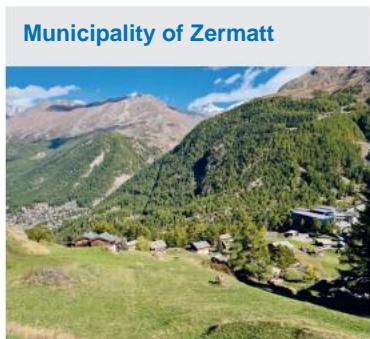


# ZERMATT INSIDE

December 2025, 23rd year, No. 6



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



## Furi study commission

The Furi area is intended to become a vibrant, locally compatible and livable residential and living space. Potential outcomes. Results and outlook.

[Page 9](#)



## Michelin star

The Alpine gourmet restaurant Gourmet Prato Borni was once again awarded a prize this year. Awarded a Michelin star.

[Page 23](#)



## Guest Service Center

Traditional customer service at the counter: A thing of the past? Far from it. We explain. Why.

[Page 24/25](#)



## Luggage transport

Between Zermatt and Cervinia: New, comfortable luggage transport service for the Matterhorn Alpine Crossing.

[Page 30](#)



## Natural hazards

Safety is paramount at the MGBahn. Top priority. Interview with Christoph Jeckelmann about natural hazard management in the Mattertal valley.

[Page 32](#)

Zermatt Mountain Railways

## New features at the Matterhorn Ski Paradise: innovation, comfort

and alpine adventure highlights. More information on pages 2/3



We wish all our readers and advertising partners  
happy holidays and a successful start to the new  
year.

Editorial team and service partners

Zermatt Bergbahnen is launching into the 2025/26 winter season with several innovations and new comfort features.

From state-of-the-art railway technology and digital tickets to new services and unique experiences, the Matterhorn Ski Paradise presents itself as future-oriented, comfortable, and sustainable.

Magical experiences surrounding the fun on the slopes

In addition to technical innovations, there are also special experiences in the Matterhorn Ski Paradise are on the agenda: Early risers can enjoy the first run on the freshly groomed slopes with the First Track. Enjoy groomed slopes, followed by breakfast at the Matterhorn Glacier Paradise. Those seeking adventure under the stars

Those who prefer can experience an unforgettable moonlight descent from the Rothern to Zermatt amidst the moonlit mountain slopes, including an aperitif at Blauherd and a culinary finale with a fondue at the Ferdinand by Cervo restaurant. For those who have always wanted to know how slopes are brought back into top condition overnight, slope preparation is a great option. With a stunning mountain panorama, you can ride in the passenger seat of the multi-ton snow groomer...

witnesses were given an exclusive insight behind the scenes of this precision work.

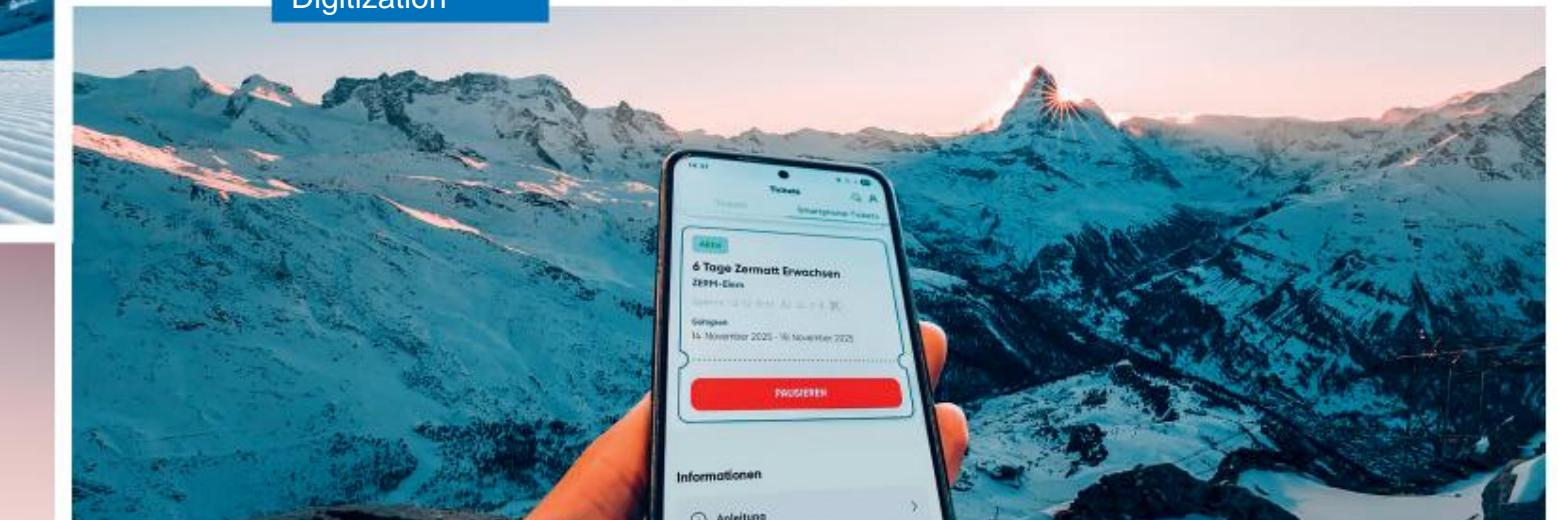
Whether innovation, comfort or magical moments – in the Matterhorn Ski Paradise everyone will find their own personal winter sports enjoyment.

Closure  
Sales outlet Bahnhofstrasse

Through the modernization and expansion of the sales point at the Matterhorn-Express valley station, as well as the continuous growth of online sales led to the expansion of the sales outlet. Zermatt Bergbahnen on Bahnhofstrasse is closed. Guests benefit from comprehensive advice and direct access to the railway infrastructure at the Sunnegga and Matterhorn-Express valley stations.

## Tip

Our experience offers and vouchers make the perfect Christmas gift for your loved ones!



For a relaxed start to the ski day, the ski locker service at the Sunnegga valley station has been expanded to include convenient ski lockers on the first floor of the Ver... The ski depot has been expanded. This allows snow sports equipment to be stored safely, dry, and conveniently after a long day on the slopes. The complete ski depot offering from Zermatt Bergbahnen includes simple ski racks for one pair of skis up to ventilated lockers with space for two pairs of skis.

Hey, snow sports equipment and helmets. That's how a relaxed and comfortable day on the slopes begins and ends.

The newly introduced smartphone ticket, a first in Switzerland, marks a milestone in the digitalization of mountain experiences. The introduction of this new ticket type promises completely digital access to the Matterhorn Ski Paradise. Available from the 15th. Cross-border use will also be possible from December 2025: Cervino SpA will install a state-of-the-art Skidata access gate with corresponding sensors at each lift. Guests can choose between a KeyCard or a smartphone ticket when purchasing their ski pass. Simultaneous use of both methods is not possible. Once the smartphone ticket is stored in the Matterhorn app, simple activation on the day of use allows for immediate access to the snow sports fun. Anyone wishing to test the digital ticket can exchange their current season or annual pass from a KeyCard to a smartphone ticket (and vice versa) free of charge.

