# ZERMATT INSIDE

June 2024. Volume 22. No. 3



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



#### A look behind the scenes

The Public Safety Department introduces itself with its five areas and diverse tasks

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#### Open-air cinema

This year, the unique cinema experience will be offered at Leisee from August 16 to 24.

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#### **Tiger Bowl**

On the Gornergrat, directly in the station building, an innovative Asian fusion Restaurant opens.

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#### sustainability

With the Swisstainable label
Zermatt Tourism underlines its efforts
towards sustainable travel tourism.

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#### CareNet

You want to be prepared for emergencies

Psychological support also plays an important role.

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Zermatt cable cars

# Highlights and news of the Matterhorn Alpine Crossing



While warmer temperatures
prevail in the valley, winter still
dominates at the highest point of the
journey, the Matterhorn Glacier
Paradise, with its cold temperatures.
It is precisely these contrasts
that make the cable car journey
between two countries and
cultures so interesting. Each section
and intermediate stop offers its own
highlights – be it scenic or in
terms of amenities.

Find out more on page 2.









## One year of the Matterhorn Alpine Crossing Sunday, June 30, 2024

Just in time for the one-year anniversary of the Matterhorn Alpine Crossing, this historic event will be celebrated together with the Cervino SPA. On this day, all guests will benefit from a 50% discount on the existing cable car ticket price. An aperitif will also be offered at the Testa Grigia station. More information: www.matterhornparadise.ch/300624

Matterhorn Alpine Crossing – the adventure trip around the Matterhorn between two countries and cultures.

#### Luggage counter valley station Matterhorn Express

In keeping with the finalization of the new The Matterhorn Express valley station is

A baggage counter was opened in the area. Guests can register their luggage online and check it in at the counter for a fee of CHF 20.00, allowing them to enjoy the cable car ride comfortably with only hand luggage Further information can be found on our website at www.matterhornalpinecrossing.com .

#### New convertible feeling between Zermatt and Furi

Until June 15, during the Matterhorn Express's overhaul period, you have the opportunity to take the journey from Zermatt to Furi as a special experience on the new cable car from the balcony of the cabin.

With an additional Rooftop Ride ticket worth CHF 10.00 for a one-way trip, guests can access the roof of the cable car through another turnstile, which leads them up a staircase in the station.

As an optional part of the Matterhorn Alpine Crossing route, this offer offers a convertiblelike experience on the cross-border cable car

Outside of the revision times of the material terhorn-Express, the Rooftop Ride can be booked as an extra during the summer months. The ride can be booked. The cable car, located on the ground floor next to the ticket office. including a balcony, is suitable for up to 15 people as an exclusive and private experience, crowning a unique event

#### SnowXperience Plateau Rosa: the natural snow experience

with an unforgettable highlight.

The SnowXperience Plateau adventure world Rosa right next to the Testa Gri- station gia is another highlight – whether on the journey between Switzerland and Italy or as an excursion ticket from Zermatt to Testa Grigia. The beginners' area with a conveyor belt offers the perfect opportunity to try skiing or snowboarding for the first time. All equipment, including a guide, can be rented

floor of the valley station of the Matterhorn Glacier Ride II. Snow tubing also offers an action- packed experience. Guests can

sliding on a tire in the middle of the snowcovered landscape of the SnowXperience Plateau Rosa beginner area. All around you can see the breathtaking You can admire the panoramic view or cross the border between Switzerland and Italy at

3,480 m above sea level.

#### Zermatt cable cars

# Completion of the Matterhorn Express valley station

Construction work around the Matterhorn Express valley station is nearing completion. The relocation of the offices from Haus Kumme to the new office space on Schluhmattstrasse has been successfully completed. Some work remains to be done to put the finishing touches on the new valley station.

The new office space offers modern infrastructure. Large windows flood the rooms with light, creating a pleasant working atmosphere. All departments previously located in Haus Kumme are now relocated to Schluhmattstrasse.

Meanwhile , at the Matterhorn Express valley station , the final concrete work has been completed and the wall cladding installed . Following the dismantling of the crane, the glass canopy will be installed, which protects the access to the cable car from snow and precipitation. This completes the surrounding area and completes the passenger

At the same time, renovation work has already begun on the employee apartments in Haus Kumme. Completion is scheduled for fall 2024.







## **Open House** Saturday, August 24, 2024

On the open day, the new Matterhorn Express valley station and the new office space will be celebrated with a casual get-together and an aperitif. The new building can also be toured. All interested parties are cordially invited.

#### **IMPRINT**

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Municipality of Zermatt

## End of school day

Graduating from school marks a significant milestone in the lives of young people. It's the moment when they complete their educational journey and embark on a new phase of life. This transition isn't just the end of a chapter; it's also the beginning of an exciting journey full of opportunities and challenges.

With graduation, students not only leave the classroom, but also a time full of memories, friendships and teachers who have accompanied them on their journey.

It is a moment of farewell to familiar surroundings and at the same time a time to appreciate shared experiences and reminisce.

To revisit these important moments, rekindle memories, and create new ones, the "End of School Day" takes place in 11OS at the end of the school year. The school's social work department, in collaboration with the Mattertal Youth Work Center, organizes a final day for the students. This event provides a chance to reflect on their school careers and discuss past highlights and stories. Thoughts and hopes for the future also have their place on the end of school day.

For many, graduating from high school marks the beginning of a new chapter in their lives. It's the time to set new goals, pursue dreams, and face new challenges. It's a phase of self- discovery in which young people can discover their interests and passions and forge their own path in life. Graduating from high school marks the starting point for a journey full of possibilities and opportunities that are worth

We wish all school leavers all the best on their future path



Municipality of Zermatt

## Bicycle introduction in 2024

Remove abandoned and broken bicycles – create more bicycle parking spaces.

Throughout Zermatt, there are many unused and rarely or never-used bicycles parked. These have been left somewhere by their owners for extended periods of time, or even forgotten. Not everyone reports the theft of their bicycles, so even after they are found by the police, they cannot always be traced back to their owners. These "long-term parked" bicycles block the scarce parking spaces and negatively impact the village's appearance. For this reason, the project to remove these "bicycle corpses" is launching for the ninth time this year.

## Marking and indentation

From mid-July 2024, all bicycles in the municipality of Zermatt will be equipped with a self-adhesive

The bicycle is marked with a hanging orange ribbon. If the bicycle is still in use, the owner must remove the ribbon to prevent it from being registered as abandoned by the Zermatt Regional Police. Bicycles that are still marked with a ribbon after 30 days and are therefore unused will be confiscated by the Regional Police.

Confiscated bicycles are stored for 30 days. The regional police collect the relevant data and also check whether the bicycles have been reported stolen in the past. If bicycles can be identified, the owner is notified directly. In order for the bicycle to be returned to the owner, they must provide proof of ownership, such as a purchase receipt. A fee of CHF 20 will be charged for this return. You are welcome to contact them at 027 966 22 22.

#### Relise

All unclaimed bicycles will be handed over to the OPRA association after the storage period. The association will refurbish the bicycles and donate them to charity.

#### collection campaign

This year, residents will once again have the opportunity to drop off their old bicycles free of charge at Obere Matten on **Wednesday**, **August 14**, **2024**, **from 1:30 p.m.** to **3:00 p.m.** Bicycles can only be dropped off with a valid blue card (resident card).



