# ZERMATT INSIDE

April 2021, 19th Year, No. 2



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

**Municipality of Zermatt** 



#### Childcare

Since June 2020, the association "Family Supplementary Offers Zermatt (FEA)" has been managing a total of five establishments under its umbrella.

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**Zermatt Citizens' Community** 



#### **Decline in sales**

The pandemic has also hit the businesses of the Zermatt community hard, resulting in cost savings in various areas.

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**Zermatt Tourism** 



#### Strategy Group

Set goals must be regularly reviewed and analyzed. For this purpose, the strategy group meets at least twice a year.

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Zermatt cable cars



#### Ski patrollers

They are there when you need them, they secure the slopes, help when necessary, and save lives. Would you also like to to be there?

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**Destination Zermatt** 



#### **Theodul Pass**

The Theodul Pass was a well-traveled route for traffic, trade, and mercenaries. But when was it first crossed? A look back.

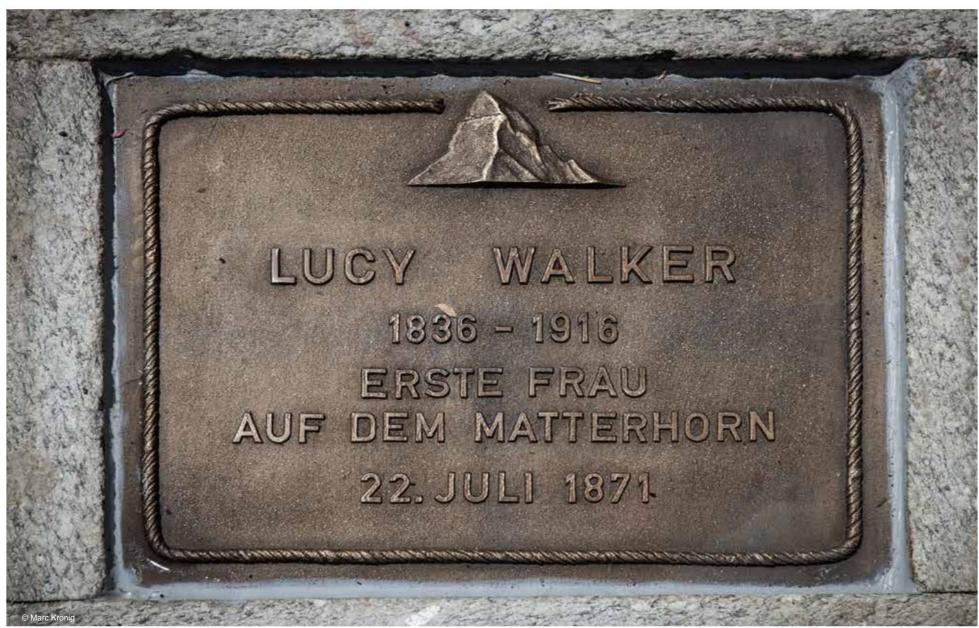
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**Zermatt Tourism** 

# 150 years of Matterhorn ascent by Lucy Walker

In 1871, British mountaineer Lucy Walker became the first woman to climb the Matterhorn. 150 years later, the destination is celebrating this feat with events, activities, and offerings – thus placing mountaineering and the role of women at the center. A flagship project in this regard is the new exhibition at the Matterhorn Museum, which extends beyond the museum walls.

Continued on pages 2/3



Zermatt Tourism

### Zermatt celebrates anniversary year

From exhibitions to street art to events and activities: This is what is happening this year in Zermatt in honor of Lucy Walker, the first woman to reach the summit of the Matterhorn.

On July 22, 1871, a telegram from Zermatt reached the editorial office of the "Journal de Genève." The British woman Lucy Walker had done it: She was the first woman to climb to the summit of the Matterhorn—wearing a long flannel skirt, as befits a Victorian lady. With this, she achieved a masterpiece of female mountaineering, just six years after the British man Edward Whymper became the first person to reach the summit. The news quickly spread throughout Europe and overseas.

In 2021 – 150 years after this feat – the Zermatt –

Matterhorn destination looks back on the events and follows in the footsteps of Lucy Walker.

Under this motto, various events will take place during the summer and autumn seasons.

Events and activities take place. They explore the topic from a historical, socio-critical, or sporting perspective and focus on mountaineering and the role of women.

#### New exhibition in the museum

This year marks not only the first ascent of the Matterhorn by a woman, but also women's suffrage in Switzerland, which was introduced at the national level in 1971. On this occasion, the

Matterhorn Museum focuses on equality , gender issues and justice.

On 28 May 2021, the exhibition "NEW PERSPECTIVES. Women in Zermatt – yesterday and today».

"NEW PERSPECTIVES" highlights "women's stories" from the background, making the women around Zermatt visible from yesterday to today, and in doing so, questions the stories told so far. From the mountain farmer's wife to the hotelier to the



Lucy Walker (back center) with family and mountain guides

Tourist and mountaineering pioneer: The focus is on the importance of women in society and gender relations. The exhibition questions the social order of the 19th century, which continues to shape us today, and offers visitors the opportunity to leave their mark on history together in the future.

The project also includes a presentation on the cable car line to the Klein Matterhorn , allowing the exhibition to be experienced beyond the museum

#### Street art with Lucy Walker

On Viktoriastrasse opposite the Coop, a mural with Lucy Walker is being created on an area of 160 square metres –

painted by the artist Jasm One (Issam Rezgui). The creation starts on April 26, 2021 and The exhibition will last approximately two weeks, weather permitting. The street art is part of the "Art Valais" project, which the non- profit association Art Valais Wallis launched in partnership with the canton.

The idea is that Swiss and internationally renowned artists throughout the canton create works in public spaces on the theme of the environment and local traditions

In 2021, the theme of water will be the focus of attention in order to raise awareness for water conservation. The element of water will therefore also play a role in the Zermatt painting.

Lucy Walker represents the DNA of the community and points to history and Traditions of the Matterhorn village.

#### «100% Women» offers for women

Switzerland Tourism is also using these two anniversaries as an opportunity to focus on women in 2021 and has launched the "100% Women" campaign. The marketing organization aims to give women in tourism a face, encourage them to embark on new adventures, and connect them through tourism experiences.

At <a href="https://www.MySwitzerland.com/women">www.MySwitzerland.com/women</a>, around 230 offers and events are available that focus on women and a female perspective on Switzerland. All experiences – lasting from a few hours to several days – are led by women to provide a platform for them and their work and to create role models. A focus is placed on outdoor activities held in women-only groups.

In Zermatt, in addition to the Matterhorn Museum, there are four other providers made it into the selection – their offerings are thus part of Switzerland Tourism's international campaign. The Matterhorn Diamonds Ski School offers ski courses specifically tailored to women.

The Zermatters offer a "Trail Running Camp" and a "Mountaineering Weekend for Beginners." At the "Trail Running Camp," participants run with experts Victoria Kreuzer and Bettina Sulliger-Perren for two days amidst the impressive natural surroundings and mountain scenery of Zermatt. They improve their technique, gain training tips, and discuss nutrition with like-minded people.

During the "Alpinism Weekend for Beginners," participants familiarize themselves with the equipment on a glacier tour before climbing their first four-thousand-meter peak, the Breithorn, on the second day.

The Hotel Monte Rosa, from where Lucy Walker once embarked on her legendary tour, invites visitors to explore the historic hotel. Women will also take a guided hike, tailored to their fitness level, and conclude with a class with the chef, where they will prepare a local dish for a cozy dinner.

The Hotel Bella Vista, in collaboration with a female mountain guide, offers mountaineering courses for women. During the three-day course, participants practice the proper use of ropes, ice axes, and crampons, as well as learning knots and safety techniques. After learning the basics, they tackle the surrounding peaks, some of which are over 4,000 meters high. The Hotel Bella Vista offers relaxation with a spa, sauna, steam bath, and Kneipp baths.

#### In 1871, the British

Lucy Walker as the first woman

on the Matterhorn.



#### 100% Women Peak Challenge

A second project, part of the Switzerland Tourism campaign, is called the "100% Women Peak Challenge." The goal is for women to climb all 48 of Switzerland's four-thousand-meter peaks by September 8, 2021 —in all-female rope teams. The challenge can be followed on the interactive landing page www.peakchallenge.myswitzerland.com , where the female mountaineers share their summit photos via social media.

#### In the footsteps of Lucy Walker

The Zermatt Tourism campaign «In the footsteps of Lucy Walker» unites all the different initiatives and focuses on the historical and current events in Zermatt. Unlike Switzerland Tourism, the focus is not just on women, but on all target groups equally. A special event will be July 22nd – the anniversary day. However, those responsible have not yet revealed what exactly is planned.

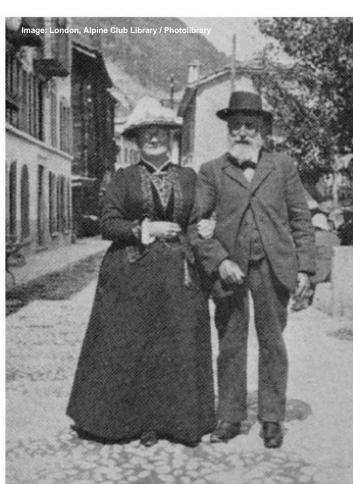
The website www.zermatt.ch/LucyWalker provides information about all activities and products. New products are designed to be suitable for more than one season. Existing products are adapted or integrated into the theme wherever

Service partners who also have something to contribute to this topic are welcome to contact claudine.zibung@zermatt.ch.









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#### Municipality of Zermatt

### Danger of avalanches!

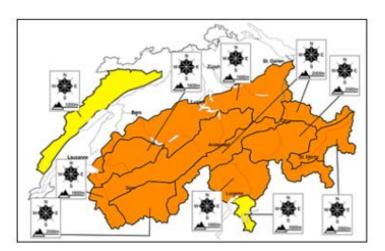
Avalanche danger situations require good cooperation between different organizations.