With the new eight-seater Githitti chairlift, Zermatt Bergbahnen is ushering in a new era of winter sports experiences. After more than two decades of reliable operation, the previous six-seater chairlift has been replaced by a modern system that boasts greater comfort, increased efficiency, and innovative technology. As one of the first eight-seater chairlifts in Switzerland, the Leitner lift sets new standards in the Matterhorn Ski Paradise. The redesigned boarding area ensures smooth daily operations. The optimized boarding area, facing the direction of travel and featuring a more spacious waiting zone, improves passenger flow and enhances safety in the queue. The redesign also benefits staff: better visibility of the boarding area and a clearer separation from the slopes. Visually, the lift impresses with its modern station design by Ferrari designer Pininfarina, giving it an elegant and contemporary appearance. In addition, solar panels installed in the station glazing of both stations contribute to the self-sufficiency of electricity, which underlines the sustainable orientation of the Zermatt Bergbahnen, in addition to the reuse of more than half of the existing support foundations.

Municipality of Zermatt

# Dear residents

The 2024 year in review seems  
to have been written only just -  
Ben and the 2025 review is  
already upon us.



## The new municipal council

On January 1, 2025, we welcomed two new members to the municipal council - They are starting the new legislative period. They are pleased that the average age of the municipal council has decreased.

It soon became clear that Franziska Biner would not be with us as vice-president for long - The president of Zermatt will remain in office. The voting procedure - The result of March 2, 2025 confirmed it, and Franziska was elected in the first round with the best result, becoming the second woman in the history of the canton. tons Wallis elected to the State Council.

A by-election for the vice presidency followed, and Emanuel Julen won the majority of the votes. As a replacement for Franziska Biner, Bianca Ballmann was able to take her seat on the municipal council again after only four months off.

In the current configuration, we are now operating and have already held 30 meetings this year with 733 agenda items (as of [date]). held in November 2025). With a two-week meeting schedule, this means an average of 24 agenda items per meeting to be addressed. and subsequently to be processed by the administration.

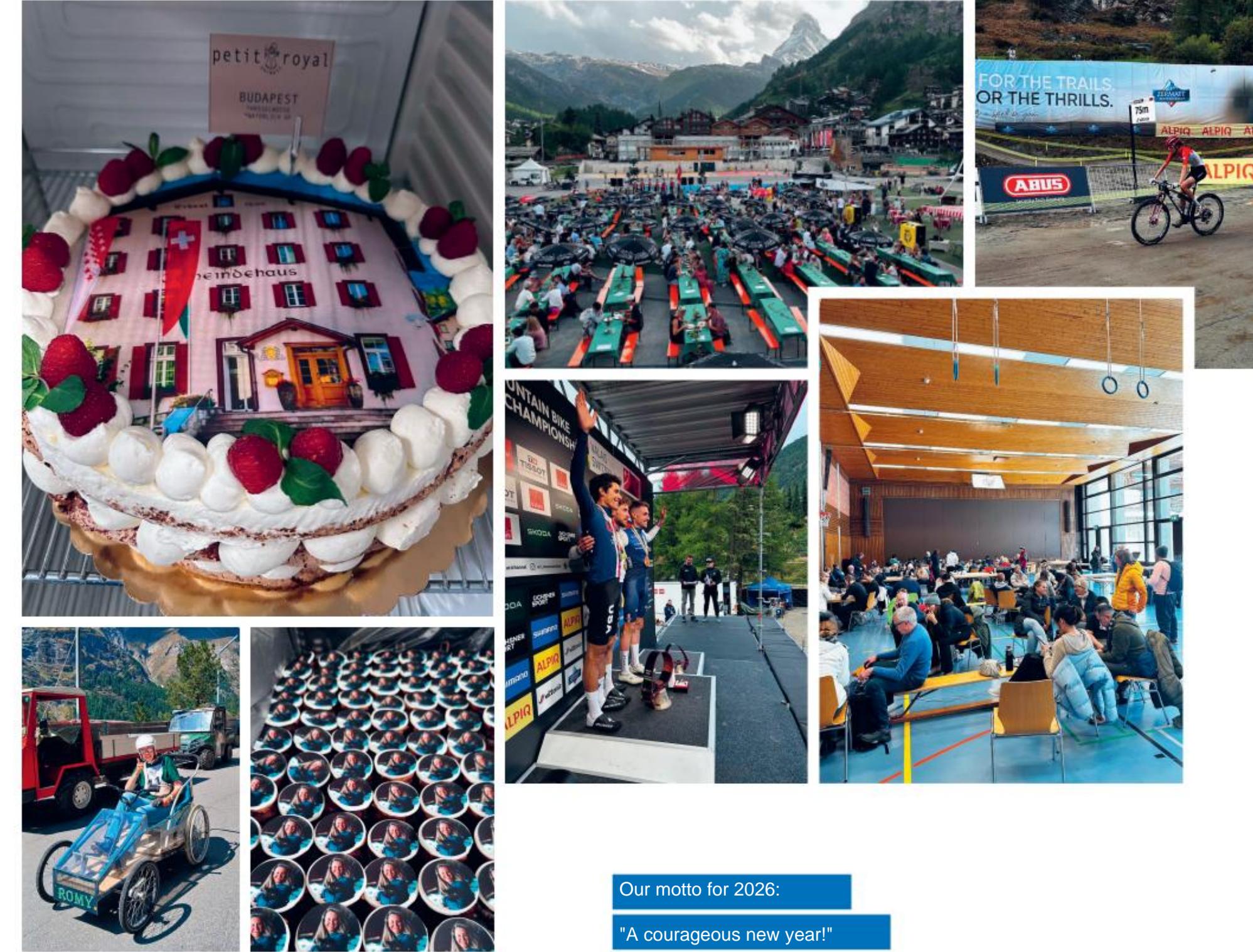
## You have to celebrate festivals as they come.

On June 14, 2025, we had the pleasure of hosting a welcome reception in honor of Franziska Biner for the locals and invited guests at the Oberen Matte. The weather was perfect, and the organizing committee, along with all the volunteers, worked quickly and efficiently. It was a celebration that will remain a cherished memory for a long time and one that we likely won't have again anytime soon, especially since Franziska Biner is only the second member of the State Council from Zermatt's history to hold this position.

As always, there were other festivals as part of the Zermatt event calendar - The Bike World Championships and the Swiss Travel Mart (STM) are among the events - These events, which will not take place regularly in our village, have a significant impact. Despite the logistical challenges, the events were carried out calmly, efficiently, and successfully.

## Sociality

As part of their sustainability strategy, Randa, Täsch and Zermatt have decided to hold two senior citizen events this year - lead. One supra-regional in Randa and one in the respective town - local community.



Our motto for 2026:

"A courageous new year!"

I was amazed by the number of addresses that the residents gave me - We have processed the data. For example, we sent out 850 personal invitations to Zermatt residents aged 65 and over. I admit, the name "Seniors' Event" doesn't appeal to all recipients, so there's still room for improvement in that regard.

On September 16, 2025, the mayor, Leo Schuler, and I, along with eight other Zermatt residents, embarked on the journey to Randa. Despite the modest number of participants - Randa typically has a group of 30 people - It was a successful afternoon. On December 2nd, 2025 - We enjoyed our time together with 50 people at the Alpenhof, with coffee, cake and music.

The aim of these events is to promote community and exchange - dern. In order to pursue this goal further and to hold such events regularly, we are looking for interested individuals who are motivated - Fourthly, to continue and develop this basic idea.