Municipality of Zermatt

## Jubla Zermatt

Looking for an adventure during your summer vacation? Come join us for a week of fun, games, and exercise from July 20 to July 27, 2024! Jubla Zermatt's 2024 summer camp is just around the corner. Under the Viking theme, our leadership team has put together an exciting program for you and your friends. You can expect sporting, educational, and relaxing activities, which you will experience with children of your age from Zermatt, Täsch, and Randa. You can also make new friends.

close existing relationships or deepen your existing ones.
All together we will spend an unforgettable week.

#### Where are we going?

This year, our journey takes us to Hergiswil near Wil-lisau, where we have a fantastic warehouse with a soccer field, a basketball court, and a gymnasium right on our doorstep.

#### Photos and information

If you want to see photos from previous camps, check out our Instagram page @jublazermatt.

#### egistration

Are you joining us? Children born in 2014 and older are cordially invited to spend this week with us!

You can find further information on our website jublazermatt.ch or contact Valentin Biner directly (079 285 52 60 or valentin.biner03@gmail.ch).

Jubla Zermatt –

Games, fun

and movement





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Zermatt Municipality – Club Presentation

## **Zermatt Tennis Club**

"Where passion meets pleasure..." - the motto of TC Zermatt clearly shows that the tennis club is staffed by people who give their entire passion to this sport and put their heart and soul into it.

In 1943, the long-established Seiler Hotels launched tennis in Zermatt. They founded a club, and the first courts, then still made of concrete, were built on the Obere Matten.

#### A new club is created

The Zermatt Tennis Club was able to

Celebrate great successes. Unforgettable is Ruedi Kronig, who, at the age of 19, made it to the Wimbledon junior qualifying tournament in 1973. In 1975, the tennis courts at the sports pavilion needed a facelift and were adapted to the demands of the players and Zermatt's altitude. The legendary Heinz Günthardt, who won a total of five singles tournaments and 22 doubles tournaments at the highest ATP level, visited the club at the ceremonial

In February 1978, 35 years after its founding, the Seiler Hotels club separated and formed a new association. A board was elected, and Egon Biner led the club's fortunes as its first president.

Top-class tennis has been and continues to be admired in the Matterhorn village for many years. Be it at the "WEGA Cup" (1980-1994), the "Zermatt Open" (1995-2001), the "Raiffeisen Open" (2002-2013) or the "Tie-Break Cup," which celebrated its 30th anniversary in 2022.

Fight, passion and emotions

Martina Hingis, Heinz Günthardt, Marco Chiudinelli Yves Allegro, Dominic Stricker, Timea Bacsinsky and, last but not least, a certain Roger Federer have already showcased their skills at the facility at the foot of the Matterhorn.

The club is now run by an eight-member board and boasts a proud 120 junior members and a further 177 active and passive members.

#### Young talent is promoted

By statute, TC Zermatt is committed to the cultivation and promotion of tennis and social gatherings among its members. This also includes the training and development of young talent.

In addition to the ambitious interclub teams and amateur tennis players, the juniors benefit from weekly group training sessions during school hours, but also privately if possible, once or twice a week. For children who are already competing, additional squad training sessions are organized, which are sponsored by TC Zermatt. In addition, two polysportive camps are held. The youngsters can showcase their talent and progress

then prove themselves at three Kids Grand Slam tournaments and one Next Gen Trophy tournament.

Since Wednesday, May 1, 2024, the tennis courts in the sports arena have been open again . TC Zermatt wishes everyone a great and injury-free season with many great moments on and off the pitch. On the new homepage www.tczermatt.ch you will

find all the information as well as a small

the shop and the seat reservation tool.





15-year-old Roger Federer and current junior head Raphael Schwab

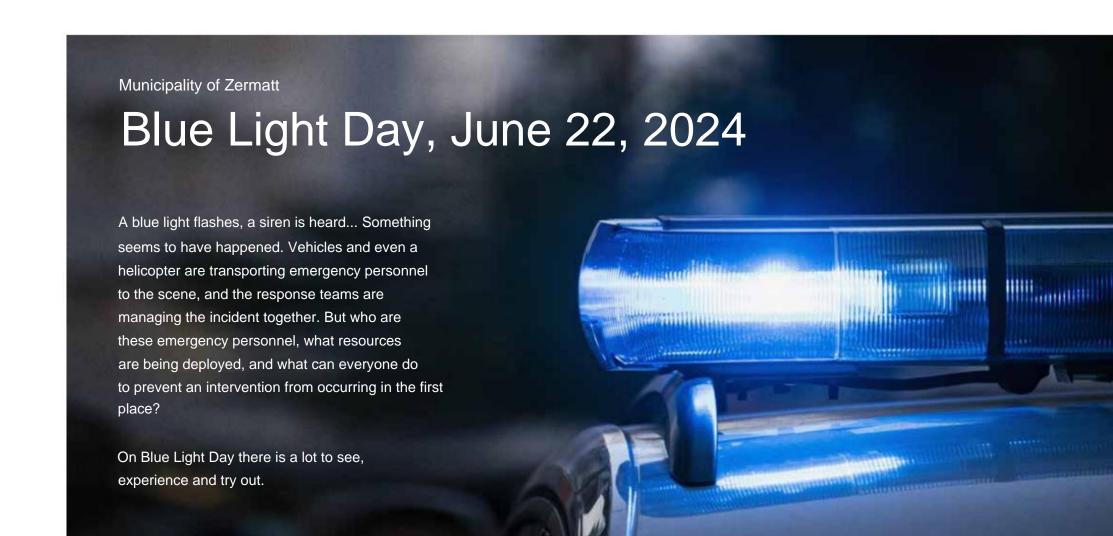
Rotten Publishin

The first clay court in front of the © Mountain Paradise Zermatt.



The TC Zermatt – 120 juniors and

another 77 active and passive members



It's unlikely to be as safe on the Oberen Matten as it was on June 22, 2024, anytime soon. All emergency services and partners of the municipality of Zermatt will be present, offering the public the opportunity to learn more and gain new knowledge

### Who is there

Emergency services include the regional and cantonal police, the fire department and Air Zermatt. The Zermatt rescue station and rescue dog handlers are also represented.

There will be plenty to see and do for the public, from young to old, on June 22, 2024, from 11:00 a.m. to 6:00 p.m. at the Oberen Matten. In addition to various information booths from individual organizations, there will be an exhibition of various police, fire, and Air Zermatt vehicles. Emergency equipment can also be viewed, and various demonstrations will allow emergency personnel to

#### Among the highlights is the fire department's fire trainer: At this point, everyone can use a fire extinguisher or

A fire blanket can be used for training. A helicopter can also be viewed on site. At Air Zermatt, everyone can refresh their first aid skills and practice treating an unconscious or lifeless person. Some rescue dogs and their handlers will demonstrate their skills in searching for missing people.

The program will be rounded out with various games for children, teenagers, and the young at heart. Of course, a small canteen for refreshments will be available. This will be run by the various emergency services, and the proceeds will benefit a charitable organization.

The detailed program will be published shortly before the event on poster stands in the village, on social media, and via the Zermatt Tourism newsletter. In case of bad weather, the Blue Light Day will be canceled.

#### Prevention comes before action

To prevent such incidents from occurring in the first place, everyone can take preventative measures. Prevention begins with knowing the rules of conduct, such as where fires are permitted, how to behave in traffic, and how to prepare and protect yourself for mountain tours, ski tours, and freeriding.

The emergency services are on site and can answer your questions. The emergency services of the municipality of Zermatt look forward to your

It is of course possible that one or another organization will be on site for a short time or not at all because they are busy dealing with an

We ask for your understanding in this situation.