Zermatt is fortunate enough to be able to rely on proven structures. Modern tools, such as the emergency intervention planning (NIPL) required in the canton of Valais, are also being utilized.

#### When the avalanche bulletin doesn't bode well

Zermatt relies on the risk assessments of three experienced natural hazard observers, whose task is to assess the avalanche danger daily during the winter. This assessment is communicated to the municipal authorities, the Matterhorn Gotthard Bahn, and the cantonal road

When a major avalanche danger is imminent, those responsible and natural hazard observers regularly exchange information.



Avalanche danger – a mostly growing event

In contrast to many other natural phenomena, the danger of avalanches is a growing occurrence. This often results in surprises. This was also the case at the end of January 2021. Snowfall began much earlier than forecast, and the snow that fell was unusually light. Due to the already known weak structure of the old snow layer, an increasing avalanche danger over the next 48 hours could be assumed from the outset. The heavy and intense snowfall meant that the cantonal road between Zermatt and Täsch was closed very early on.

This allows for early action, such as precautionary closures of hiking trails

Even in the avalanche situation at the end of January 2021, measures

were taken early on to clear remote, difficult to access or particularly

vulnerable winter hiking trails on the morning of the first day

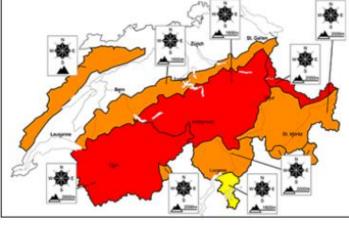
had to be closed. In addition, the exposed winter hiking trails were becoming increasingly endangered. The avalanche danger increased unusually rapidly throughout the day.

The procedure in such a situation is precisely specified in the NIPL of the municipality during Phase 1 of an avalanche event . One of the first steps is to inform the Chief of Staff of the Municipal Management Staff (GFS) about the avalanche situation and the measures taken in a brief report.



The first small and medium-sized avalanches occurred on the afternoon of Wednesday, January 27, 2021. Due to the unusually light snow, these avalanches generated a very large pressure wave.

This resulted in exposed neighborhood streets (Spissstrasse and Furistrasse ) in the danger zones having to be closed, sometimes at very short notice and very quickly. The closure of Spissstrasse also marks the transition from an everyday occurrence to an extraordinary event (Phase II of the NIPL). Thus, operational command passes from the current head to the Chief of Staff of the GFS.





The development of the avalanche bulletin from Wednesday, January 27, morning to Thursday, January 28, 2021, 5:00 PM (Source: SLF)



Closed for a while: Spissstrasse





#### Cut off from the outside world

During the night of Wednesday, January 27, into Thursday, January 28, several avalanches struck, some in unusual locations . For example, the Täsch-Zermatt railway line was buried in the "Schilten" area. The track was not particularly heavily buried, but in times of avalanche danger, immediate clearance is not possible. Safe clearance takes time.

Due to the inclement weather and in consultation with all service partners, the establishment of an air connection to Täsch was not planned. No

#### Individual slope assessment

urgent need emerged during the incident.

The danger to buildings and roads is not only assessed according to the avalanche bulletin, but also varies from one avalanche slope to another. The best example of this is Spissstrasse . While the entire section between the Untere Mattenstrasse junction and the Riffel parking garage had to be closed on Wednesday, the lower section, from Garage Central to the Riffel parking garage, was reopened after a reassessment due to avalanches in Schafgraben . The upper section had to remain closed, much to the dismay of residents and businesses.

During the course of Thursday evening, the need for another unpleasant measure became apparent. Residents in the red avalanche danger zones were ordered to stay at home.

This is the most gentle of all protective measures for residents in endangered buildings. These measures were decided upon based on the individual slope assessment by the natural hazard observer and the GFS. Based on this decision, the fire department, in cooperation with the regional police, was tasked with implementing them.

#### Blocked is blocked and applies to all

In recent years, breaking barriers has become a national pastime. Regional police have repeatedly observed people on the closed cantonal road between Täsch and Zermatt. People have crossed the fresh avalanche cones on foot, on touring skis, or even on regular skis . Even on the closed Spiss road, the barriers have been repeatedly ignored, risking life and limb. This is despite the fact that in the event of a person being buried, emergency personnel have to risk their own lives for a likely

In some cases, the police were able to arrest these "tourists" and issue fines. The costs of these actions were billed to the perpetrators.

#### The long road to "normality"

The situation eased. After the snowfall subsided and the hazardous slopes were reassessed, the measures ordered could be gradually scaled back – in reverse order – starting Thursday afternoon . Particularly impressive was the extremely swift and professional clearing of the Täsch-Zermatt road, using a snow groomer from Zermatt Bergbahnen AG and large construction equipment from local construction companies.

#### Danger app

The new app is for Android and new also available for iPhone.

Information about the cantonal road Täsch – Zermatt and in the case of natural hazards within Zermatt,

can still be received via SMS service for a fee

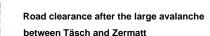
Information about the SMS service and Instructions on how to use this service are available from Zermatt Tourism at the following

www.zermatt.ch/services/SMS-Notfall/

The canton's voice announcement, which Concerning the road Täsch - Zermatt, can be heard at the following telephone number: 027









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Municipality of Zermatt

## Lüegelti – stream relocation and avalanche control dam





Initial situation

In recent decades, the cantonal road in the Lüegelbach area has been repeatedly blocked by debris flows. By far the largest event occurred in October 2000, when approximately 17,000 m<sup>3</sup> of debris reached the Vispa River and caused a backup. Several avalanches also occurred.

Severe downpours led to lengthy closures of the cantonal road

The first project ideas date back to 1996. At that time, Grande Dixence SA planned to build a retention basin on the alluvial fan for debris that could be washed away from the existing landfill site at a higher elevation . However, the available space was insufficient to provide sufficient capacity. Nor would this project have significantly improved the avalanche

#### Planning process

In the following years, the

Fundamentals were developed to capture the danger situation in an overall context

and plan appropriate measures . In November 2011, the first

Public consultation took place. Due to private objections and requests for additional vegetation, the permitting process was delayed. During this time, the cantonal road in this section was renovated and a new culvert was created for a future stream

Based on the latest information (risk analysis, hazard maps, vegetation, etc.), the original project has been completely revised since June 2016. This required various variant studies, surveys, and mapping. Several options were compared and evaluated based on various criteria. In addition to costs , the reliability of the measures in the event of an incident, environmental impacts, compatibility with the later construction of a gallery over the cantonal road, etc., were assessed.

Based on the study of the various options, it was decided, together with the canton and the federal government, to develop and evaluate two options in more detail.



One option, Option 8, envisions shifting the Lüegelti stream out of the valley. This would prevent a potential backflow of the Vispa River due to a debris flow. An earth dam would prevent the snow masses from flowing southward into the industrial area and onto the Matterhorn Gotthard Railway line in the

Another variant was variant 9.2 assessed in depth. This variant provides between between the Vispa and the cantonal road. This tunnel would allow the water of the Vispa to flow away in the event of a backflow caused by a debris

flow or an avalanche. This variant also requires a

event of an avalanche

A wind deflector dam is planned to protect the infrastructure at the village entrance. This solution has the major advantage of significantly reducing the impact on the protected dry meadows and pastures. Due to, among other things, the restricted runoff and possible blockage by driftwood, this solution offers only limited protection. Furthermore the costs are significantly higher than Option 8.

Both the municipal council and the federal government and The canton ultimately opted for variant 8, with the necessary construction measures would affect the protected area of dry meadows and pastures of national importance (TWW) required extensive additional assessments of the flora and fauna. Interventions in nationally protected habitats require proof of the site-specific nature of the construction project. In addition, equivalent alternative measures must be implemented for the affected protected

As part of the participatory process, the municipal council appointed a support group with representatives from various interest groups (owners, businesses, hunting, forestry, railway, etc.) to gather any feedback, concerns, input, or further insights . Due to the limited opportunities for exchange due to the coronavirus pandemic, the documents were made available to the members.



and the experts were available to answer questions. Environmental associations were also informed about the project and the

Project presented

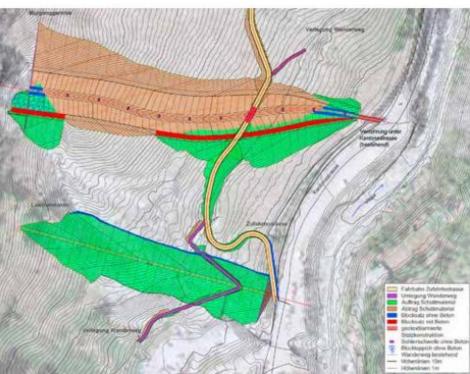
The building application will be publicly displayed for 30 days in April 2021 at the Building Department of the Municipality of Zermatt (EWG).

According to the cost estimate, the realization sum is expected to be CHF 5,620,000.

The EEC's financial plan envisages the implementation of this very important protection project starting in spring 2022. If there are no delays, the work should be completed in autumn 2024. The monitoring of the necessary replacement measures will then continue over a longer period

The canton and federal government are supporting the project financially with a percentage that has not yet been determined.





Draft situation of avalanche control dam and new channel of the Lüegelbach, shifted out of the valley

Municipality of Zermatt

### QR invoice – presented by the commercial apprentices Jana and Noemie

Since June 30, 2020, it has been possible to create and pay via QR invoice in Switzerland.

The municipality of Zermatt is also gradually switching to the new technology.

The Tax Department of the municipality of Zermatt completely switched to the new payment method in mid-February 2021 and has already created and sent the first invoices with a QR code. The remaining departments will follow at a later date. To help you get used to the new QR invoices, this article describes what a QR invoice actually is and how it will change payment processes.