## Our living space

The issue of housing needs in the inner Mattertal valley is becoming increasingly critical. Both the municipal council and the strategy group are addressing this problem. Quick and easy solutions are unlikely. As part of the housing needs analysis, a reorganization - A survey on the housing situation in the inner Mattertal valley was conducted. In December, a further survey will be carried out among the residents of Randa, Täsch, and Zermatt regarding general satisfaction in the Des- Destination Zermatt - Matterhorn. The results will be presented to the public as soon as they are evaluated.

## Multi-purpose storage (MZS) Gornerli - Opinion Formation

This is a topic that has been on our minds this year, especially for the residents of Zermatt. It's perfectly understandable that this creates uncertainty, stemming from many unanswered questions. Questions such as: *Have all possible options been considered?* *What are the benefits and advantages for Zermatt? Is the location suitable?* *How will the construction period affect the village? What costs will be incurred?* *What influence does the Gornerli have on the reversion of ownership to the municipality?* *What is a residual value agreement? What does the additional concession include?* And most importantly, *when and about what will the population decide?*

I've noticed a lot of rumors and confusion surrounding the issues. Therefore, the town council and I have decided to clearly define the individual topics and provide ongoing updates. The information should be presented simply and clearly.

work will be done so that the population can understand the individual topics - can better understand the steps and the process.

It should be taken into account that the MZS Gornerli is still a pro- The project is still under development. This means it's a project that is still being planned and therefore project steps may change. Information - Providing updates on the project's progress is the responsibility of Grande Dixence SA. Our task will be to better inform you about the impact on Zermatt and the concessionary municipalities.

## Gmeiapéro

Mark your calendars for the evening of January 23, 2026. The Zermatt Municipal Council invites you to a community aperitif. This year, we will be treating you to the renowned risotto by Max Mennig, assisted by Franz Schwegler. For dessert, Petite Royal will once again conjure up a wonderful cake buffet. We are supported by the Grandhotel Zermatterhof, and the musical entertainment will be provided by...

Gramm is once again in charge of Z'Hansräüdi. We look forward to seeing you.

In conclusion, I would like to thank all the employees of the Einwoh- Zermatt municipality, to the service partners and to all residents - Those who are committed to life and community in our village. The village community of Zermatt has a sole - A distinguishing feature that must be preserved and supported. Many destinations envy us for it!

## Courage means daring to try new things.

We face several major projects and constant changes. With courage and shared acceptance, we can overcome these challenges. May the year 2026 bring you and your loved ones health, success and fulfilling moments. Under the motto "A courageous new year", we look forward to the Fort - establishing trusting cooperation and working together - to take courageous steps for the future.

Heartfelt

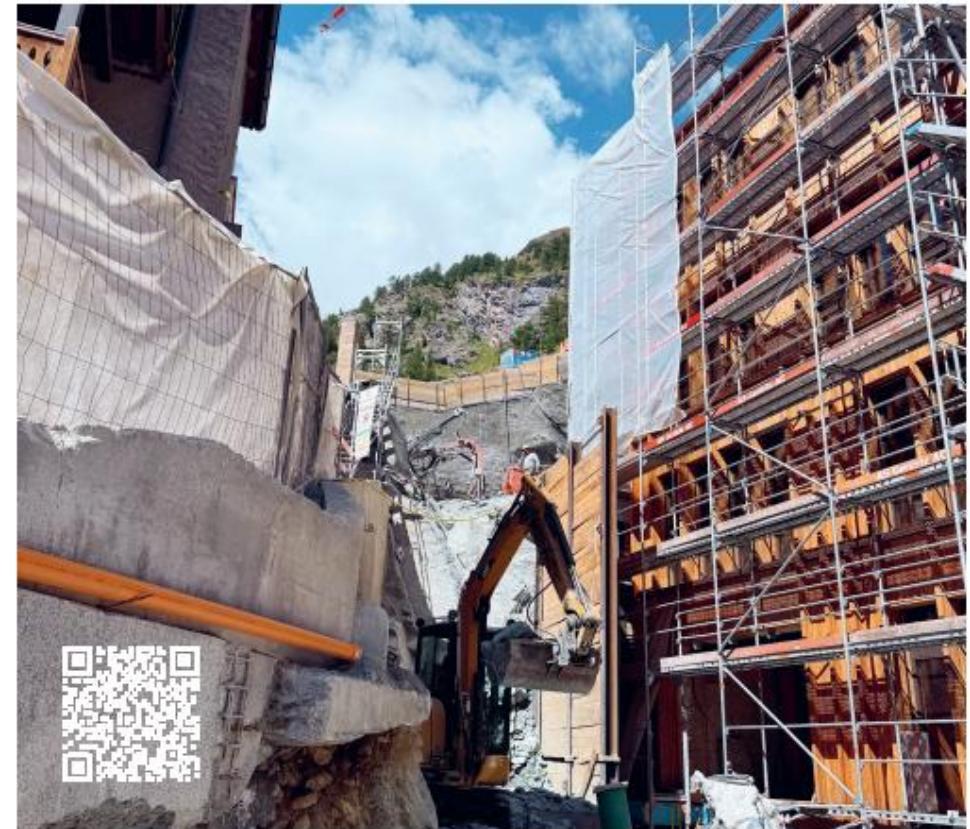
Romy Biner-Hauser, Mayor

Municipality of Zermatt

## Construction times – Excavation times – Spring and Autumn 2026

Considering the calendar constellation for 2026 and the already known major construction projects, the municipal council has set the excavation dates for 2026. This gives construction companies the opportunity to plan and organize their work well in advance.

The 2026 construction flyer will be published by the end of the year via the website of the municipality of Zermatt ([gemeinde.zermatt.ch/sicherheit/bauausfuehrung](http://gemeinde.zermatt.ch/sicherheit/bauausfuehrung)).



### Public road and path works in 2026

#### Vispstrasse

Area: Tennis court Hotel Christiania to Wiestibrücke

Duration: April 27, 2026 to July 10, 2026

Disruption: Road closure due to utility line renovation

Diversion: No diversion for vehicles, pedestrians should use Matterstrasse.

#### Riverside path

Area: Haus Kumme to Kirchbrücke

Duration: April 27, 2026 to July 31, 2026

Disruption: Road closure due to utility line renovation

Detour: Pedestrians should use Bachstrasse

#### Bielaweg

Area: House Orca to House Matterhorn Cottage

Duration: May 4, 2026 to June 12, 2026

Disruption: Road closure due to utility line renovation

Detour: No detour

#### Bridge Valley Station Matterhorn-Express

Duration: May 18 to June 3, 2026

Disruption: Bridge closed due to resurfacing work

Detour: Pedestrians should use the Zen Stecken wooden bridge and the Winkelmatteweg path.

#### Fury

Area: Restaurant Simi to Restaurant Alm

Duration: June 8, 2026 to June 19, 2026, 6:00 PM – 10:00 PM each day

Disruption: Road closure due to resurfacing work

Diversion: No diversion for vehicles, pedestrians can pass.

#### Schlummattstrasse

Area: Hotel Mountain Paradise to Restaurant Waldhaus

Duration: June 15, 2026 to August 28, 2026

Disruption: Road closure due to utility line renovation

Diversion: Vehicles can travel in both directions via Staldenstrasse.

Pedestrians across Winkelmatteweg

Bus service: Bus service will be maintained on a limited basis.