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Municipality of Zermatt

# D'niww Walka – is hibs Schüelhiischi

Almost exactly three years after construction began, the first part of the "Niww Walka" was inaugurated on April 12, 2024. Christophe Darbellay, President of the Council of State and Head of the Department of Economic Affairs and Education, representatives of the involved departments, the municipal council, representatives of the various trades, and the architectural and planning team, along with the schoolchildren, experienced a successful event. On April 13, 2024, the doors of the new building were opened to the public.



On April 12, 2024, the atrium was packed, and numerous schoolchildren watched the proceedings from the first floor . Luana and Martin welcomed the quests, students, and teachers with their cheerful and humorous manner . Mayor Romy Biner- Hauser emphasized the importance of the new school building for Zermatt in her address

Councillor Mark Aufdenblatten spoke of the joys and sorrows of a president

of the building committee and thanked the members of the commission, the craftsmen, the architectural team and the construction management for their

President of the Council of State Christophe Darbellay emphasized the importance of investing in education, thanking the teachers in particular for their tireless commitment and congratulating the municipality of Zermatt on the successful project. School President Sonja Sarbach noted in her speech that anyone who builds a school building will sooner or later have to address the changes in schools and education Not only the valued teachers influence learning, but also the design of the rooms. She looked forward to the future implementation of the daily routine after the completion of the final phase in August 2025.

> The significance of Minergie P, the use of materials and the planning process of individual elements were further key points of his presentation. He introduced the children to

The following puzzle: How many 1 cm holes (perforation for ventilation and acoustics) were drilled throughout the house? For example, it would take a person three years to drill a hole every minute for 24 hours. For comparison, 13,000 packs of M&Ms would be needed to represent the 1,400,000 holes. Either

praises his master!»



On Saturday, April 13, 2024, at 1 p.m., the "Niww and members of the building committee were present, as well as an aperitif for the visitors. They Crowds – over 500 people visited the new building

and proudly showed "their" classroom

The new school library was a magnet for the schoolchildren and their parents. All rooms were

They examined the building, asked questions,

The joy was genuine, and the change in the school , changing, and we are changing with them."



Pastor Konrad Rieder presented the first part of the new school building in a small ceremony and with lots of holy water under the protection God's. In between, the students confidently performed dances, instrumental pieces, and music for the audience. The 6H class's song "A toast to us" brought the celebration to a close. The afternoon concluded with an aperitif for all ages and an interesting tour of

Tabula rasa -

the school building for the schoolchildren

Niww Walka: Fun and facts Last but not least, architect Daniel

Iseli presented the construction of the "Niww Walka" to the children and interested guests. He explained how he planned the project. It was important to him to create a building that would provide an open, diverse, and friendly learning environment. He also emphasized the importance of integrating the building into the village landscape in terms of scale

Twenty people worked on the project under his contains over 15,000 emails. Architect Daniel Iseli compared the 6.300 m2 floor area of the school building to a 1 m wide carpet that would stretch from Zermatt to Täsch.

way - "The Work

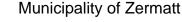
Walka" opened its doors to the public. Schoolchildren

and were amazed. Schoolchildren explained

teeming with visitors and were

compared the buildings, and admired the photos. Throughout the afternoon, members of the building committee were given hourly tours of the building to groups of 30 people, explaining details about the technology, teaching, furnishings, and interior design. They patiently answered the visitors' questions and were pleased by the genuine interest

Many helping hands made two wonderful afternoons possible – thank you very much! teaching, and society was tangible: "Times are



# Course on invasive neophytes in Zermatt

After holding the course in the last two years, the municipality of Zermatt (EWG) is once again offering a

course on invasive neophytes.

The course will cover the species found in Valais and Zermatt invasive species, proper removal and disposal, and suitable replacement plants will be provided. Registration is required to organize suitable facilities.

June 20, 2024 at 4:00 PM

Length of time

approx. 1.5 to 2 hours

Depending on the number of participants, will be announced (partly outdoors in

This event is provided by the EWG as an information event and is free of charge for participants.

Zermatt Construction Department, 027 966 22 15, bauabteilung@zermatt.ch

Registration deadline June 17, 2024

The EWG looks forward to as many participants as possible

The multi-leaved lupin (Lupinus polyphyllus) may be an eyecatcher in gardens. However, outside the garden fence, its dense, tall growth displaces native plants and is toxic to livestock.











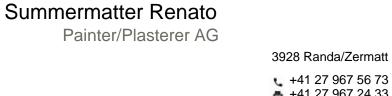


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Municipality of Zermatt

# Free-running dogs and their impact on wildlife

Every year in our region, several wild animals, often deer and chamois, fall victim to free-roaming dogs.

However, these attacks could be relatively easily avoided if the dogs were kept on a leash during walks.

Due to the increasing loss of habitat, but also due to the large

Due to the adaptability of most wild animals, depending on the season, wild animals are now increasingly staying close to

human settlements and infrastructures

This quickly leads to conflict situations between wild animals and free-roaming

Dogs. Dogs that roam unattended can chase wild animals away with a short chase, disrupting their normal feeding cycle . In extreme cases, this can lead to an attack, resulting in the dog injuring or killing the wild animal.

Especially in spring (May–June), when the fawns are born, and in winter, when the wild animals are already affected by the harsh conditions

Because dogs are weakened by physical stress and therefore need a lot of rest to conserve their energy reserves, controlled dog handling is essential.

According to Article 30 of the Implementing Act to the Federal Animal Welfare Act (AGT- SchG), municipalities in Valais are responsible for enforcing dog leash regulations . In areas without a municipal leash requirement, dog owners are also required to keep their dogs under control at all times .

As the responsible gamekeeper of the inner Matter Valley, I request that you, as dog owners, keep your dogs on a leash for the protection and well-being of our wildlife . This is especially important during the aforementioned sensitive periods of

Wild animals should be respected. If you notice an attack by a loose dog on a wild animal, I would be grateful if you would report it.

Thank you for your understanding





Unfortunately, wild animals killed by dogs occur again and again.

#### Municipality of Zermatt

## Zermatt Market 2024 – want to join in?



In September 2023, the Zermatt goods market took place for the first time with a new concept and at new locations on the village square and on Seilerwiesenstrasse.

The local population, as well as a large number of guests, enjoyed the diverse offerings of the market traders from near and far.

Nothing now stands in the way of a continuation of the two-day market on September 16 and 17,

We would also like to involve the local population and offer them the opportunity to run a market

We are happy to accept registrations until July 31, 2024: sicherheit@zermatt.ch

The municipality of Zermatt looks forward to a lively participation. See you soon at the Zermatt market!



## Dogs should always

on a leash become.

and your help.

Bruno Tscherrig, gamekeeper of the inner Matter Valley

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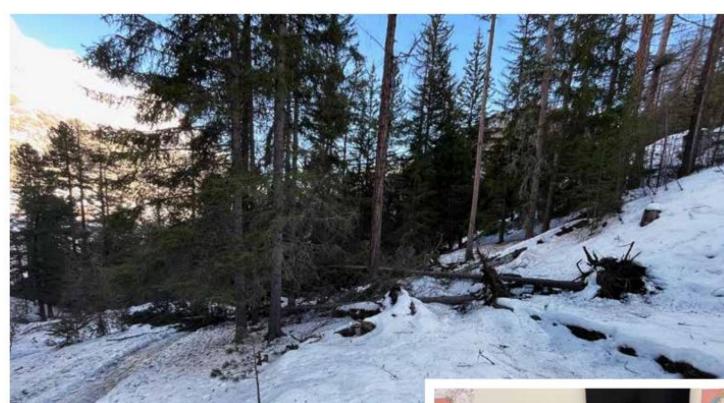


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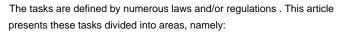
Municipality of Zermatt

# Public Safety Department

The Public Security Department handles performs a wide range of different tasks designed to ensure the safety and well-being of citizens within the community.