#### What is a QR invoice?

The QR invoice (short for "quick response") is a new type of invoice with an integrated payment section and receipt.

With a QR invoice, the familiar red/orange payment slip is no longer required. Instead, a QR code is used.



The commercial apprentices Naomi Munsters and Jana Meichtry

Invoice information such as the invoice amount, reference and account number, etc., are still visible. The QR code contains all the information necessary for paying the invoice. This significantly simplifies payment transactions for both debtors and creditors. When debtors scan the QR code, they only need to enter the desired value date (payment

All other data is automatically transferred to e-banking using the QR code . Automatic data transfer prevents typos. It's important to note that a QR invoice can be identified not only by the QR code, but also by the IBAN number. If the number three is in the fifth position of the IBAN number (CH80 3...), it is a QR invoice. If the payment is made without a QR code, the bank details must be entered and verified manually.

The creditor usually receives the debtor's transfer on the same day, along with all the necessary information to record the payment. This new billing method eliminates the need for the creditor to conduct any further investigations.

How does the application work for the debtor?

There are three options for paying a QR invoice

· Payment via mobile banking: If you pay your bills with your mobile phone, you can now scan the QR code instead of typing in the account number. The fields required for the payment are automatically filled in . All you need to do is enter the desired value date

· Payment via e-banking: If you pay a bill via e- banking, you will need a QR reader to scan the QR code. Alternatively, you can install a QR reader on your mobile phone or use your computer's integrated camera. By scanning the QR code, all fields required for a payment transfer will be automatically filled in e-banking.

Payment at the post office counter: The usual payment at the counter is still possible. Since the invoices are printed on perforated paper, they can be paid as usual by detaching the receipt at the post office counter. You will receive this receipt back as a receipt after payment

The option of paying via QR code offers many advantages for both sender and recipient.





Number 2: All data required for payment is directly visible. This means the payment can be made as usual via e-banking without a QR code. If the payment is entered manually, the recipient's bank details must be checked or updated

Number 3: The QR code contains all the information needed for payment. Only the desired value date remains to be entered.

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#### Municipality of Zermatt

### Slow down – school children are on the move!









#### The youngest schoolchildren are the weakest pedestrians. Students in

kindergarten and grades 1 and 2 have moved to the temporary school building on Obere Matten. The "Marzipan" daycare center and the "Puderzucker" day care center have moved to a new location on Obere Steinmatte. As a result, many children are taking new routes to school, and the "Zum Steg" bridge is being crossed even more frequently by the youngest pedestrians. At this intersection – where seven streets intersect – all road users are advised to exercise increased caution.

#### The way to school

The route to school is of great importance to children. It contributes to social development and promotes physical activity. It helps children learn safe and appropriate behavior on the road. Children's size affects this behavior. Because of their small size, children have a harder time seeing obstacles and are less easily recognized by drivers. Safely crossing requires the youngest children to have an unobstructed view of approaching vehicles and to be able to estimate distances and speeds . This is difficult for the youngest children.

#### Poor sense of traffic

Proper behavior in traffic is very demanding for children. They have to process a lot of information at once, and schoolchildren are even less able to do this than adults. Young children's sense of traffic is not very well developed, and they perceive electric cars, buses, trucks, tractors, e-bikes, and bicycles from a child's perspective. Girls and boys are playful and easily distracted. Everyday things that adults often don't notice can quickly capture a child's attention. Furthermore, children and adolescents often react rashly and in a way that is unpredictable for drivers. This is because they cannot yet control and monitor their actions at all times. Spontaneous impulses and reactions (e.g. running across the street to a friend) cannot yet be suppressed.

It is even more difficult for schoolchildren in car-free Zermatt to navigate safely and appropriately in traffic than for children in the city.

#### stop – listen – look – run

The regional police regularly practice proper road safety with all children and young people in grades 1H–8H, in collaboration with their teachers. At the beginning of March, the second practical training session took place at the "Zum Steg" bridge. First, the children learned to walk along the sidewalk or on the pavement. This taught them how to cross the bridge from the Le Mazot restaurant along the sidewalk toward Steinmatte.





The children then crossed the large bridge at various locations, following the motto "stop – listen – look – walk." An on-site inspection revealed that these exercises are complex and difficult for the children to master.

#### What can adults do?

Adults are needed to ensure that children get to and from school safely: whether as parents, daycare workers, or drivers. Parents can regularly practice crossing difficult sections with their children and remind them to be careful. This builds self-confidence. They can also choose a different, safer route to school, and this doesn't always have to be the shortest. Moms and dads can also join forces in the neighborhood and accompany their children on the way to school for a few days (project "pedibus"). Parents, carers, and teachers ensure that children always wear their warning triangles or safety vests and that sufficient time is allowed for the journey to school. Taking children to school in a parent taxi or electric car is not a good idea. Heavy traffic around the school endangers other children, and children in a bike trailer cannot learn safe behavior in traffic.

#### Responsibilities

According to the law, parents are primarily responsible for the school route. Teachers, traffic instructors, the regional police, and the municipality of Zermatt provide support. Participating in traffic always entails risks, and therefore a school journey is never completely safe. Among other things, cantons and municipalities are concerned to ensure that paths and streets can be used as safely as possible. They are all aware of the problems faced by the most vulnerable pedestrians. The police are maintaining a presence, "Caution: Children" signs are being installed, heavy goods vehicles are being escorted, the "Zum Steg" bus stop has been relocated, and further traffic calming measures at critical locations are being examined. For insurance reasons, the use of school crossing guards is not permitted. Creative ideas and a great deal of awareness-raising are still needed! This is an ongoing process, and not everything can be implemented quickly.

#### Slow down – we drive slower when we are in a hurry

In Matterhorn Village, many things have to be done very quickly; everyone is under time pressure and moving hectically. Pedestrians and drivers, whether e-bikers, electric vehicles, or truck drivers, are all challenged at the "Zum Steg" bridge, the temporary "Getwing Bridge," or at other locations in the village where children are nearby. Everyone must be extremely attentive, drive slowly, observe, pay extra attention, and stop their vehicle.

"Slow down – schoolchildren are on the move." Children are the most vulnerable pedestrians and unpredictable on the road. Together, we can prevent accidents!

Be attentive,

drive slowly,

be extra careful!





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Municipality of Zermatt

# Village playground project



The playgrounds serve as a space for our children to have fun, exercise, play, and actively get to know each other.

Parents also meet at the playgrounds to exchange experiences and make new acquaintances.

- Friendly and clean
- Appearance Functionality
- Security
- Fun factor
- Winter accessibility if possible
- Seating and relaxation options

#### Winkelmatten Playground Summer

After a thorough analysis of the condition, it was determined that the safety standards regarding the condition and distances between the individual play equipment, as well as the required and standardized fall protection area, were no longer being met.

Therefore, for safety reasons, it was decided playground. Together with the construction company Ulrich Imboden AG and the playground manufacturer Bimbo Hinnen, the project was completed on schedule.

#### Obere Matten playground Summer 2020

After intensive and detailed planning with all the departments and companies involved, the complete renovation of the largest playground next to the Sportpavillon restaurant began last spring .

The play equipment is suitable for children of all ages and meets current requirements and standards. The redesign was again carried out in collaboration with the construction company Ulrich Imboden AG and the play equipment manufacturer Bimbo Hinnen.

#### Playground Obere Matten East Spring

The third part of the project will be completed in spring 2021. This will be the Obere Matten Ost children's playground on the north side of the Sportpavillon restaurant. The equipment of this playground is primarily intended to appeal to young children.

In addition to the construction of a large sandpit, a play area with various towers for climbing and exploring is planned.

Natural shade is provided by the existing trees, and ample seating and relaxation areas are also provided. A swing set complements the fun , and a new fence ensures safety.

Construction is scheduled to begin in early May and the new facility should be operational by midUse of the playgrounds is at your own risk, and parents are responsible for supervising their children . Please follow the signs and respect one another. Sufficient litter boxes are available, and the playgrounds must be left clean.

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#### Municipality of Zermatt

## The school library has moved

#### Organization of the school library during the construction of

#### the new school building

Before the sports holidays, the school library moved to temporary accommodations. We found a new home in the former music room on the second floor of the Walka school building. Clear signage guides students, teachers, and parents.

The school administration and the school office are located in the same room, separated by walls.

Although the space will be smaller, we will make the offerings as attractive as possible and try to fulfill book requests as best as possible. The school library will continue to offer space for doing homework, meeting friends, preparing presentations, and, of course, reading during the renovation period. However, the move will result in one change. Students who attend classes in the temporary building at Obere Mattenstrasse 1 during the renovation will be able to use the community library as the school library.

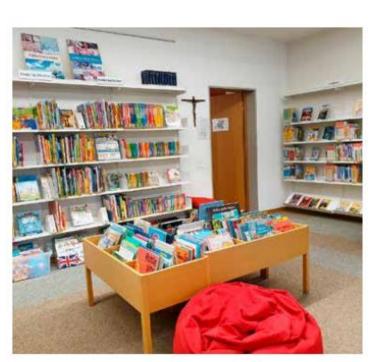
The opening hours of the school library in Haus Walka remain unchanged. They

#### Monday and Tuesday:

7:30 – 8:15 a.m. / 9:15 – 10:00 a.m. / 11:15 – 11:45 a.m. / 1:00 – 2:15 p.m. and

Thursday and Friday: 7:30 – 8:15 a.m. and 9:15 – 10:00 a.m.

We look forward to your visit.



**Zermatt School Library** Schoolhouse Walka 3 3920 Zermatt

schulbibliothek@zermatt.ch

www.facebook.com/gemeindebibliothekzermat









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Municipality of Zermatt

Day care center «Puderzucker» at Steinmattstrasse 73

Nursery «Kinderparadies» at Spissstrasse 23

# Childcare in Zermatt

The Union

"Family Support Services

Zermatt (FEA)" has been offering various childcare

options for ten years. Since June 2020, the association has operated a total of five childcare centers under its umbrella.