#### Metzgasse

Area: Church square to Zer Metzg house

Duration: August 24, 2026 to September 25, 2026

Disruption: Road closure due to utility line renovation

Diversion: No diversion for vehicles, pedestrians can pass.

#### Winkelmatteweg

Area: Winkelmatte Chapel to Chalet Bergidyll

Duration: August 31, 2026 to October 16, 2026

Disruption: Road closure due to utility line renovation

Detour: No detour

## Excavation period: Spring 2026

Approved period: Monday, April 27, 2026, 7:30 a.m. to Wednesday, May 27, 2026, 6:30 p.m.

April

Mon	Tue	Wed	do	Fri	Sat	So
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May

Mon	Di	Wed	do	Fri	Sat	So
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18	19	20	21	22	23	24
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June

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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## Excavation period: Autumn 2026

Approved period: Monday, September 28, 2026, 7:30 a.m. to Friday, October 23, 2026, 6:30 p.m.

September

Mon	Tue	Wed	do	Fri	Sat	So
		1	2	3	4	5
7	8	9	10	11	12	13
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21	22	23	24	25	26	27
28	29	30				

October

Mon	Di	Wed	do	Fri	Sat	So
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12	13	14	15	16	17	18
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November

Mon	Tue	Wed	do	Fri	Sat	So
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30						

■ Premature geothermal drilling / extended geothermal drilling site installation / premature geothermal drilling

■ Excavation work, public holidays/closure days

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Then advertise in Zermatt Inside.

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### Information:

rottenedition gmbh  
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Municipality of Zermatt

### Invitation to the General Assembly on December 9, 2025

The regular budget meeting will take place on December 9, 2025. At the same time, the public will be informed about the 2027-2030 financial plan, and decisions will be made regarding three regulations and the purchase of apartments. The municipal council looks forward to a large turnout.

Date: Tuesday, December 9, 2025

Time: 6:00 PM

Location: Cafeteria/Theater hall in the school building «Niww Walka»

#### Agenda

- Welcome and formalities
- Minutes of the General Assembly of June 10, 2025
- Customs House, Plot No. 2539 – Purchase of three apartments for CHF 4.85 million – Approval
- Financial Plan 2027 – 2030 – Acknowledgement
- Budget 2026 – Explanations and Global Approval
- 6th Partial Revision of the Cemetery Regulations Art. 2, 3, 4, 5, 6 para. 1, Art. 7, 9, 10, 11, 12 para. 2 and 3, Art. 13, 14, 15 para. 1, Art. 16, 17, 18, 20, 21, 22, 23, 26 para. 4, Art. 29, 32 para. 2 and 3, Art. 36, 39, Annex 1 and 2 – Approval
- Regulations for the Promotion of Energy Efficiency and Renewable Energies – Approval
- 8th Partial Revision of the Organizational Regulations, Article 15 – Approval
- Miscellaneous

The documents relating to agenda items 2, 3, 4, 5, 6, 7 and 8 are available online at <https://gemeinde.zermatt.ch/versammlung> and can also be obtained from the municipal administration, finance department, 1st floor, during opening hours.

Municipality of Zermatt

# Winter service Zermatt 2025/2026

The EWG ensures that Zermatt remains mobile even in winter.

When it snows overnight or early in the morning in Zermatt, the day often begins as early as 4 a.m. for the technical service. From the Spiss depot, nine machine-driven and five manual routes are set off to ensure that roads, paths, and access points are reopened as quickly as possible. While the machine operators plow and remove the snow, the foot crew ensures that stairs and narrow passages remain safe to walk on.

#### Salt – but only as much as needed

Like many other Alpine resorts, Zermatt relies on preventative salting. The advantage: Even small amounts prevent the first precipitation from freezing to the ground. In Zermatt, 6 to 12 grams per square meter are usually sufficient – very little compared to many other regions. Thanks to this approach, snow can be removed early and salt use reduced by 30 to 50%.



#### New from 2025

All spreading devices are equipped with technology that accurately indicates where and how much salt has been applied. GPS data enables precise, demand-based control – good for mobility and the environment at the same time.

#### Alternative spreading agents?

Wood chips or grit are not a suitable option for Zermatt: they do not melt ice, require significantly larger quantities, and cause high cleaning and disposal costs. Furthermore, they can clog drains, get stuck in shoe treads, and damage or scratch floors when entered buildings. Therefore, the principle remains: salt is the most effective and economical de-icing agent.

#### Test area: «White Streets»

At the suggestion of the public, the Technical Service is testing a salt-free system this winter. Moosstrasse – Findelbach Bridge area. The snow will not be completely removed there, but only to a thin layer. This is being done to determine whether "white roads" would be practical in Zermatt – despite heavy traffic and rising temperatures. This stretch of road is ideally suited for a test phase because it experiences varying levels of sunlight and is heavily trafficked. It therefore offers optimal conditions for...

to make a sound assessment of the effectiveness of a salt-free winter road maintenance service under real-world conditions.

#### Why does the brown slush form in the snow?

Many are familiar with this sight: as soon as snow gets wet, it turns into brown slush. This is not

Zermatt is not an isolated case, but a widespread phenomenon in winter sports resorts.

#### Where did the dirt come from?

Analyses show that it consists mainly of road abrasion – primarily caused by spiked tires.

These machines mill out tiny asphalt particles that later mix with the snow.

#### Why can't the Technical Service

#### Simply clean it more often?

Cleaning with high-pressure vehicles is only possible when the ground temperature is above freezing. Experience shows that this only happens when the air temperature reaches around 8°C. As long as sections of road in the village remain permanently shaded, the spray freezes immediately – this would cause dangerous icing of the roads. Here, too, the use of salt is unavoidable due to the risk of black ice.

#### Together against brown mud

For years, the technical service has been driving without spikes – thanks to consistent snow removal, this is mostly the case.

Easily possible. The technical service relies on dedicated winter tires and even has special tires manufactured for certain vehicles, which are rubberized with an extra winter-suitable tread pattern.

In heavy snowfall, the EWG uses snow chains for short-term additional traction or snow socks. These protect the roads and produce significantly less abrasion.

To allow the public to gain experience, the Technical Service provides free snow socks in various sizes – available from:

#### Garage Schaller AG

Stimbo AG Electric Vehicles

Jumbo Garage

The more drivers forgo using spikes, the less abrasion occurs – and the less brown slush there is on our winter roads.

#### Conclusion

The EWG is working intensively to combine safety, mobility, and environmental sustainability. With state-of-the-art technology, a well-planned winter service, and the cooperation of the local population, Zermatt will remain reliably accessible in the winter of 2025/26 – for guests and locals alike.

Municipality of Zermatt

# Public event regarding the potential further development of Furi

On October 2, 2025, the residents informed

The Zermatt municipal council (EWG) held a meeting in the Triftbach Hall to discuss the potential further development of the Furi area. The aim of the event was to provide background information, present the results of the completed study, answer questions, and gather the opinions of the population.

These feedbacks – together with those from the landowners' event on September 3, 2025 – will be incorporated into the ongoing local planning revision where possible.

**Background**  
The EEC must, within the framework of the ongoing

Local planning revision, the specifications of the Spatial planning law must be taken into account, including existing holiday home zones.

– including the Furi area – to be checked. At the same time, the EWG faces the challenge of creating the framework for new, modern and affordable primary housing for the population.

