that the Gorner Glacier was completely covered by snow towards the end of the 18th century.

was more stretched.

Traveling with a camera lucida

The first topographically accurate depiction of the Gorner Glacier was created. This pencil sketch is an extremely valuable document in the history of glaciers because it precisely records the topographical conditions and the extent of the Gorner Glacier at that time. John F.W. Herschel (1792–1871) achieved near-photographic accuracy by using a so-called camera lucida.

A device with a square prism for drawing objects from nature. The Basel artist Samuel Birmann (1793–1859) created a watercolor in 1825 depicting the so-called Boden Glacier, which was created outside the present-day glacier foreland. Birmann drew with photographic precision.

The ice giant's relentless advance continues

We owe the first impressive description of the advancing Gorner Glacier to the Strasbourg teacher and archaeologist Christian Moritz Engelhardt, who was impressed by the massive, fissured mass of ice. He also referred to the destructive effect of the glacier, which had grown significantly in the preceding years. In the same year, the late Romantic landscape painter Johann Rudolf Bühlmann (1812–1890) also visited Zermatt. On one of his aqua-

In his detailed drawings, he included not only the glacier but also the buildings of the hamlet of Zer Briggu, located on the flat valley floor, as well as the wooden bridge connecting the two banks of the Gornera. Among other things, a two-story house and a stable barn are depicted. The house is most likely that of Johann Jakob Lauber, who is mentioned in Kronig's "family statistics." The buildings stood within the glacier foreland, approximately 50 meters from the high-stand embankment of 1859.

A glacier conjuration and the end of the Alp Im Boden

The Gorner Glacier continued to advance unabated throughout the 1840s, spreading terror among the valley's inhabitants. To avert the ongoing destruction and threat to cultivated land and houses, Father Johann Peter Schulzki initiated a glacier ban at that time. However, the glacier ban was unsuccessful, as, according to contemporary witnesses, the Gorner Glacier expanded more than ever before in the following years. The Im Boden alpine pasture presumably disappeared permanently beneath the ice around 1842. In any case, it is documented that the pasture no longer existed by 1848.



The great sigh of relief – the Gorner Glacier stands still
In 1859, the ice flow finally came to a standstill. According to eyewitness accounts, this marked the end of the Gorner Glacier's roughly 60-year advance.
The glacier advanced by 580 to 640 meters during this period.



Tourists are already enjoying the advance
the enormous ice masses fascinate, while simple
mountain farmers fight for their existence.

Text and illustrations are taken from the book
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Zermatt cable cars

A special winter is just around the corner



With the arrival of autumn comes the anticipation of winter, even if the circumstances are a little different this year.

Zermatt Bergbahnen AG is looking to the future with confidence, but has nevertheless decided to

prepared.

The topic of COVID-19 will also be present in the coming winter season. Not off the table yet. To ensure the safe use of the mountain railways, the ZBAG is implementing the mountain railway protection concept approved by the Federal Council. The mandatory wearing of masks in the cabins and gondolas, as well as the distancing rules in the station areas, remain in place. In addition, the ZBAG has decided to introduce special conditions for advance ticket sales to minimize uncertainty among guests.

Under the new regulations, experiences and tickets booked in the online shop that cannot be used due to COVID-19 and official restrictions can be converted into a credit note. This credit note can be redeemed for a period of three years without loss of value.

As every year, ZBAG launches the presale campaign in October. From October 1st to 31st, 6- to 21-day ski passes and monthly passes can once again be booked online in the webshop with a 20% presale discount. Presale tickets remain non-refundable.

Winter offers in the Matterhorn ski paradise

The situation in connection with the coronavirus makes it impossible for ZBAG to offer certain services such as "Live Piste Preparation" or the ever-popular "Moonlight Rothorn Descent".

Nevertheless, in the coming winter season, numerous

Experiences are available for guests. The First Track, Sledging Fun Furi, and VIP Gondola offers can still be booked without restrictions. The Matterhorn glacier paradise will feature two new culinary events: the Autumn Dinner at

October and the Mountain Dinner Night on selected dates during the winter season. Further information on the

Events can be found in the Zermatt Bergbahnen webshop.

Further innovations for the winter: The highlight of the upcoming winter season for guests and locals will be the new 10-seater Kumme gondola. Despite the challenging situation, this investment was made, and ZBAG is confident that the new facility and its associated snowmaking system will further enhance the ski area and thus the winter sports destination. The planned opening is scheduled for December 20, 2020.

There's also a new innovation in the ticketing area: Due to the increasing demand for flexible ski pass products, a new ski pass is being tested. In addition to the existing "Flexpass 5 out of season," guests can also book a "Flexpass 10 out of season" this winter. The new ski pass can be booked exclusively online at matterhornparadise.ch.