#### nion Family-complementary offers

With the support of the Zermatt municipality, a management team was established, and the "Marzipan" daycare center and the "Puderzucker" day care center relocated. The "Kinderparadies" daycare center and the "Regenbogen" daycare center were incorporated into the association. Following the completion of the "Niww Walka" school building, new locations and modern facilities are available.

The municipality of Zermatt is committed to the compatibility of family and career in the tourist destination and was able to

With the FEA Zermatt association, we have gained a competent partner for family-friendly services. A corresponding service agreement defines the collaboration . The association is constantly evolving.

The offers of FEA Zermatt
The FEA Zermatt is based on a

humanistic view of humanity – every child is perceived as an independent, valuable personality. The association is geared to the needs of the

tries to fulfill the mission of childcare in the family-friendly destination Zer-

matt. At the "Marzipan" daycare center, preschool children find stable care and group settings, as fixed days of care are booked.

The "Kinderparadies" offers flexible childcare, explicitly accommodating parents' changing work schedules . The "Tageseltern Nikolai" company recruits childminders and matches them with interested parents. The children are integrated into the daily routine of the family providing care.

The two companies «Marzipan» and «Powdered Sugar» have been new to the

Steinmattstrasse 73, in the building "Zur alten Backstube ." Also at the new location

The companies are under the management of Dolores Graven. Together with her

Her team of nine looks after children aged 3 months to 12 years.

The "Marzipan" daycare center can care for 15 children daily, of which a maximum of five are infants. Capacity has been increased at the new location due to its size and space. Visitors

Preschool children can attend the crèche full-time or half-day, Monday to Saturday between 7:30 a.m. and 7:00 p.m.

The "Puderzucker" daycare center can care for up to 20 children daily before and after school, at lunchtime, and also half-day. This option is open to all children from kindergarten entry through the completion of primary school; Mondays and Tuesdays, as well as Thursdays and Fridays, from 7:30 a.m. to 7:00 p.m. During school hours,

During the holidays (except for company holidays), the daycare center "Puderzucker" offers a special all-day program for all school children.

Since July 2020, the "Kinderparadies" crèche and the "Regenbogen" daycare center have also been part of FEA Zermatt. Corinne Julen is the team leader for both operations.

together with her nine-person team. They look after the children

between the ages of 3 months and 12 years.

The "Kinderparadies" is located at Spissstrasse 23 and can accommodate up to 35 children daily, of which a maximum of eight are infants. The addition of an area for very young children has created more capacity for infant care . The "Kinderparadies" is open Monday to Saturday from 7:00 a.m. to 7:00 p.m. Care is available and guaranteed throughout the year.

The "Regenbogen" daycare center is currently located in the sports pavilion and can care for up to 20 children daily. The daycare modules can also be booked flexibly to accommodate parents who don't have fixed workdays. Similar to the "Iderzucker" daycare center, children can attend the center before and after school, at lunchtime, and for half a day,

with opening hours from 7:30 a.m. to 7:00 p.m.

**S** Kinderparadies 000000 0 0 bis Montag der Regenbogen 0 0 12 Jahre 3 Mt. verden fix vergeben. Schuleintritt Zusatztage nach Rücksprache möglich etreuungsplätze Puderzucker Zusatztage nach **M** nikolai abgebende Eltern 3 Mt. - 12 wird nach Bedar sprechen sich direkt mit abgerechnet Tageseltem ab Aufpreis von CHF 5.00 pro Halbtagesmodul bzw. CHF 10.00 pro offen während Wintersaisor Eltern mit einer Besitzstandswahrung können sogar jede Woche die Anzahl der Betreuungsmodule frei wählen (ohne Aufpreis) und wenn sie gar keine falls Minimum 6 Kinder Betreuungsmodule anmelden, ist auch gar kein Beitrag geschuldet angemeldet



Marzipan Nursery at Steinmattstrasse 73



Daycare center «Regenbogen» in the sports pavilion

The "Regenbogen" also offers a special all-day program for children during school holidays. The "Regenbogen" daycare center provides childcare throughout the year.

The holiday program for the two daycare centers is created jointly by employees from all companies.

The resulting program is the same for both daycare centers and is run by the staff

The goal is to then be able to carry out the holiday program with all the children together.

It will be implemented as soon as the current situation allows for mixing groups of children again.

Interested parents can contact the respective team leader to visit the facilities and learn about the daily routine of childcare on site.

All of the above-mentioned childcare facilities receive their lunch from the kitchen of the St.

Mauritius Care and Nursing Home in Zermatt. FEA Zermatt places great importance on providing children with a balanced diet – with plenty of fruit and vegetables.

Certification of the label «fourchette verte» should now also be achieved for the new establishments become.

In addition to the two crèches and daycare centers, FEA Zermatt also boasts the "Nikolai Daycare Center." This is a childcare center in a family setting: Daycare centers look after other families' children in their own homes. They integrate children into their daily family life and offer them a trusting, stimulating, and safe environment. Care can be booked individually and flexibly.

Fabienne Biffiger is responsible for coordinating the childminders .

She is the contact person for childminders and parents leaving children in Nikolaital.

Since 1 January 2021, Larissa Kirk
Bride, a trained work and organizational psychologist, has taken over the management of FEA Zermatt.

It is responsible for the organizational and financial management of all service areas. The association is managed and represented by a board of directors, is non-profit, and

politically and religiously neutral.

#### The future of FEA Zermatt

With the construction of the «Niww Walka»

A new location for FEA Zermatt's pre- and afterschool care. The two daycare centers,
"Puderzucker" and "Regenbogen," will be integrated
into the new school building and combined after
the project's completion. This merger, as
envisioned in FEA Zermatt's Vision 2024, will also
allow for the expansion of services for preschool
children.

In addition to the two daycare centers, the "Kinderparadies" nursery will also be allowed to move into the new school building after the construction phase is completed.

There will be some relocations for the FEA in the coming years.

Soon the FEA Zermatt will also be able to present itself digitally in a new look: The new website is in the works. Currently,
All information can still be viewed in the old design at www.fea-zermatt.ch . The website will soon be relaunched. Parents and other interested parties will also be informed about all information since January 2021.

Stay up to date with news and information via

Membership in the FEA Zermatt association is open to all individuals and organizations that support the association's goals and interests.

Membership is mandatory for parents who use FEA Zermatt's services for their children. This allows them to actively influence the association's activities.

take one.











Applications are due by

26 April 2021

The Zermatt Youth Fund aims to support clubs, groups, and events that significantly promote the interests of young people.

The target group includes toddlers of preschool age up to young adults of maximum 20 years.

#### 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 or other donations. The Youth Fund Commission would like to thank

We would like to thank all our donors. Only through these funds is it possible to support the many great offerings in Zermatt.

#### Active assistance

The youth fund's funds are generated through revenue from the folklore festival.

To ensure the smooth running of the Folklore Festival, the organizing committee needs many hardworking volunteers every 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.

#### Submission of applications

Decisions regarding financial support are made in April and November of each year. Applications for the current year can be submitted until November 26.

April 2021.

#### Available online

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

### Submission of applications and any

All applications should be sent to the following Address to be submitted:

Bianca Ballmann

Mattertal Youth Work Center
Zermatt, Täsch, Randa
English Quarter 8
3920 Zermatt

mattertal@jastow.ch Phone: 079 303 45 04



#### Municipality of Zermatt

## JuBla Zermatt

A fast-paced year with highs, but also many lows, lies behind us. The coronavirus crisis shaped everyone's year.

The virus completely turned our daily lives upside down. It led to the closure of restaurants, shops, and workplaces. Schools were also temporarily closed and events for all ages were canceled.

Now, almost exactly a year later, the virus is still raging... but JuBla Zermatt is once again able to hold events and have wonderful experiences together with the children.

We also very much hope to be able to hold this year's summer camp, which unfortunately had to be cancelled last year. had to.

Even though it is not certain that the camp will take place this year, we are confident and are already busy planning.

But even if everything turns out well, we are still missing the most important thing: you and your friends!

If you were **born in 2011** or earlier and your calendar is still empty from **July 24 to 31, 2021**, then contact us now!

Stay confident, motivate your friends, and look forward to an unforgettable time with us.

Contact:
Jill Koch
Mobile 079 610 75 73
jill.koch@bluewin.ch



Advertisement





#### **Termination of my general practice**

On Goodbye - Adieu - Au revoir - Arriverderci Adeus - So long.

No matter in which I say goodbye. it WBS not easy for me, it's a wonderfultim

What I have been talking about verbally for some time is now written down in black and white. I will be closing my general practice permanently at the end of June 2021 due to my retirement.

Over 30 years ago, with great enthusiasm, I opened my own general practice in Zermatt with my wife Vreni. Thanks to you, dear patients, I was able to experience a challenging, enjoyable, and interesting time.

I would like to thank you for your trust and loyalty.

It was only thanks to you that I was able to live my calling all these years, even decades.

It wasn't just loyalty to my practice; it was much more. Through my diverse practice, I experienced many thoughtful, sad, and serious situations over the years, but also, time and again, funny and joyful ones.

Although I am looking forward to the new time with much freedom, I will miss you.

And remember, I'm not out of this world. I'll always be happy about a spontaneous gettogether or chance meeting—wherever that may be.

A big thank you also to my colleagues in Zermatt for their continued care of my patients.

All the best and get or stay healthy.

Dr. Erwin Julen, general practitioner, Zermatt

PS: Patient files will be made available for collection at the practice upon prior appointment.