The municipal spatial planning concept identifies Furi as a potential future settlement location outside the village. Its location and accessibility via road and cable car offer a favorable starting point. At the same time, the area is a sensitive landscape. Any adjustments to the building regulations must take this into account so that Furi can develop into a livable place that is compatible with its surroundings.

**Study commission for Furi**  
To lay the groundwork for this, the municipality launched a study in 2023/24. Its aim is to create a framework that will allow Furi

can be further developed carefully.

Key aspects include a strong sense of community and good neighborliness, with primary residences for the local population, integrated into the landscape and supported by the responsible use of resources. Reliable year-round access is just as important as a clear transition to the surrounding landscape.

The aim is to create a vibrant, locally compatible and livable living space on the Furi.

**Results of the study**  
Four teams from architecture and landscape architecture In a two-stage process, architects developed ideas and visions for potential further development. Criteria such as identity, landscape, buildings, use, tourism compatibility, mobility, environment, and feasibility were evaluated. The process was overseen by a panel of experts, including external specialists as well as representatives from the EWG (Economic Development Corporation) and the canton.

With a clear structure, careful integration into the landscape, realistic implementation, and a compatible density. The student project resulted in a guiding design and a potential set of regulations for building forms, materials, open space, mobility, and use, which is now to be incorporated into the building and zoning regulations.

The aim is to preserve Furi's identity while simultaneously creating modern living spaces for the local population. The proposals presented and discussed demonstrate how the area could be further developed in this direction.

#### Involvement of landowners and the population

These proposals were presented to the landowners of Furi on September 3, 2025, and to the interested public on October 2, 2025; questions were answered and opinions were gathered.

Furthermore, the submitted projects could be viewed on the evenings from October 7th to 9th, 2025 in the Niww Walka school building will be visited and questions will be asked of the EEC representative present.

#### outlook

The feedback from landowners and the public from the events of September 3, 2025, and October 2, 2025, forms an important basis for further steps. It will be incorporated, where possible, into the ongoing local planning revision and will flow into the drafting of the future building and zoning regulations.

During the subsequent public consultation and general assembly, the population will once again have the opportunity to obtain information and participate formally.

The EWG plans to submit the final dossier to the general assembly during 2027. to submit the lung for a decision.



Municipality of Zermatt

## Waste and recycling collection points – a concern that affects us all

Since October 1, 2022, Zermatt Entsorgung (THE RIGHT BIN) has been managing waste and recycling independently. A total of 30 collection points are available to residents in the village, and one disposal site is located in the Furi area.

### In recent years, public

Collection points are being closed because the property owners have terminated the leases. Two more leases were recently terminated, and the "Elektro Imboden" collection point closed on November 30, 2025; the one on Riedstrasse will close on April 30, 2026.

### Collection points in the village

For orderly and environmentally conscious disposal, 30 collection points are available in the village area. 21 locations are on public land and nine are on private land.

This infrastructure ensures that the collection points are easily accessible and readily available to residents and visitors at all times. Further information on proper waste management and instructions for using the public collection points can be found at: [www.the-right-bin.ch](http://www.the-right-bin.ch).

Finding suitable replacement sites is, in our experience, a challenging task – both on public and private land. Space in the settlement-

The area is scarce, while collection points should remain as close as possible to existing areas of use.

### Appeal to the population

To continue ensuring and potentially expanding comprehensive and user-friendly waste management for the population, EWG is seeking new locations. The primary focus is on a replacement site in the Steinmatte/Riedstrasse and Bodenstrasse/Bahnhof areas.

Individuals, businesses, or property owners who could provide suitable areas or are considering a collaboration-

Those who can provide information are requested to contact: Oliver Summermatter, Head of Administration / [oliver.summermatter@zermatt.ch](mailto:oliver.summermatter@zermatt.ch) / 027 966 22 93.

### Thanks for the support

We sincerely thank the residents for their cooperation and understanding. Together, we are contributing to clean, functional, and sustainable waste management in our village.



### IMPRINT

#### editor

Municipality of Zermatt (EWG), Citizens' Community of Zermatt (BG), Zermatt Tourism (ZT), Zermatt Bergbahnen AG (ZBAG), Gornergrat Railway / Matterhorn Gotthard Railway (GGB/MGB)

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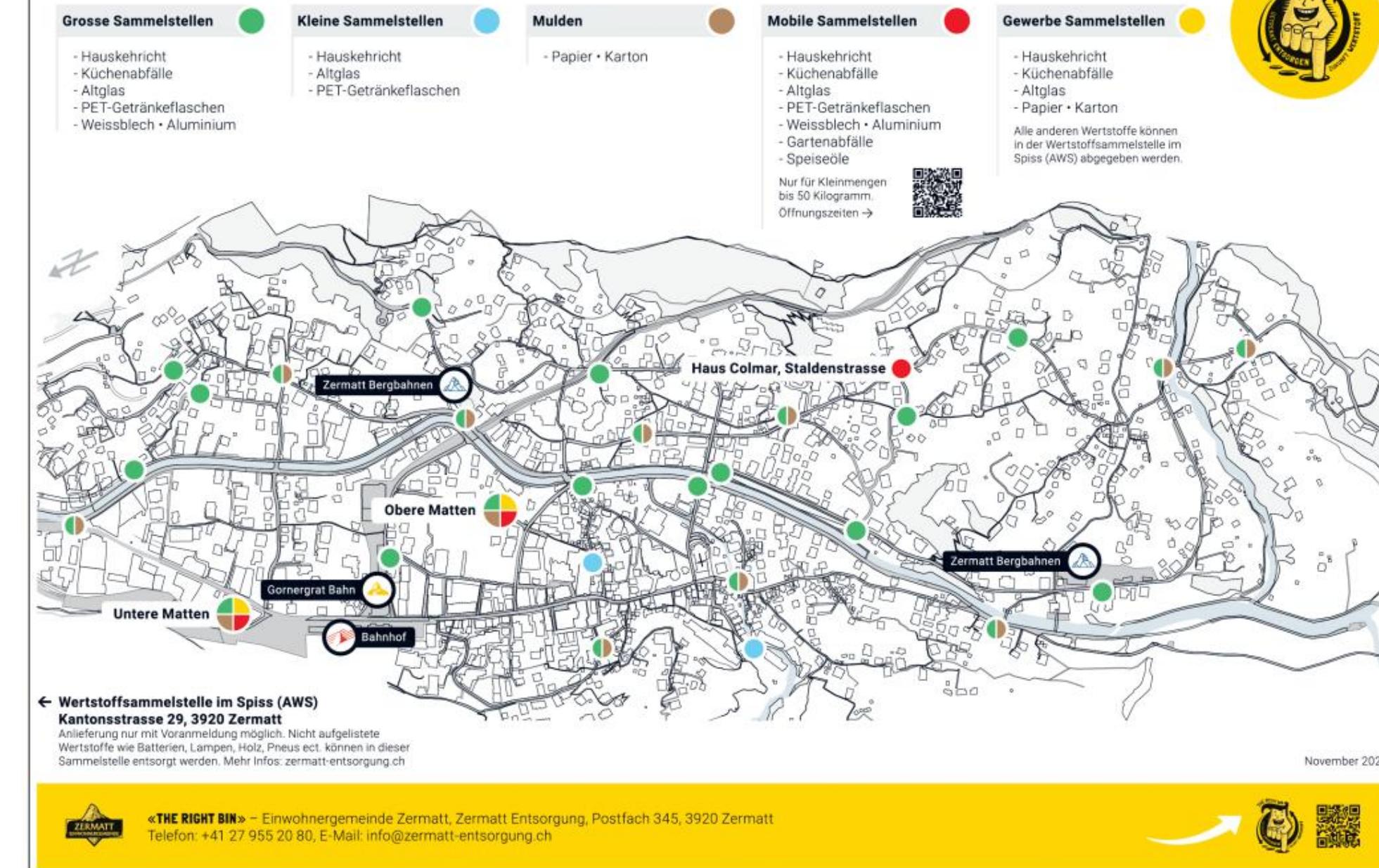
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## Zermatt Entsorgung – öffentliche Sammelstellen