- · Regional Police
- Protection and rescue · Community leadership staff
- · Coordination of natural hazards
- Administrative police

The regional police currently comprises ten officers. They fulfill the communityoriented police mandate to ensure public order, security, and peace within the municipality - a mission they fulfill day and night.

Among other things, the regional police monitor compliance with various regulations and official orders and enforce them. In the event of noncompliance, appropriate proceedings are initiated. This may include a fine, a police court procedure, or a report to the municipal council.

#### Road safety plays an important role in our

to-free village. Road safety is ensured through radar controls, transport escorts, and traffic instruction at schools.

### Especially during the excavation periods in May and October,

Transport escorts are an essential task of the regional police to ensure safety and order on the traffic areas.

Weight measurements can now also be carried out using a mobile scale.

The daily work of the agents and security assistants of the regional police in Zermatt also includes animal protection police, bathing water inspections, the delivery of orders, documents and payment orders, the inspection of construction sites (pollution of traffic areas) and the implementation of the instructions of the

#### Protection and rescue

The Protection and Rescue Department primarily covers the two areas of prevention and intervention.

The prevention area is managed by the fire safety officer and the intervention area by the fire brigade commander.

This department therefore has two employees.

The duties of the fire safety officer are very comprehensive and subject to clear legal requirements. These primarily include, among other things, the review of all building permit applications for compliance with fire regulations and personal safety in accordance with the Association of Cantonal Fire Insurers (VKF). This includes reviewing building permit applications and, if approved, implementing the requirements for new buildings. This makes them the contact person for architects, planners, and owners. They also carry out building inspections for new buildings and major renovations.

He conducts periodic inspections of existing buildings. His responsibilities also include preparing fire safety reports, preliminary opinions for the Cantonal Fire Authority, reports, and inspection reports. In addition to the aforementioned tasks, his work also includes the approval of fire safety and personal safety for countless events held in Zermatt.

The fire department is an important part of the public safety department . Its tasks include: · Rescuing people, animals,

- · Take appropriate measures to prevent the spread of fire and explosion
- · Extinguishing fires
- · Police and barrier service at the fire site
- · Protection against water damage
- · Damage control from escaping flammable, toxic and environmentally harmful







#### Community leadership staff

The regional police and fire department are always active and are among the bodies responsible for ensuring security in normal situations. In addition, there is the "Municipal Command Staff," which is activated to deal with special or extraordinary situations. It assumes leadership and coordination. The mandate of the Municipal Command

- · The danger to the population, property and Minimize the environment
- · Rescue people in danger

environment

- $\boldsymbol{\cdot}$  To minimize damage to affected persons, property and the
- · The fastest possible restoration of an orderly Location to ensure

Based on the inventory of existing risks (avalanches, floods, etc.), operational documentation is developed and implemented jointly with partner organizations . These alarm and operational plans are regularly practiced.

However, the municipal command staff is not only involved in natural hazards; parts of it were also actively deployed during the COVID-19 pandemic. The energy shortage and emergency meeting points are also issues the municipal command staff is addressing.

#### Coordination of natural hazards

Another key area of responsibility of the Public Safety Department, which also focuses on prevention, is coordination in response to natural hazards. This places particular emphasis on identifying and determining measures for natural hazards.

To best counter natural hazards, the Security Coordination Service maintains close contact with municipal and regional natural hazard observers and cantonal authorities. In addition, technical

Technical warning systems, which have been installed in recent years and continue to be installed, improve the observation of waterways or avalanche slopes, identify hazards, and respond more quickly. This also makes it possible to close hiking trails and access roads quickly and at any time.

The cantonal hazard plans for avalanche, rockfall, and flood risk serve as the basis for the installations. Based on these hazard plans, a hazard register was created to continuously monitor and assess hiking trails and access roads.

Another task of this department is the assessment of building permit applications in hazardous areas. Furthermore, administrative work is carried out for the SAC rescue station and the regional security service.

All these tasks are carried out on the basis of cantonal and municipal provisions (laws and regulations). Of particular note are the cantonal law on natural hazards and hydraulic engineering, as well as the municipal regulations on civil protection and the management of special and extraordinary situations.

The following events will be held this year in the area of

 $\cdot$  On 22 June 2024, the Blue Light Day will take place on the Oberen Matten  $\cdot$  At the end of the year there will be information events on the areas Natural hazards

#### Administrative Police

The Administrative Police, with its eight employees, also performs a wide range of tasks. Particular attention is paid to compliance with various laws and regulations. They also provide information and communicate with the outside world. The Administrative Police includes the Event Police, which is responsible for reviewing and issuing permits for events held in Zermatt. Day permits also fall

Hospitality business licenses and extensions of police hours are the responsibility of the trade police.

It is also responsible for the approval of terraces and their sound systems.

In implementing traffic regulations, the Public Safety Department reviews construction site installation plans, issues special driving permits and driving permits, coordinates road closures, and is responsible for general traffic flow and increased public use of public traffic areas. It also reviews incoming applications for driving permits for electric vehicles and submits them to the City Council for a decision (granting or denial). Granted driving permits for electric vehicles are reviewed at regular intervals. Traffic signaling and the implementation of taxi regulations also fall within the Traffic department.

The Noise Control Regulations govern excavation times, drilling, and outdoor sound systems. The Public Safety Department reviews various requests, such as extensions to excavation times or drilling

In the event of violations of the above-mentioned regulations, fines will be

A rather lesser-known task of the administrative police, in cooperation with the cantonal authorities, is the administration of the shelters (allocation planning) and the obtaining of preliminary opinions on their abolition.

The Lost and Found office is located on the ground floor of the community center and is also part of the administrative police's responsibilities. Found items can be handed in here, and lost items can be picked up at the counter.

The EWG's Lost and Found office is currently undergoing a transition and modernization phase. The Lost and Found office is being managed via an online platform called "easyfind." Valuables found and handed in on public property are listed on the platform. People who have lost an item can search for it independently. If the missing item has not yet been found and registered on "easyfind," they can fill out and submit a lost and found report directly.

Items found on private property - including restaurants, bars, and shops must remain on site and simply be reported (entered in the "easyfind " system). Exceptions to this rule are identification documents, which must be handed in to the Lost and Found office (municipal building) as soon as

In the case of stolen items or lost identification documents, a report must be filed with the cantonal police. These cases are not within the remit of the Public Security Department

The annual goods market, which takes place on the Monday and Tuesday after the Federal Day of Thanksgiving, Repentance, and Prayer, is also organized by the Public Safety Department.