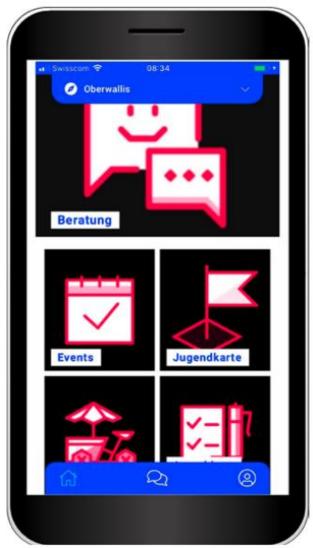




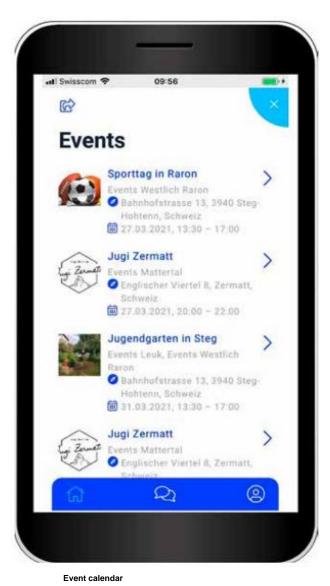




16 Zermatt Inside April 2021







Contents of the Oberwallis youth app

Anonymous chat

Residential community of Zermatt

# Youth app 2.0

The new youth app is here! The new version of the youth app has been online since January 8, 2021.

Young people can find all upcoming events in their region at a glance. In addition, all users have access to a map showing all the locations of youth centers and youth clubs in Upper Valais. The socalled youth map, on the other hand, lists social organizations that can be contacted with concerns or problems.

By clicking on the "Advice" button, young people can chat directly with youth workers from Upper Valais - completely anonymously! Advice requests are answered within 24 hours. This advice function Contact us if you have any questions, suggestions or ideas in the provides young people with another option for accessing support. Youth workers can offer assistance, give tips, or refer them to one of our network partners.

The app offers even more options for young people. Here, they can  $$\,^{\circ}\!\!$  3920 Zermatt find information about various projects or register directly for the "steps4youth" youth training programs offered by the Upper Valais Youth Employment Office. This way, young people don't have to register using paper flyers or through our website.

Competitions are also regularly launched, in which young people can participate and win small prizes. Everything from writing contests to dance battles and photo challenges is possible.

Compared to the old version, the new youth app is much more interactive, thanks in particular to the chat functions.

Of course, the Mattertal Youth Work Centre is not only available online, but also continues to be available to young people from Zermatt, Täsch and Randa.

Projects and camps are being planned, the Zermatt youth center has reopened with restrictions , and the "steps4youth" youth training programs are also being conducted again. Of course, all of this is in compliance with the applicable cantonal and federal measures for

Bianca Ballmann Mattertal Youth Work Center Zermatt, Täsch, Randa English Quarter 8

Phone: 079 303 45 04

Jugend.chat is a secure, independent chat infrastructure for youth counseling, schools, youth work, and youth participation. Communication can take place completely anonymously

- Safe, open source based GDPR-compliant data protection
- Anonymity is guaranteed
- The chats can be deleted at any time
- Easy and quick integration into any website

Zermatt Inside 17 April 2021

#### Municipality of Zermatt

## Clothing collection for Eastern Europe

On 17 April 2021, The association «Hand in Hand - Your Neighbor» in Zermatt and Täsch is organizing another

> clothing collection for Eastern Europe.

The association "Hand in Hand – Your Neighbor" aims to provide financial and material support to the needy population of Eastern Europe, especially children and the elderly, as well as frail and single people.

#### The clothing collection will also take place in Täsch.

#### Collection points

The association collects well-preserved and clean clothes, coats, Jackets, trousers, sweaters, and shoes, as well as bed linen and terry cloths. The collected items can be dropped off in boxes or garbage bags (grocery stores sell black garbage bags) as follows:

Saturday, 17 April 2021, at the following locations: 8:30 -11:00 a.m.: Entrance to the funicular railway workshop 8:30 - 11:00 a.m.: Entrance to Winkelmatten Chapel 8:30 - 12:00 p.m.: Entrance to the Parish Center

Saturday, 17 April 2021 8:30 - 11:00 a.m.: in front of the Hotel Walliserhof (Contact person: Lydia Lauber)

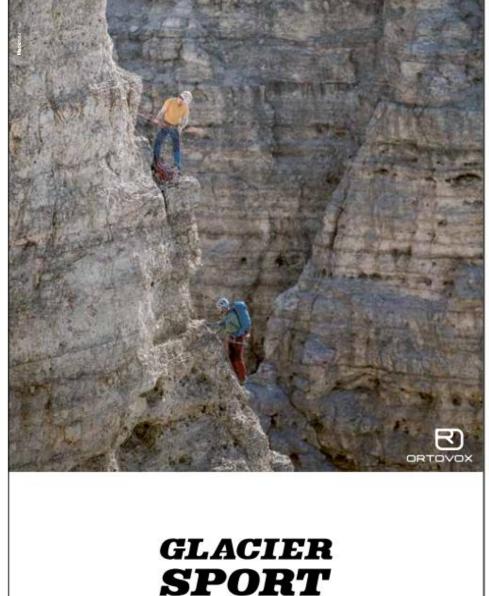
For organizational reasons, no furniture collection will be carried out .

#### Tax exemption for donations

Donations to the association "Hand in Hand – Your Neighbor" are tax-exempt according to the cantonal tax administration's decree of March 25, 2013. These donations can be deducted from taxes within the legal framework. Please deposit donations into the account at Raiffeisenbank Mischabel-Matterhorn, Zermatt/St. Niklaus: IBAN CH76 8049 6000 0099 5014 3

Thank you very much for your support. Association «Hand in Hand – Your Neighbor»





Bahnhofstrasse 19, Zermatt

Burgergemeinde Zermatt / Matterhorn Group AG

# Facing the crisis

The 2019/20 annual
financial statements
show that, despite a
decline in revenue due to the
coronavirus pandemic,
Matterhorn Group AG
was able to pay CHF
5.1 million in rent to
the Zermatt community.

And suddenly it was over. Zermatt was once again in the midst of a magnificent winter season when the Federal Council ordered the lockdown on March 13, 2020. "It's as if the plug had been pulled on the entire destination," said mayor Romy Biner-Hauser to the local media that evening. It couldn't have been described better.

The guests departed. What remained were deserted slopes, cold beds, and empty restaurants. And an overwhelming uncertainty about what would happen next. In the spring, every business in Zermatt asked itself the same question: What will the summer season be like? And how do I prepare my company for it? The Matterhorn Group (MGAG) decided that it would not open its two burger restaurants on the Riffelberg, the Hotel Riffelhaus 1853 and the Restaurant Buffet Bar Riffelberg, over the summer months. A decision that was received partly with understanding by the other service providers in the destination. But partly also with concern, especially when it became clear in the summer that Zermatt was being virtually overrun by Swiss tourists.

#### The crisis has hit businesses hard.

Today, with over a year of pandemic experience and the necessary distance, we can say: The decision to close the two businesses was the right one from a business perspective. Despite a coronavirus-related decline in sales, MGAG closed the 2019/20 fiscal year with lower losses than feared. "Thanks primarily to consistent cost management," says Burger President and MGAG Chairman Andreas Biner, "we got off lightly." What does that mean in numbers?

The 2019/20 annual financial statements demonstrate above all that the worst had to be expected, and rightly so. Sales at burger restaurants plummeted by more than CHF 10.5 million, almost 30 percent less than the previous year. More than half of this was due to the early closure during the winter season. From the day of the lockdown until mid-April, MGAG recorded sales around CHF 6 million less than the previous year. In the restaurant sector alone, the group's most important business segment, a sales decline of almost CHF 6.5 million was recorded for the entire season (a good 31 percent less than the previous year). In the hotel industry, the decline was almost CHF 3.2 million (-28 percent), and in the retail sector, CHF 1.2 million (-70 percent). In short: the economic consequences of the coronavirus crisis have also hit Zermatt's burger restaurants with full force and severity.

In this completely new situation for everyone, MGAG management decided to cushion the crisis primarily on the cost side. Costs of around CHF 9.7 million were saved up to the gross operating profit. "This meant," says Andreas Biner, " that the decline in sales of a good 91 percent could be offset by internal cost savings." Personnel expenses alone were reduced by almost CHF 5 million, naturally significantly supported by short-time work compensation. Thanks to these savings, MGAG can pay the Zermatt community a lease of a good CHF 5.1 million.

Swiss francs. Biner: "That's only 14.4 percent less than in the very successful previous year." From a business perspective, it was therefore justifiable to close the two Riffelberg establishments. Especially since they primarily cater to Asian and American guests in the summer – both guest segments that were almost completely absent in Zermatt during the coronavirus pandemic.

#### Sommelier and Chef of the Year

Nevertheless, it is of course painful when a business remains closed. Especially when it boasts such a rich history and such an incomparable panorama as the Hotel Riffelhaus 1853. In all the Corona hustle and bustle, it was almost forgotten that the hotel was able to welcome new chefs in the 2019/20 financial year, with experienced hotel director Jürgen Marx and culinary legend Alain Kuster (the youngest Gault Millau chef in the 1990s, with 16 points).