## «THE RIGHT BIN» – Die Wahl des richtigen Küberls ist entscheidend



Municipality of Zermatt

## Energy-efficient travel – Zermatt continuously reduces consumption and emissions

**Annual energy accounting proves effective and strengthens the role model effect. role of the community.**

As an Energy City Gold certified entity, the municipality of Zermatt (EWG) annually reviews the energy consumption and greenhouse gas emissions of its public buildings and facilities. This evaluation is carried out as part of its energy accounting, which is managed using the EnerCoach tool. It provides a sound data basis for targeted planning of measures and for measuring progress.

This annual survey is a key component of Zermatt's commitment to achieving net-zero emissions by 2050. In doing so, the EWG not only fulfills its own energy and climate vision, but also the requirements of the cantonal energy law, which places a strong emphasis on efficiency, renewable energies, and the exemplary role of the public sector.

### Positive developments in energy and emissions

In 2024, municipal buildings consumed 1,569 megawatt-hours of energy, which corresponds to an average consumption of 91 kilowatt-hours per square meter. The target of 72 kWh/m<sup>2</sup> by 2050 therefore remains clearly achievable.

Greenhouse gas emissions amounted to 183 tonnes of CO<sub>2</sub> in 2024. Equivalents – a further decline compared to the previous year. The decrease is particularly striking for heating oil, whose share was reduced by around 40 percent (-55 t CO<sub>2</sub>). At the same time, the share of renewable energies increased, especially due to the switch to heat pumps.

This confirms the long-term trend: Zermatt's municipal buildings are becoming continuously more efficient and climate-friendly.

### Three practical examples

#### Walka School Complex

Following the new construction, the entire site was converted to heat pumps. This reduced CO<sub>2</sub> emissions by 94% – from 25 kg CO<sub>2</sub>/m<sup>2</sup> (in 2020) to 1.5 kg CO<sub>2</sub>/m<sup>2</sup> (in 2024). Energy costs also decreased significantly, from around 60,000 Swiss francs (2020) to 33,500 Swiss francs (2024).

#### Terminus House / Custom House

Since switching to wood pellets in 2021, emissions have decreased by 90%. Energy consumption and operating costs have remained stable, as only the heating system was renovated; no measures were taken to improve the building envelope.

#### Triftbach Hall

The switch from heating oil to wood pellets was completed in 2019. Since then, emissions have been reduced by 95%. Energy costs have decreased by approximately 40% to 16,000 Swiss francs annually. These examples clearly demonstrate that investments in renewable energies not only serve climate goals but also make economic sense.

### The advantages of energy accounting

Energy accounting is far more than a statistical exercise. It enables:

- Transparency regarding energy consumption and costs
- Targeted investment planning thanks to clear key performance indicators
- Comparability over several years
- Evaluation of the effectiveness of renovations or operational optimizations

Thanks to this systematic data collection, the EWG can react early, use resources efficiently and base its strategy on reliable data.