#### Commissions

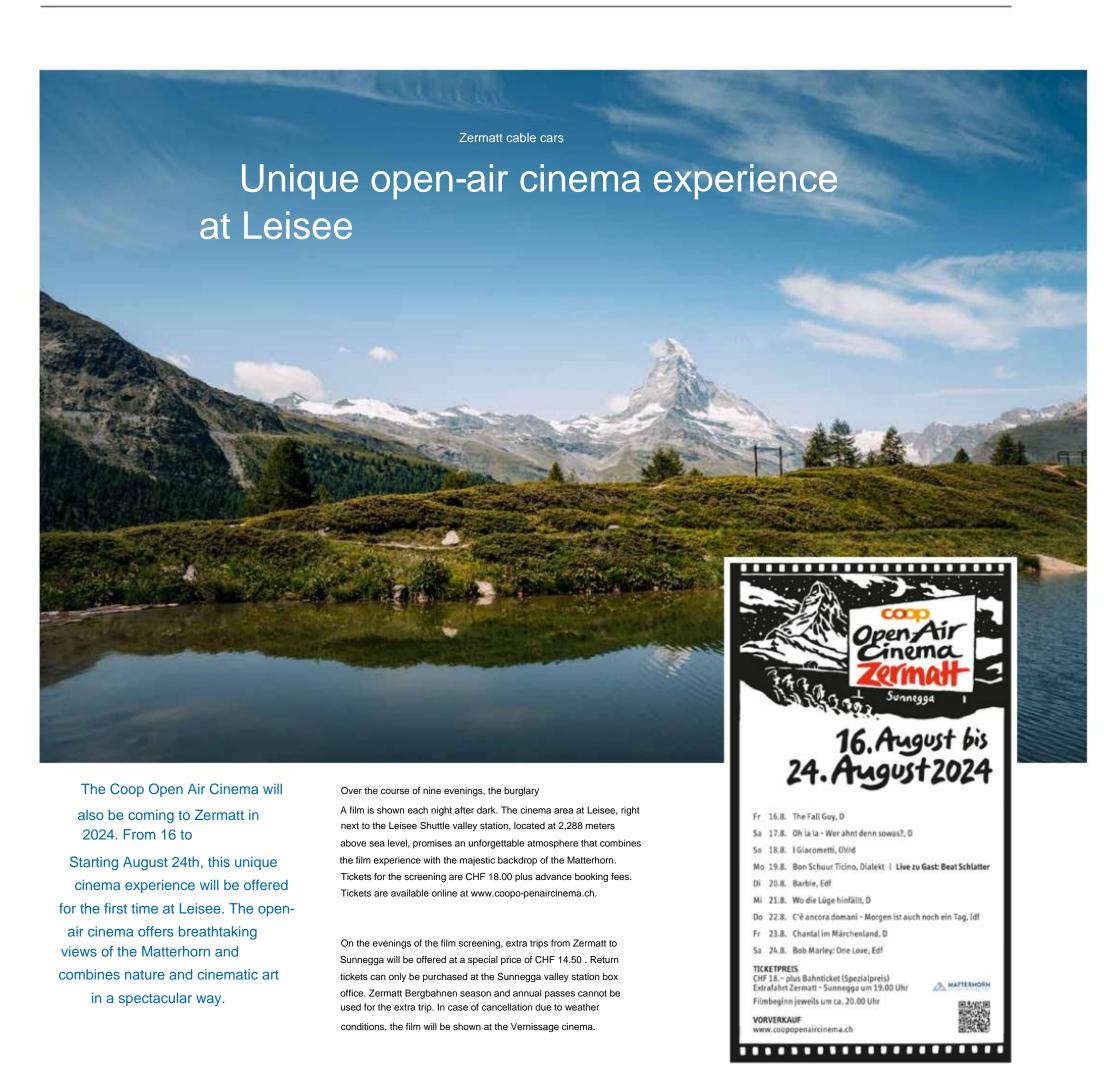
Several representatives of the Public Safety Department serve on various committees by virtue of their office, including the Security Commission, Fire Commission, Police Commission, Spatial Planning, Urban Development, and Transportation Commission.

Lots of information

gemeinde.zermatt.ch/

available at:

ecurity



Zermatt Citizens' Community

# Tiger Bowl – Modern Gastronomy on the Gornergrat



The Gornergrat welcomes thousands of visitors from all over the world every day who come to admire the majestic glaciers and enjoy the breathtaking mountain air.

With the opening of the "Tiger Bowl," an innovative Asian fusion restaurant, the gastronomic offerings at Gornergrat are being modernized and adapted to the needs of international guests.

The "Tiger Bowl," located directly in the Gornergrat train station building, is a pioneer of modern gastronomy on the Gornergrat. The concept combines Asian fusion cuisine with an innovative, fast-service approach that allows guests to enjoy healthy and delicious rice-based bowls within minutes: "Our goal was to create fast, healthy, and diverse cuisine," emphasizes Chief of Staff Fernando Clemenz.

"Tiger Bowl" not only offers its guests a variety of nutritious bowls, but also surprises with snacks such as falafel balls and quarkini, as well as a selection of cold and hot drinks to go. The Matterhorn Group's commitment to sustainability is also reflected in the use of exclusively biodegradable tableware, which contributes to environmental protection.

Since its opening on April 10, the "Tiger Bowl" has enjoyed great popularity with visitors and locals alike. With its innovative concepts, the restaurant contributes to the modernization and enrichment of the culinary offerings on the Gornergrat, offering guests an unforgettable experience amidst the Zermatt mountains.

Since 1910, the Kulmhotel Gornergrat has risen to 3,100 m above sea level and has continuously developed over time.

Starting in December 2023, the hotel will be undergoing renovations to modernize its restaurant concept. The former restaurant, "vis-à-vis," boasts vibrant colors and will open its doors to individual guests in September under the name

Gornergrat" as a cheese specialty restaurant. The former Panorama Self Restaurant is currently being renovated and is expected to reopen in September as the "Glacier Alpine Kitchen" to offer guests high-quality Swiss dishes.

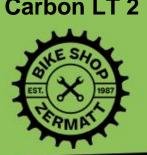
#### to pamper

To make the overall experience on the Gornergrat even more attractive, the shopping arcade is being renovated and equipped with a new range of products, giving visitors to the Gornergrat the opportunity to take home special souvenirs. The luxurious "Million Stars" suite, which spans three floors and features an openair whirlpool for stargazing, is also scheduled to be ready for occupancy by the end of the year.





# Carbon LT 2





## **Highlights:**

- Proportional Response Tuned Carbon Frame RockShox ZEB Select fork, 170mm travel
- Bosch SmartSystem with 750Wh battery & Performance CX motor
- Shimano XT/SLX 12-speed
- Magura MT5 4-piston technology

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Zermatt Tourism

# Zermatt – Matterhorn: Together for sustainability with Swisstainable

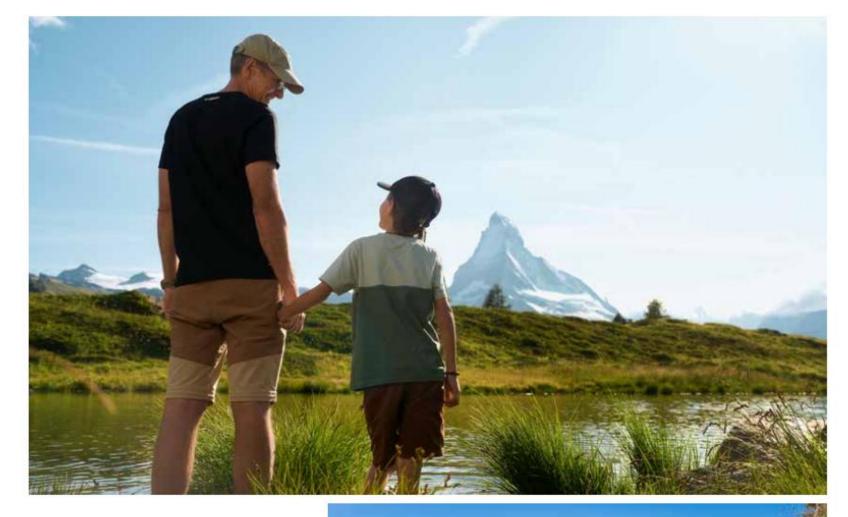
Swisstainable, the sustainability program of the Swiss Tourism Federation, is actively committed to the sustainable development of Swiss tourism.