«Significantly lower Losses than expected»



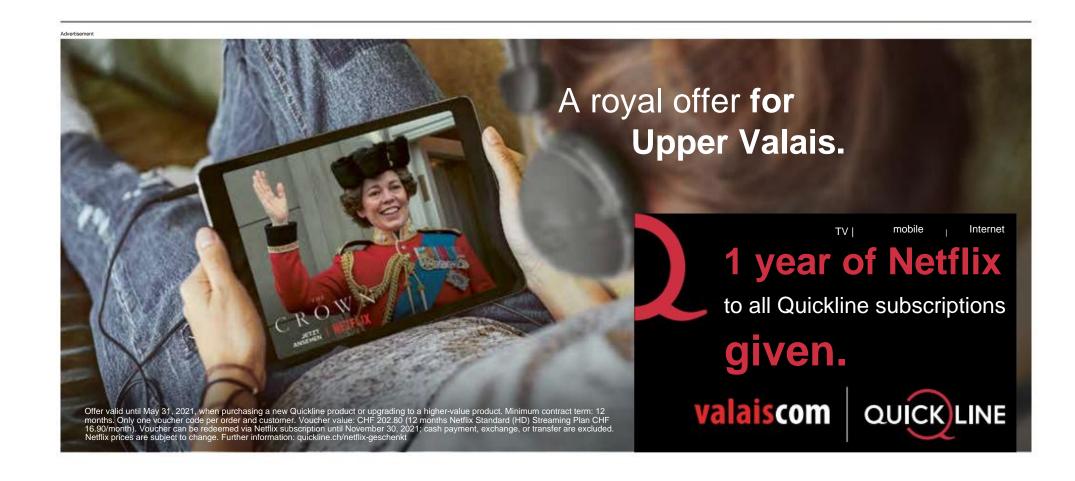
Andreas Biner, Burger President

At the Grand Hotel Zermatterhof, the long-term and intensive development work is also bearing fruit. Peter Zimmermann, the hotel's sommelier, was named Sommelier of the Year 2020 by Bilanz magazine. And head chef Heinz Rufibach was honored as Chef of the Year 2020 in the Karl Wild Ranking. It is such outstanding performances that give MGAG confidence in its ability to overcome this pandemic. Furthermore, the Matterhorn Group AG was awarded the "Valais Excellence" label last year. This recognizes the

most efficient and committed Valais companies.

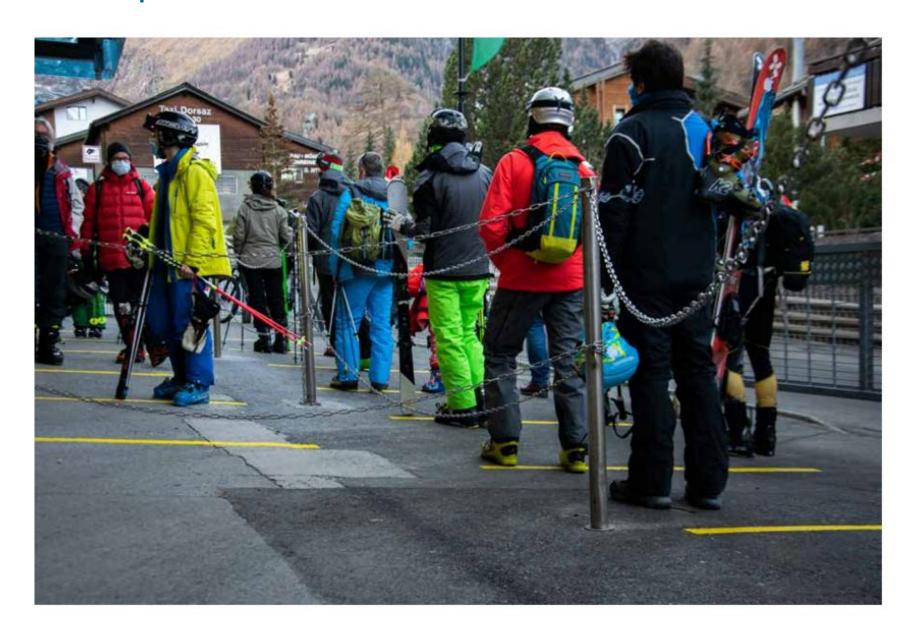
A label that burger restaurants want to be measured by in the future.

The coronavirus crisis will also have a significant impact on the current financial year . Over the 2020 holiday season , the Valais government again ordered the closure of all restaurants in the canton. Conditions remain extremely difficult. The Matterhorn Group AG has helped make guests' stays as pleasant as possible during these difficult times by offering takeaway options in all its mountain restaurants . In this way, the Matterhorn Group AG is making a contribution to the benefit of the entire destination – even if this was only partially profitable from a business perspective.



Destination Zermatt-Matterhorn

# Strategy group: helpful coordination in the pandemic



The Zermatt – Matterhorn Destination
Strategy Group meets regularly to review the
goals set and analyze ongoing projects. It is also
a helpful body in navigating the current
COVID-19 crisis.

The strategy group also had to meet virtually due to Covid.



The strategy group is responsible for the development, implementation, and monitoring of the destination strategy. For this purpose, the group, consisting of nine institutions and municipalities, meets at least twice a year. Both strategic and operational management sit at the table. This framework, as is now becoming apparent, is also very helpful in times of crisis. Since the beginning of the pandemic, the group has regularly exchanged information on current developments. This focuses on the coordination of services, for example, protective measures or opening hours, but also on the communication strategy. The major advantage: The decisions made are reflected in the individual commanies

implemented uniformly, everyone pulls together and the destination appears as a unit.

#### Learnings from the past

For example, a comprehensive debriefing was conducted for last summer, which revealed a completely different guest structure and thus a change in guest behavior. From this, the strategy group derived common approaches and incorporated them into the planning for the upcoming summer season.

This allows for quick and easy improvements, particularly in customer guidance and information, as well as in pricing, ticket sales and general cooperation between service partners.

#### Behavior during the pandemic

The strategy group also discussed the opening steps and held several discussions with representatives at the federal and cantonal levels. It also held discussions with the local task force of the municipality of Zermatt.

There was a good flow of information. However, Zermatt's push as a destination, neither with excessive protective measures nor with premature openings, was not up for debate. The protection and safety of locals, employees, and guests is always our top priority; however, even during the pandemic, Zermatt should position itself through its top quality, its skiing and outdoor offerings, its cuisine, and its hospitality.

#### Until the end of the season

The strategy group has also made a clear statement for the current winter season: As long as federal regulations permit, Zermatt Bergbahnen AG will continue to operate ski resorts according to the published timetable, and the other service partners will also do everything in their power to maintain the basic range of accommodations, on-piste restaurants, and shops until the end of the season – entirely in keeping with the holistic approach, but also the ambition and mindfulness that are enshrined as values in the destination strategy.

The strategy group has proven itself to be a valuable platform for exchange and planning, continually reminding people of the values that must be lived, acting with consideration for the diverse needs of guests, service partners, employees, and residents, shaping Zermatt as a unified whole, and always keeping the overarching goal in mind: to establish Zermatt-Matterhorn as the most sought-after high-alpine tourist destination in the world.

Zermatt Tourism

# New Product Manager Ski at Zermatt Tourism

The key position of the product manager
Skiing at Zermatt Tourist mus was filled as of 1
March 2021. Valérie Biner from Zermatt has accepted the challenge

tion accepted.

Valérie Biner has been working for Zermatt Tourism since 2015 and is no stranger to the industry.

The local took up a position in Marketing Services and moved to

March 1, 2021 as Product Manager Ski.

«Skiing is a great product and Zermatt offers so much in this area.

I want to share my knowledge as a local and share my passion for skiing with our international

contacts," says the graduate tourism specialist and prospective graduate of the Executive MBA in Marketing Management.



Valérie Biner, ski product manage at Zermatt Tourism

Zermatt Tourism

## Get ready



#### Dear insider

Doing business during a pandemic is difficult! The slump in sales figures, coupled with the decline in guests, is not only economically difficult, it's also depressing. The situation is largely beyond our control. The restrictions imposed by the authorities are draining energy and require us to reinvent ourselves and our business model practically every month. Despite everything, we can consider ourselves fortunate that we were able to host a winter season with guests. A glance over the fence at the Furggsattel mountain station shows us the misery that has befallen our neighboring countries: Nothing, or almost nothing, is happening there anymore. Therefore, we shouldn't dwell on the past for too long: just put it aside and be content that we made the best of it, period.

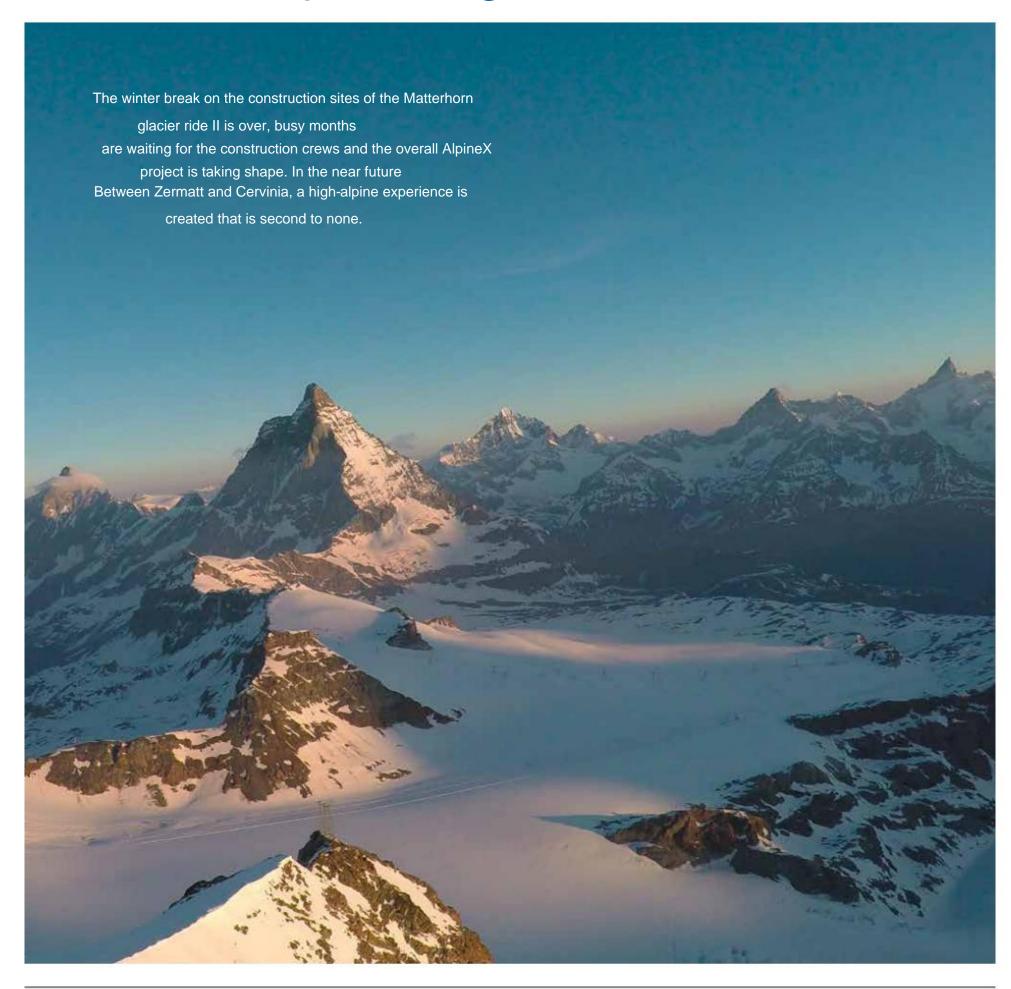
Instead, we must prepare for the recovery in such a way that we emerge not only from the pandemic, but also from the crisis as quickly as possible. We know that the current crisis arose due to a pandemic and not due to a lack of supply. We can also expect that there will initially be a huge backlog of vacations once travel is possible again on a normal scale. We can look forward to this increased demand, but we should also prepare accordingly. This is not just about smoothly ramping up original capacities and services; we should also consider how we can once again benefit from tourism in the long term and sustainably.