### Optimizations with a major impact

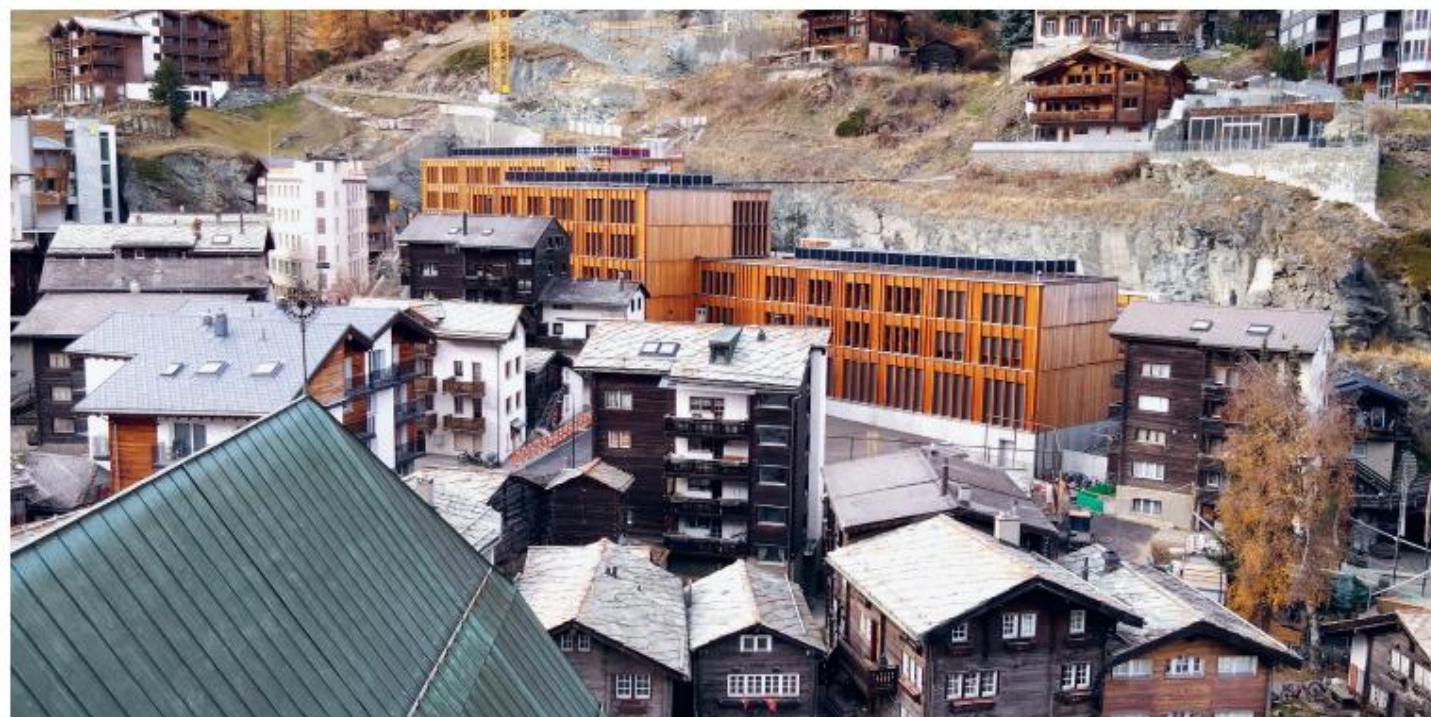
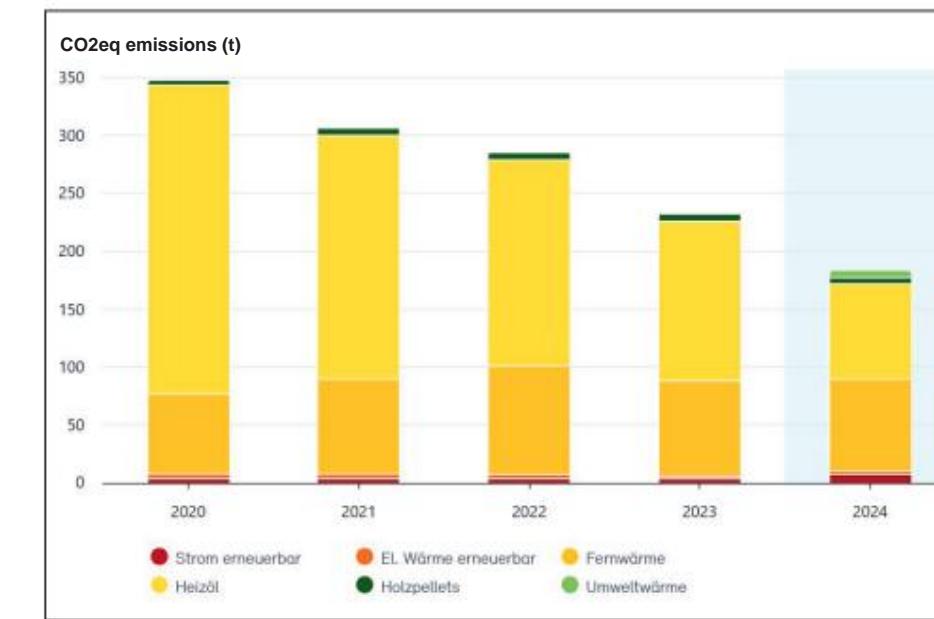
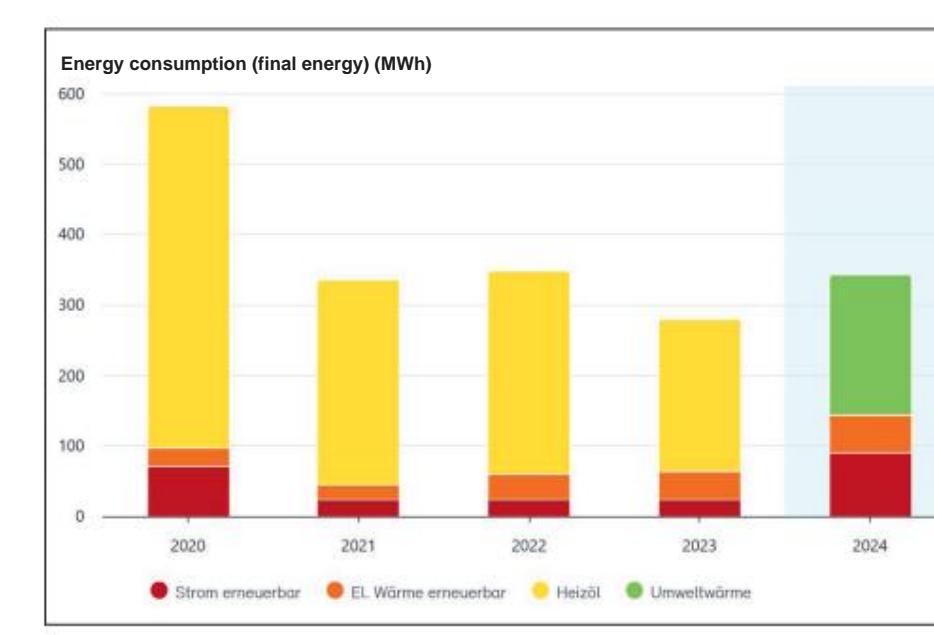
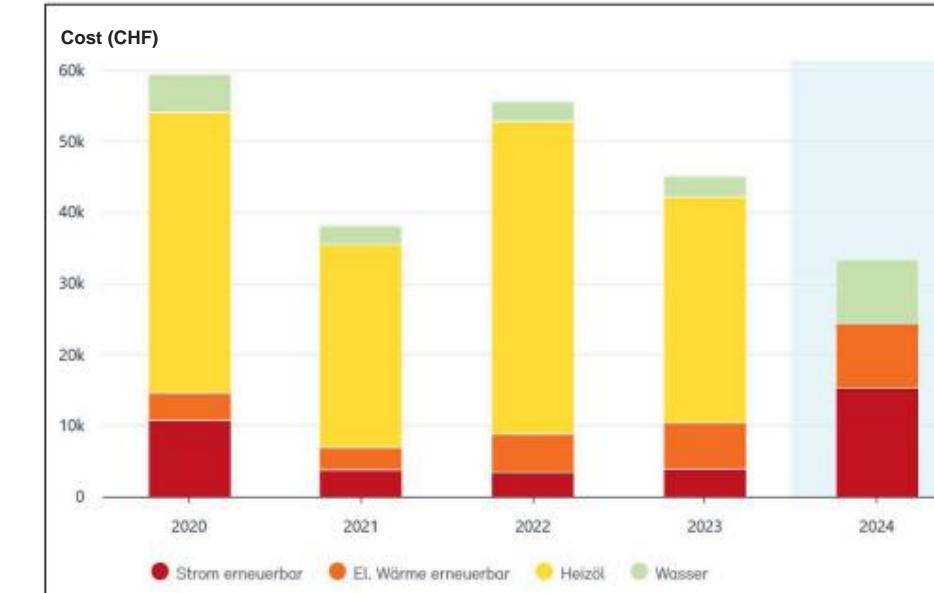
In addition to structural measures, operational optimizations are also being pursued – for example, in lighting, heating control, or the use of waste heat. Such adjustments can save 10 to 15 percent energy, usually without major investments.

Raising awareness among employees – for example on proper ventilation or the economical use of water and electricity – also contributes to the progress.

### Role model and future outlook

With its energy accounting and ongoing improvements, Zermatt is setting an important example for the population, businesses, and institutions. The EWG demonstrates that climate-friendly practices and economic thinking can go hand in hand.

In the coming years, further buildings will be energy-optimized and the use of renewable electricity and district heating will be expanded. The consistent implementation of the goals enshrined in the Energy Act will help Zermatt continue on its chosen path – towards a climate-neutral, livable and responsible community.



Walka School Complex



Triftbach Hall

**"As a local authority, it is our duty to lead by example. Energy accounting allows us to make our commitment to energy efficiency measurable and transparent, and to derive measures from this that have a targeted impact."**

René Frauchiger, Head of Real Estate

### CO<sub>2</sub> equivalent

Besides carbon dioxide (CO<sub>2</sub>), other gases such as methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), and fluorinated gases also contribute to global warming. However, each of these gases has different properties and impact capacities with regard to global warming. To compare the effects of different greenhouse gases, the unit of measurement CO<sub>2</sub> equivalent was created. It expresses the climate impact of different greenhouse gases compared to that of carbon dioxide. This unit summarizes the greenhouse gases into a single value based on their respective contribution to the greenhouse effect compared to carbon dioxide (CO<sub>2</sub>).