By participating in the program, companies can benefit from targeted marketing measures and position themselves as responsible players in the industry.

Being sustainable means

also responsibility

take over!



The Swisstainable label has also been available for destinations for a year now.

Zermatt Tourism is now striving for this. However,

this step can only be achieved jointly as a destination. Therefore, we depend on your support. Many tourism businesses in our destination have already acquired the label.

To meet the penetration requirements, the destination still needs a few more establishments to be awarded this label. All information and the registration process can be found on

End of this article via QR code

Together as Destination Zermatt – Matterhorn , we want to underline our efforts for sustainable and responsible tourism.

#### Benefits of participating in Swisstainable

Sustainability is an important factor in travel.

Swisstainable is intended, among other things, to serve as a guide for guests to sustainable products and businesses dedicated to these topics.

The label is divided into three categories:

Level I – "committed": Companies that want to commit to sustainable management.

**Level II – "engaged":** Certification in a sustainability area must be present.

**Level III – "leading":** Companies with comprehensive sustainability certification that are regularly audited externally.



#### Benefits of participating:

 Review and further development of your own sustainability
 Contribution to the sustainable development of

Switzerland as a travel destination

Addressing new target groups and increasing

attractiveness on the job market
Use of the Swisstainable logo
Integration into specific Swisstainable marketing

Presence on MySwitzerland.com
 Presence within the Swisstainable
 Partner communication

 Access to the Swisstainable community
 Opportunity to participate in free webinars and Q&A sessions on sustainability.

Attractive price reductions as Swisstainable operation, e.g. for events such as the Sustainable Tourism Days.
Support from the Swisstainable office during the registration process and with questions

about the sustainability program (submission of

documents, level changes, sustainability

certificates, etc.).

#### Registration

Registration via the website of the Swiss
 Tourism Federation STV

2. The necessary documents will then be sent to you.

3. You have to sign a commitment.

4. This is followed by an operational internal sustainability check, which serves as an instrument for the systematic assessment of one's own activities.

A plan of measures with at least
 Three measures, which must be implemented within 24 months, are drawn up.

6. Depending on the level, the recognized sustainability certificates must be submitted.

Annual fees have recently been introduced. The amount depends on the level and possible memberships.



Zermatt Tourism

# Digital Workshops 2024 with exciting content



This year, the Digital Workshops will be offered again in Zermatt.

With these workshops, Zermatt Tourism aims to make the destination even more digital. Service partners and other interested parties are cordially invited to participate in one or more digital workshops. Registrations will be accepted until Friday, June 14, 2024.

The first two workshops will take place on the morning of **Wednesday**, **June 19, 2024**, **at the Hotel Pollux** The following topics are offered:

#### **OPTIMAL (DIGITAL) GUEST COMMUNICATION**

What tools are available in the destination for guest communication?

### Digital reporting system

What is digital reporting?

Why should the data be recorded in the zTerminal?

Karoline Splitt, Digital Relationship Manager, Zermatt Tourism, Email Marketing

#### What is the benefit of an email marketing tool?

• Email Marketing Basics (Why email marketing? What are the benefits? What KPIs are there?)

How can I use email marketing for guest communication? (before arrival and after departure)

Julia Klotz, Digital Marketing Manager, Zermatt Tourism

#### Matterhorn App

Short refresher / introduction to the app

· Answers to the most frequently asked questions about the app
· Introduction of new features

· An outlook on future developments and improvements – What is planned?

Vivienne Jermann, Digital Marketing Manager, Zermatt tourism

Note for the lecture: Please download the Matterhorn app from the App Store or Google Play Store beforehand. This block lasts from 8:15 to 10:30.



TO REGISTRATION

## SOCIAL MEDIA AND BLOG -AN OVERVIEW

Platforms , news and trends – an overview

 $\cdot$  How-to – How can content be used efficiently

How can requests from influencers be handled?

· How can service partners and Zermatt Tourism

and be realized creatively?

participate mutually?

Liv Zeiter, Social Media Manager, Zermatt Tourism Mina Zeiter, Social Media Manager, Zermatt Tourism

This block lasts from 11:00 to 12:30.



TO REGISTRATION

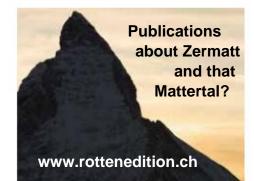
If you have any questions about the digital workshops, please contact Zermatt Tourism: e-

marketing@zermatt.swiss.



**SIMPLON PRINTING AG** 





Zermatt Tourism - Column

## Curse or blessing? Opportunity!



Do we have too many guests? Or is our occupancy rate too low? Or is simply spreading the guests throughout the year too stressful? Do we have the right guests? Are there even "wrong" guests? The answers to these questions are currently widely divergent, even in our destination . The discussion about tourism, the right dose, who benefits, and how to deal with the current success is one of the most important challenges we face today.

The fact is: Since the early 19th century, our destination has enioved tremendous success in the tourism industry. This has ensured that people find a livelihood in our valley, that our children can go to school here, and that there are jobs and prosperity. We owe this, in part, to the Matterhorn and the impressive natural

But above all, it is our ancestors who had the foresight to build and expand the infrastructure and develop a friendly and professional hospitality culture . They also succeeded in marketing the "Zermatt - Matterhorn" holiday experience around the globe

to become one of the most sought-after tourism brands worldwide . A continuous development that today's generations are successfully

Tourism is and remains our livelihood; what else would we do so far back in this valley? We should be aware of this fact and consider ourselves fortunate that we find our livelihood here, an attractive infrastructure, and—most importantly—opportunities. Opportunities for young and old to earn a living here.

Opportunities which other people and companies from outside have also discovered for themselves and have acquired a piece of the We want to secure the cake. We should also be aware of this fact.

So let's consider ourselves fortunate to have the privilege of living in such a beautiful place. Let's consider ourselves lucky that this place gives us so much and that so many people currently visit us and thus secure our livelihood. Let's rejoice in our current success and, at the same time, be aware that better times will come. Let's approach our guests with open eyes and arms and thus help secure the livelihood in Zermatt - Matterhorn for future generations.

Daniel Luggen

advertorial

# Connecting building technology

# Promoting sustainable living

For over 40 years, Lauber IWISA has been implementing innovative building technology projects in the impressive mountain scenery of Zermatt.

With comprehensive know-how and regional craftsmanship precision, we master challenges in buildings and design resource-conscious living.

#### From left: Dominic Van Deuren, heating engineer at Lauber IWISA, and Kevin Brantschen, Site Manager Zermatt





## Fast implementation, adaptability and customer proximity

In Zermatt, where the highest standards and dynamic demands determine everyday life, quick action and individual adaptation

Lauber IWISA ensures this through dedicated 24/7 customer service and a competent team of experienced specialists.

#### We see challenges as opportunities

Short timeframes, changing opening hours, and seasonal fluctuations in Zermatt require innovative solutions. "This is precisely where our strength lies," adds heating engineer Dominic Van Deuren . Lauber IWISA efficiently replaces outdated heating systems, carries out repairs quickly and easily and ensures smooth building technology.