This includes further developing our offerings and consistently focusing on service and quality. It's also worthwhile to critically examine our target groups: Zermatt-Matterhorn has done well with international diversification in the past. We want to maintain this in order to benefit from international growth, but also to balance out fluctuations. Our goal must be to retain guests in the destination longer and to develop ourselves even more effectively into a 365-day destination. We have the prerequisites; let's take advantage of them.

Sincerely
Daniel Luggen, Spa Director

Zermatt cable cars

# Across the Alps in stages







As early as mid-February, the excavator engines were started up on the Klein Matterhorn to tackle the meter-high masses of snow and ice in the construction site area.

In the meantime, the construction sites are Snow cleared and the workers have the Shovels exchanged for tools. The final concrete work on the small

Matterhorn are in full swing, and from mid -April, construction work will also resume on Testa Grigia. As soon as the last batch of concrete has dried, the electromechanical interior of the Matterhorn Glaicer Ride II will be built step by step. Until next winter arrives, the electromechanical components of the circulating

stations, the uprights and the electric drives have moved into their future locations, and an elegant and lightweight wooden structure will not only make both stations look good, but also protect them from wind and weather.

#### AlpineX – More than a cable car

If you venture out onto the Theodul Glacier, you can observe the physical progress of the project week after week. What's not visible, however, is the progress that has been made behind the scenes in the offices of Zermatt Bergbahnen and Cervino SpA in recent weeks and months . The AlpineX experience will thus not be limited to the connection between Testa Grigia and the Matterhorn glacier paradise. Once the new 3S cable car begins operation and enables the Alpine crossing by cable car between Cervinia and Zermatt, numerous high-alpine experiences and offers will be conveniently and easily accessible to guests along the route.

#### A visionary journey

The journey begins in Cervinia: After checking in their luggage at the valley station, our future guests set off on their journey. First stop: Plan Maison! With a genuine Italian coffee in hand, their gaze wanders over the rugged

fen peaks and rock faces around Cervinia.

The day has started off well. We continue on and, via Laghi Cime Bianche, we immediately reach
Testa Grigia. With one step, we leave Italy behind and find ourselves on Swiss soil. But before the journey ends,

Once you have reached the highest point, it is worth taking a detour into the world of snow and ice.

Testa Grigia is completely dedicated to snow and ice. Renting the complete ski equipment and taking your first steps on two skis, taking a walk across the glacier and seeing a crevasse up close, or simply relaxing and acclimatizing in the newly renovated Rifugio Guide del Cervino – the new summit concept on Testa Grigia is both exciting and entertaining.

The journey continues on the brand-new Matterhorn Glacier Ride II to Europe's highest mountain station. For a small additional charge, you can enjoy a glass-bottomed ride.

who can admire the glacier landscape at their feet.
The gondola floats

west flank of the Klein Matterhorn and disappears into the mountain just below the summit. Welcome to the highest

Europe's mountain station, at 3,883 meters above sea level! Enjoy culinary delights in the summit restaurant, buy souvenirs for your loved ones at home, immerse yourself in the mystical world of the Glacier Palace or the

Marvel at the breathtaking panorama from the

Marvel at the breathtaking panorama from the viewing platform – this and much more can be discovered and experienced in the Matterhorn Glacier Paradise adventure world.

Overwhelmed by new impressions, the journey continues on the Matterhorn Glacier Ride I and the Matterhorn Express towards Zermatt, where the Matterhorn slowly but surely takes on its familiar shape. Before reaching the valley station, however, two more stops await. At Trockener Steg, you'll immerse yourself in the barren but no less exciting world of the high-alpine moraine landscape, walk along the glacier tongue, or feel the cold water of the glacial lake. One stop further down, at Schwarzsee, a selfie at the Zermatt Photo Point is a must. The Matterhorn seems close enough to touch, and your eyes have no choice but to follow the striking Hörnligrat to the Matterhorn's summit.

The crossing is slowly coming to an end . But the biggest highlight is still waiting: the Matterhorn village. At the valley station,

The doorman is already there and you can easily reach your accommodation by hotel taxi.

Your luggage will be delivered directly to your room, and you can end the day with a hearty dinner and a stroll through what is probably the most beautiful village in Switzerland.

The AlpineX is more than just a trip from A to B – it is an adventure between two countries and cultures. It's still a vision, but in

the foreseeable future, existing and future experiences along the route will combine to create an unbeatable overall offering.

More information about the AlpineX project at www.matterhornparadise.ch/alpinex

«AlpineX –

more than a cable car»













Zermatt cable cars

# The rescuers on the slopes

In Zermatt they are frequently encountered – the piste patrollers.

Usually inconspicuous, they appear wherever they are needed and offer assistance.

No matter the severity of the

need or the exceptional situation, they provide calm, provide conscientious assistance, and save lives.



A patrolman on duty

Patrolmen

convey calm,

help conscientiously and save lives.

Always wearing ski boots, black clothing interspersed with orange signal colors, a patrolman's badge on their upper arms, and a healthy tan on their faces, the piste rescuers exude a profound sense of calm and security, which is an absolute prerequisite for this profession. Accidents happen on the slopes, too, and the piste rescue service must be deployed. Among the tasks of the

Patrolmen are not only responsible for first aid and rescue, but also for accident prevention.

#### Securing the piste area

The first item on the piste rescue service's agenda is monitoring and securing the slopes. After assessing the avalanche danger and blasting the avalanches on potentially dangerous slopes, all runs are inspected with a particular focus on hot spots, blown-down markers are re-erected, and nets are tightened. Only after the daily morning patrol is completed are the slopes reopened. If a lot of fresh snow falls, avalanche protection begins the evening before. With the help of automatic blasting systems and manual avalanche blasting, the snow masses are transported down to the valley and the dangerous slopes are defused.

#### The emergency services

With the opening of the slopes early in the morning, the patrollers' work is far from over. If an accident occurs on the slopes, the piste rescue service is the first point of contact. They immediately respond by ski and sled or skidoo, secure the accident scene, take initial measures, and care for the victims.

The assessment of whether the helicopter needs to be deployed is the responsibility of the patrol officers.

#### Mentally and physically demanding

The tasks of a ski rescue service are extremely varied and diverse. The outdoor workplace with a view of the Matterhorn is unique. However, anyone who wants to succeed in this job must be mentally and physically resilient. Accident victims and their families are usually under extraordinary stress, and there are cases where life and death are at stake. Inner calm and emotional distance are essential.

The sun doesn't always shine, and cold temperatures and bad weather are part of everyday life.

Anyone who wants to become a piste rescuer must meet several additional requirements. Previous medical training in the form of a Level 1 First Aid course or an Emergency Response course is a basic requirement. Furthermore, excellent knowledge of skiing and deep snow riding, as well as ascending with skins in difficult terrain, is required. You must also be able to drive a rescue sled to participate in the training.

The Swiss Federal Association of Alpine Skiing and Snowmobile Operators (ZBAG) also offers its patrol officers the opportunity to complete advanced training courses through Seilbahnen Schweiz (Swiss Cable Cars). These include the Central Course B, focusing on avalanche risk assessment and avalanche rescue, and the avalanche blasting course.

Do you enjoy working with people and outdoors? Are you calm and physically fit? Are you looking for a new challenge in a well-coordinated team?

Then contact us at info@matterhornparadise.ch. The ZBAG is always looking for new helping hands.

Zermatt cable cars

## Zermatt IT AG – the new IT service provider in Zermatt



Balfrinstrasse 15 A, 3938 Visp, Tet. 027 945 13 44
Balfrinstrasse 15 A, 3930 Visp, Tet. 027 945 13 44

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Weather of the following the series of the

The merger of the IT

department of Zermatt

Bergbahnen AG and Biner IT

Consulting AG will create the
new Zermatt IT AG,

which will provide its

expertise from June 1, 2021.

Since the founding of Zermatt Bergbahnen AG in 2002, the company's internal

Electronic data processing (EDP) is managed by the internal IT department, headed by Matthias Amacker since 2009. Over the years, ZBAG as a company has steadily

has grown significantly, and digitalization has taken hold. Along with this, the requirements and expertise of the IT department have evolved significantly.

The IT department has thus become a professional IT service provider capable of covering more than just the needs of ZBAG.