## A strong network for your project

Through the merger with the Burkhalter Group, we combine "We shorten communication channels, create

#### Our key to success

The heart of Lauber IWISA in Zermatt are dedicated professionals. Kevin Brantschen leads with a flair for

transparency, and utilize resources even more

expertise and offer comprehensive solutions.

### 24 hours / 365 days a year for you

Contact us at our customer

Service number 027 922 77 22. For inquiries regarding swimming pools and whirlpools, you can reach us at 027 922 77 66.

## effectively," explains Kevin Brantschen. A strong network for your project.

Further information



With a team and craftsmanship, Dominic Van Deuren contributes

his broad expertise in the field of heating, and Alessandro

Marty ensures flawless plumbing. "Customer and employee

From private homes to hotels, we are your competent partner

for energy and building technology. With expertise, reliability,

and a customer-focused approach, we implement your projects

satisfaction is our top priority," emphasizes Brantschen.

# **Zermatt Tourism leads** new ticket system Qsome



More efficient queue management for an improved guest experience.

Zermatt Tourism is now using the innovative ticket

The Qsome system was introduced to optimize queue management at the Zermatt Tourist Office. This new system is designed to prevent queues and enable guests to make better use of their valuable vacation time. Starting in June, instead of waiting in line for advice, guests can spend their time freely in the Tourist Office. During this time, guests can use the digital and physical information media to gather information about the destination or relax on the seating areas .

The Qsome ticketing system is based on modern and user-friendly technology that allows visitors to efficiently manage their waiting times.

Instead of having to stand in a long queue, guests can now take a ticket with a waiting number and use the waiting time as they wish. They will

A large screen will be used to call up the relevant consultation desk. This not only increases the quality of the quest experience, but also reduces the pressure on employees to process queues as quickly and efficiently as possible. Zermatt Tourism is convinced that Qsome represents a valuable addition to the service offering and will have a positive impact on the overall guest experience . Guests should feel at ease from the first minute.

Feel at home in Zermatt and enjoy a high-quality guest experience.

A special additional feature developed specifically for Zermatt Tourism is the language selection.

The Tourist Office staff speak eight different languages. In addition to German, English, French, and Italian, they also speak exotic languages such as Finnish and Hungarian. Since each employee registers with a personal profile at the counter upon starting work, the languages spoken by the employee appear on the guest's ticket terminal. The guest can

They can select their preferred consultation language from those available in real time. They will then be assigned to the appropriate consultation desk and receive the highest quality consultation in their language.





June 2024 20 Zermatt Inside June 2024 Zermatt Inside 21

Matterhorn Gotthard Railway / Gornergrat Railway

# CareNet introduces itself: Prepared for emergencies



CareNet is an organization founded in 2003 by the Matterhorn Gotthard Bahn/ Gornergrat Bahn and Zermatt Bergbahnen AG.

When CareNet was founded, three teams were formed: Team Regio Matterhorn, Team Regio Rotten and Team Regio Gotthard.



In case of emergency, you want be prepared. The

Psychological support plays an

important role.



Training sequences in groups.

In the meantime, cantonal care organizations have been established in all cantons except Valais . The Regio Gotthard team has thus been dissolved. Valais still has no cantonal organization that offers this support in the event of incidents. Therefore, the governing body has decided to continue to ensure this task for us and our partners with CareNet .

CareNet partners are: Zermatt Bergbahnen AG, Aletsch Bahnen AG, Grächen Tourist Board, the municipal administrations of Zermatt, Täsch, Randa, St. Niklaus, Grächen, Stalden, Embd and Törbel, Air Zermatt, Matterhorn Gotthard Bahn and Gornergrat Bahn.

In 2023, a reorganization became necessary. Hans-Ruedi Minnig and Christian

include employees of MGBahn/GGB, Aletsch Bahnen AG, Zermatt Bergbahnen AG, Atelier Manus, Scintilla AG, and private individuals. An information session was also held for all existing caregivers and caregivers in training. At this event, former caregivers were thanked and bid farewell. Another highlight was a fascinating presentation by Christoph Scholl, who reported on the rescue chain's "Earthquake Turkey / February 6-13, 2023" mission.

> Module 2 followed in April 2024 and the participants were then able to receive the certificate for basic training as a Caregiver / Peer Module 1&2.

Niklaus to Zermatt. It has also been decided to increase the number of staff

Last autumn, suitable candidates were recruited for practical training.

In December 2023, the first three-day training block for the class with 18

The certified training lasts a total of five days and is led by Janine Köhli, CareLink,

together with our emergency psychologist Dr. Seraphina Zurbriggen. Participants

to the advertisements. Through a selection process,

participants began in the Fiesch holiday village.

employed by the teams. A pleasing number of interested candidates responded

The next training class starts in autumn.

#### **Interview with**

## emergency psychologist Dr. phil. Seraphina Zurbriggen

She trains new caregivers and takes over the professional management of the care team in the event of

A caregiver provides emergency psychosocial support during or immediately after a potentially traumatic event. This can be emotional and/or practical assistance. Caregivers work as part of a care team and report to an organizational leader. They are accompanied or supported in their work by a professional with additional training in emergency psychology

#### What qualities should a caregiver have?

A caregiver should fundamentally be physically and mentally stable, resilient, flexible, and communicative. It is important that they are empathetic and able to listen to people in difficult situations, while also being able to provide structure and guidance in conversation.

## When is a caregiver used?

#### Do you have a specific example?

This could be, for example, a "minor incident," meaning an event where a person dies unexpectedly and this caregiver supports the family together with me. Or it could be a "major incident," such as a train derailment, where the caregiver would help care for the uninjured passengers and, depending on their needs, conduct interviews, or organize onward travel, accommodation, or

"A caregiver should fundamentally be physically and mentally stable, resilient, flexible, and communicative.

#### What is particularly important to you in your current training?

In the first part of the basic course, it was particularly important to us that all prospective caregivers know stress reduction techniques and can apply them to themselves and those affected. We also placed great emphasis on intervention and communication skills. tion techniques. The latter are techniques that we can also apply and practice in everyday life.

Another goal of these training courses is team development. When it comes to working in a care team, it's very helpful that we all get to know each other and can assess and reflect on our own operational capabilities. Mutual trust and self-reflection are extremely important in such a care team so that we can function well and protect ourselves during operations.

#### What is your role at CareNet?

This is very diverse. On the one hand, I support the CareNet team in setting up the structure, in the training and continuing education of the care team, and in operational preparations, i.e., in primary prevention. Primary prevention encompasses all measures that are implemented prior to an incident to prevent the development of mental health problems in affected members of the public, as well as in the employees and emergency services themselves

On the other hand, I'm involved in secondary prevention. This encompasses all measures from the incident itself until approximately one month afterward. This means I clarify the need for support, conduct structured discussions, support those affected or emergency personnel in helping them to help themselves, and provide them with information on further support services.

"I am deployed as a specialist in emergency psychological interventions for small and large incidents."

#### What is your job in an emergency?

During an incident, I assume the professional leadership of the care team. I am deployed as a specialist in emergency psychological interventions for both small and large incidents . I also assess the physical and psychological stress that coping with the incident may have on the caregivers and what appropriate measures need to be organized for them during or after the incident. After an incident, it is also important that I and the management team reflect on the intervention and take time for self-care.



Planung, Ausschreibung, Visualisierung und Ausführung von Sanitäranlagen, Ihr Sanitärfachmann va hiä!



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Bruno Jelk (\*1943)

Jelks developments for mountain rescue

Jelk universal stretcher

- Further development of the tripod for glaciers column rescues
- Special chisels and replacing the air compressor with a power generator and electric hammer for clamping gaps

Jelk bar

Paraglider rescue device for cable rescues Longline rescues

- MERS Group Evacuation System
- $\cdot$  Helicopter abseiling system for gorges -
- rescues

  · Handover force
- · Rescue methods for crevasse rescue
- · Abseiling slope

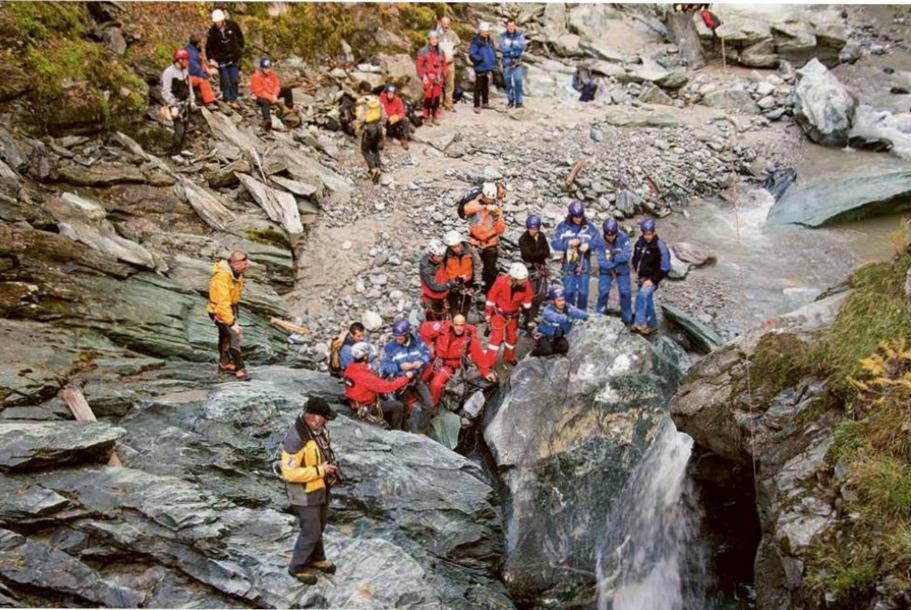


One of Bruno's Inventions, the

History of Zermatt

# Bruno Jelk the rescue inventor

There will always be a need for rescuers, as there will always be inexperienced people who want to climb the Matterhorn in sneakers, or daredevils who try new, dangerous routes, or experienced people who, despite all their caution, are surprised by nature.



In Zermatt the
lea for an international

Exchange of experiences.

the experienced, the daring, and the inexperienced. He never becomes a star like Hillary or Messner. But he reaches out to them when they are in need and can no longer move forward on their own. In the age of egocentrics, he is the opposite, the one constantly ready to help.

The savior lives in the background. He only appears when they need him—

#### Jelk as savior

Rescuer Bruno Jelk is one of those personalities we so desperately need here in the mountains and all over the world. People who use their inventiveness to protect their comrades and to be able to help others better. People who are always ready to set out to assist others in need. People who are capable of forming a team and facilitating cooperation across many borders. People who use their full strength -

to save the lives of strangers. People who remain humble and derive satisfaction from serving others. Bruno Jelk embodies all of these qualities. He deserves our respect and lasting gratitude.

#### Jelk in the film business

Bruno was responsible for security for the film projects "Treffpunkt Gipfelkreuz" and "Focus Matterhorn." He brought great calm and tremendous trust to the team and the strenuous days of filming. He was always in the background, but his mind was on the front lines.

All the radio equipment, the rescue equipment and especially his compartment - His knowledge was always available to those responsible for the film. He acted as the liaison between the helicopter crew, the film team, and our rope teams. He organized possible landing and pick-up sites. Security was fully covered.

In the film project «Focus Matterhorn» Bruno has another important - assumed a different role. He presented us with all his work, his inventions - and, above all, his friendship. Bruno is not only an excellent rescue specialist, but has also

We maintained a good relationship with them even later. So it was quite easy for us – in the film, as in the book, normally –, To show stories that reserved only for insiders. How the rescue operation -

on by Christel Winkler: She fell into a crevasse on the Lysjoch more than 30 years ago and miraculously survived at only -22° C. Thanks to Bruno, this woman has now returned to Zermatt -

men. As a 70-year-old woman, she let herself be lowered into a huge crevasse once again, naturally only by her rescuer "Bruno," and was thus able to tell us about her experiences.

#### International exchange of experience

In June 1987, Beat H. Perren and Bruno Jelk organized an ex Training course on the Lower Theodul Glacier. 34 rescuers from Switzerland, the
Valle d'Aosta and Piedmont Alpine Soccorso Alpino, the Chamonix and Grenoble
Police and Gendarmerie (PGHM) from France, and the Civil Defense participated.
The tripod setup and adjustment, as well as the operational use of additional
equipment, were demonstrated. The rescuers climbed into the glacier themselves.

They split off and worked with what was then known as air hammers. Today, electric hammers are used. The interest was immense, and the success correspondingly high. Further courses followed in various countries.

#### A noti

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

«People must respect

learn anew from nature and

Take personal responsibility!»

24 Zermatt Inside February 2024



Zermatt Tourism

# The two most important tourism events again in Zermatt

A great honor: Zermatt will host the two most important events in the tourism sector over the next two years.

The Swiss Travel Mart 2025 and the Swiss Holiday Day 2026 will take you to the origins of tourism in our country: up high, into the mountains, into nature. The short distances in the village, the interconnected mountain offerings, and the clean air offer participants the best possible setting.

conditions for an exceptional stay at the heart of Swiss tourism.

Unique locations, exclusive experiences, welcoming hotels, and first-class cuisine await participants . The surroundings shape not only our feelings, but also our thoughts. In Zermatt, a unique beauty unfolds that not only touches but also fascinates. The sublime Alps, the sweeping panoramic views, and the carefree tranquility of the high altitude will take participants on a profound and inspiring journey.

### Switzerland Travel Mart 2025

Ten years after its successful launch in 2015, the Switzerland Travel Mart (STM) will return to Zermatt in autumn 2025. The large STM is Switzerland's most important incoming trade fair, takes place every two years, and offers a professional platform for presenting Switzerland's entire tourism offering.

The event is aimed at buyers and suppliers from the travel industry. Around 450 international buyers from selected markets and 350 suppliers will meet over two days .

#### Swiss holiday 2026

The Swiss Holiday Day, the annual highlight and most important industry gathering in the tourism industry, returns to Zermatt in April 2026 after its successful launch in 2015. It is the largest networking event for the Swiss tourism industry and simultaneously one of the most important platforms for national and international tourism marketing.

These events are a unique opportunity to showcase Zermatt's authenticity and innovative strength. We are pleased to organize these events in cooperation with Switzerland Tourism.

Of the approximately 1200 to 1400 participants, representatives Representatives present from:

- · the regions, destinations and places
- · the umbrella organizations and training institutions
- the areas of transport, accommodation, catering,
- Culture, sports and leisure

  · commercial providers of tourism products
- and services
- national and regional politics and economy
   ST's markets and headquarters

The closer these two flagship projects get to our destination, the more Zermatt Tourism will report on the two events through its channels (including "Zermatt Inside"). So stay tuned!

Two flagship events of the

Industry at the pulse of the Swiss

Tourism in Zermatt