Also in 2002, Biner IT

Consulting AG was founded.

Since its founding, under the leadership of Aldo Biner, it has reliably supported and advised private and business customers in the areas of information technology, security technology, digital communication, smart home and digital project management.

The expertise of ZBAG's IT department and that of Biner IT Consulting AG will now be combined in Zermatt IT AG. Effective January 1, 2020, In June 2021, a new professional company was created with Matthias Amacker as Managing Director, which, thanks to years of Experience in the IT sector can offer modern solutions for every digital problem. Aldo Biner will be responsible for the existing and will continue to be available to future customers.

In the future, Zermatt IT AG will provide customers of all kinds with modern and reliable ICT solutions in the areas of infrastructure, hardware and software, security, digital communications, and smart home.

With their expertise and experience, the employees of Zermatt IT AG provide comprehensive support that leaves no customer wish unfulfilled and meets all support requirements. Consulting to find the perfect, customized solution is the starting point of every successful customer relationship at Zermatt IT AG.



Matthias Amacker,

Managing Director Zermatt IT AG



Aldo Biner, Founder Biner IT Consulting AG

**Destination Zermatt** 

# The Theodul Pass Transport, trade and mercenary route

The Theodul Pass was possibly crossed as early as the Mesolithic period, but certainly in the Neolithic period.

A stone axe found in the garden above Furgg supports this assumption.

The Roman period

From the Roman period, various

Alpine crossings have been described to historians. One of the most famous is Hannibal's, in 218 BC, with elephants. Famous are the descriptions of wars and conquests by the Roman general and emperor, Gaius Julius Caesar, in his writings on the Gallic Wars (Commentarii de Bello Gallico, 57–53 BC).

The Romans used the Alpine passes as military and trade routes. Roman coins found on the Theodul Pass, which can now be admired in the Zermatt Museum, provide evidence of this. The name for the Matterhorn, "Mons Silvius" or "Mons Servio," or later "Cervino," may have been derived from the Roman general Servius Galba.

#### The Walsers

During a warm period around 950–1150 AD, the glaciers retreated and the Theodule Pass was also free of ice on the north side.

This encouraged the emigration of the Walsers to

the southern northern Italian

Mountain valleys. The growing population and the

search for new agricultural

The availability of agricultural land and newly
developed techniques for cultivating high- altitude
mountain regions were the reasons for the Walser

#### The Middle Ages

migrations.

In the High and Late Middle Ages, the Theodul Pass played an important role as a transport, trade, and mercenary route. From the five valleys – Visp, Raron, Leuk, Sierre, and Sion – transport and trade routes led to Zermatt and from there over the Theodul Pass into the Aosta Valley. The district council in Sion repeatedly had to deal with disputes between the inhabitants of the Aosta Valley , which was under the jurisdiction of the Duke of Savoy , and the people of Zermatt.

The district council's farewell of 2/3 November 1564 reads:

"The people of Zermatt are complaining again that some of them, when they recently went with about 20 horses to Schanbawa (Chambave) in the Aux Valley to buy wine, were attacked and imprisoned in a very unneighborly manner."

In 1985, the Theodul Glacier revealed the remains of a medieval warrior. His skull, a sword, a dagger, various coins, and a pistol were found, which are now on display in the Zermatt Museum.

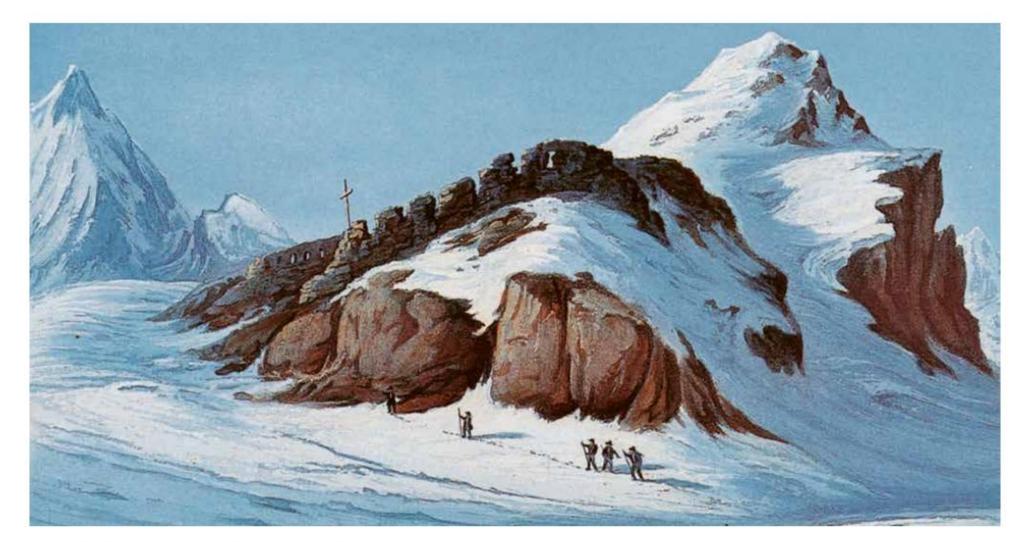
Victor Amadeus II, Duke of Savoy (1666–1732), had a protective wall built on the Theodul Pass to prevent religious sects from Switzerland from entering Piedmont.

Researchers and travelers: Remains of this bastion of Victor Amadeus II were found by
Naturalist and scientist Horace -Bénédict de
Saussure introduced this phenomenon when he was the first to climb the Klein Matterhorn in 1792 with mountain guide Jean Jacques Meynet from
Valtournenche . This mountain guide and his grandson Jean-Pierre Meynet, married to Anna
Katharina Willisch from Zermatt, built the first highalpine hostel here, the "Hotel Steinbock," a building with four rooms, a fireplace, and a tarpaulin roof.

Probably inspired by the scientific writings of Horace-Bénédict de

Naturalists, poets, and artists followed Saussure into the Alps and crossed the Theodul Pass. This acted like a magnet for these curious scientists. The arrival of noblemen, counts, princes, and kings in the high mountains heralded the Belle Époque and the heyday of mountaineering.

,



Fortress building on the Theodul Pass, with the remains still visible today

Text and images are taken from the book «Focus Matterhorn – Zermatt History and Stories», Rotten Verlag 2015





Advertisemen



«The Theodul Pass acted like a magnet on the English

Scientist"

28 Zermatt Inside April 2021

Municipality of Zermatt

### «D'niww Walka»

### Start of construction of new school building

On August 25, 2019, the general public of Zermatt approved the commitment loan for the new school building "d'niww Walka." A unique opportunity for the children of Zermatt and an era coming to an end – 62

years of Walka.

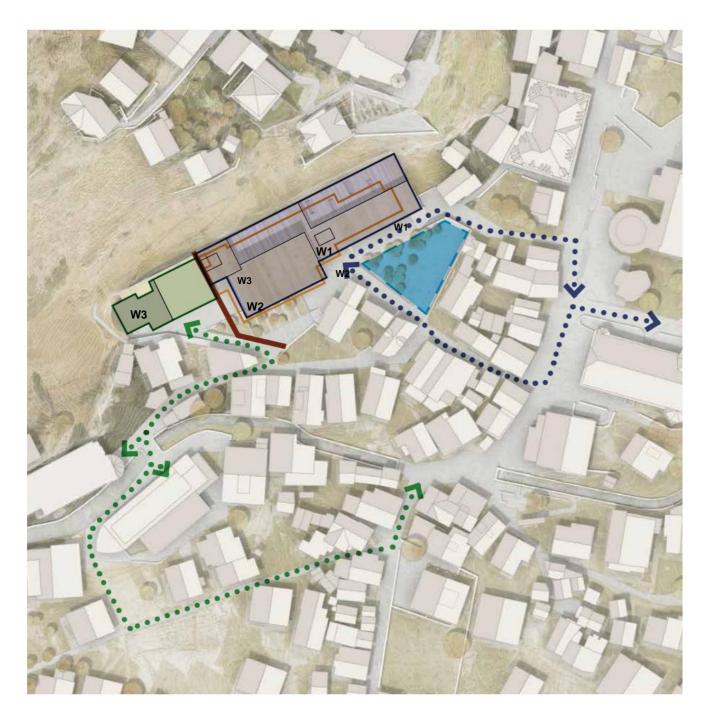
The kindergarten and the primary school classes moved into the temporary Obere Matten school building at the beginning of February 2021. Children, teachers, and parents feel very comfortable in the facilities. The location in the heart of the village is particularly appealing.

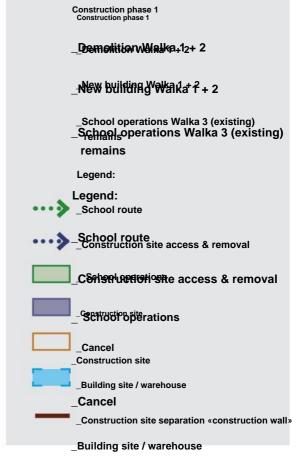
Located right next to the sports and leisure facilities, everyone is thrilled. The cantonal school inspector and the educational advisor have also inspected the rooms and are full of praise.

The school wings Walka 1 and 2, as well as the gymnasium, are now almost completely cleared and ready for demolition. The very time-consuming month of February was dominated by the first major contract awards. Following the structural separation of Walka 3, which will remain with us until 2023, work began on March 29, 2021, with the first light work. The first heavy construction machine, a 50-ton excavator, is scheduled to arrive in mid-April .

At the same time, the access road from Spiss to the construction site will be subject to heavy truck traffic, which is quite unusual for Zermatt villages, for the removal of demolition and dismantling materials . Caution is advised. The school route will now lead from Oberdorf through Schälpmattgasse to the Im Hof, Trift, and Walka 3 school buildings.







 $\_\textbf{Construction site separation } \\ \textbf{``construction wall''}$