**73.2%**  
Renewable heat/cold  
in municipal buildings



Renewable heat/cold  
in municipal buildings

**93.5%**  
Energy efficiency of municipal  
buildings and facilities



Energy efficiency of municipal  
buildings and facilities

**80.7%**  
Energy efficiency (heating/cooling)  
of municipal buildings

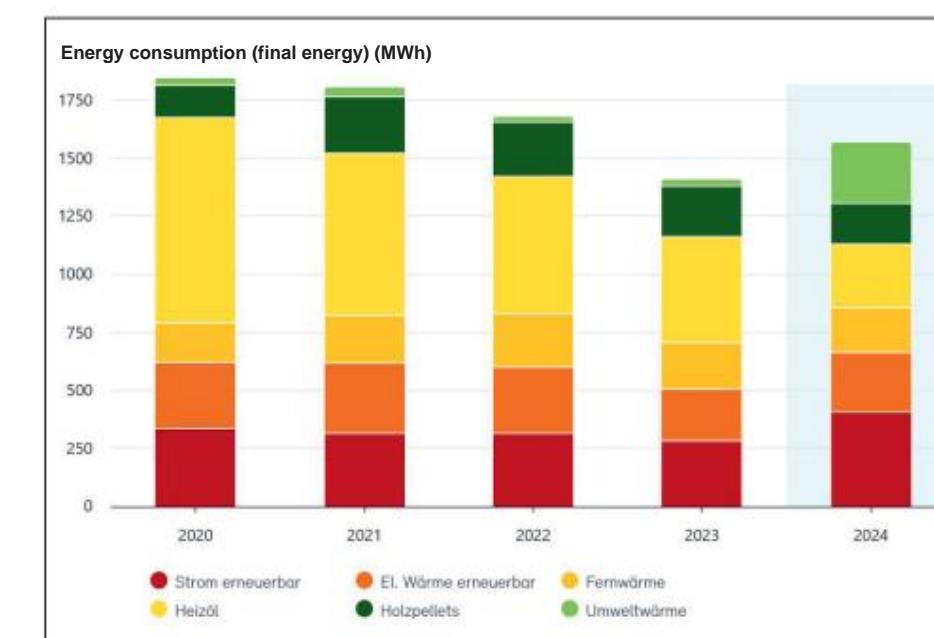


Energy efficiency (heating/cooling)  
of municipal buildings

**100%**  
Renewable electricity in communal areas  
and buildings and facilities



Renewable electricity in communal areas  
and buildings and facilities



Total energy consumption of public buildings EWG

Municipality of Zermatt

## Special trips and heavy transports through Zermatt



Special trips within Zermatt – New web form  
from December 1, 2025

If a load is too heavy or cannot be transported by a standard electric vehicle due to its dimensions, it is possible to request a single trip – a round trip – from the municipal council. The necessity of the single trip must be adequately justified. The principle remains: anything that can be transferred must be transferred to standard electric vehicles – even during excavation work!

From December 1, 2025, applications can be submitted via a new web form, without SwissID or app. This web form replaces the web app for street NG13 Zermatt.

Heavy transport within Zermatt – Web form

Regular inspections have revealed that the bridge infrastructure in Zermatt is in poor condition. The only exception is the Getwing Bridge.

The web app Strasse NG13 Zermatt is no longer used for transport within Zermatt. However, it remains valid for the Täsch – Zermatt road toll sticker.



FORM  
ON-LINE



Therefore, protecting our bridge and road infrastructure is a priority for the municipal council, and changes have been made to the permitting process for heavy transport vehicles with an operating weight of 30 tons or more. Since September 2025, a specialized engineering firm has been assessing the feasibility of each heavy transport, taking into account all affected structures in Zermatt that will be traversed.

Planned trips may be rejected after review or approved subject to conditions by the municipality of Zermatt.

Requests for heavy transport within Zermatt must be submitted via a different, more detailed web form. It is not necessary to create a SwissID or download an app.

You can find the links to the respective web forms for special journeys and for heavy transports from 30 tonnes on our website.

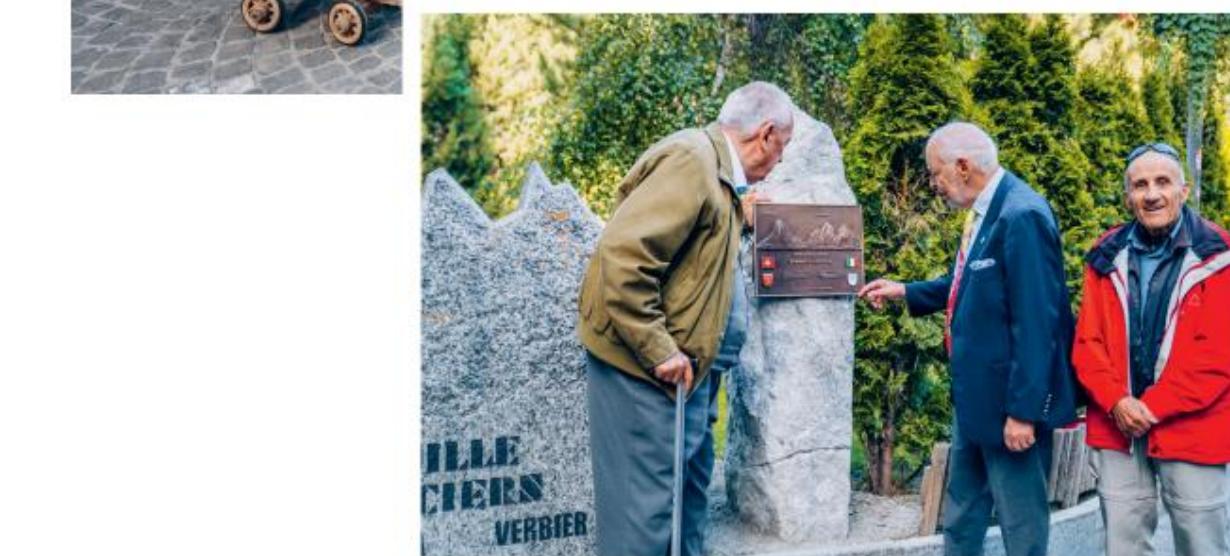


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Municipality of Zermatt

## Friendship between Sexten and Zermatt



The friendship between our two mountain destinations has reached another milestone. After the friendship plaque was placed in front of the House of the Mountains in Sexten in 2023, a second plaque has now also found its place in the parish garden of Zermatt.

On August 1, 2025, we had the pleasure of welcoming a delegation from Sexten, consisting of the tourism association and the municipality of Zermatt. The group spared no effort in making the long journey for two days.

### Friendship board

In addition to the celebrations surrounding the national holiday, the friendship plaque was officially unveiled on July 31, 2025, in the presence of former mayor Willi Rainer and former mayor Robert Guntern – the founders of this friendly connection between the two mountaineering villages.

Our Zermatt-Sexten native, Sepp Tschartschenthaler, was also there. Sepp left his home village at a young age and made Zermatt his new home.

He found it. His connection to Sexten and South Tyrol remained, and so Sepp skillfully switched between the two dialects, Sexten dialect and Zermatt dialect, and translated where necessary.

### Manifesto since 2002

A manifesto was signed as early as 2002, which is still valid today and more relevant than ever.

"The two communities express their desire to establish a friendly relationship and close cooperation. Both tourist destinations are deeply committed to protecting the beauty and value of nature, cultivating friendship and mountain camaraderie, and exchanging experiences."

Especially in a time when successful mountain destinations are repeatedly confronted with criticism, this connection serves as a valuable source of inspiration and a breeding ground for ideas. May this friendship also be passed on to the next generation, in the spirit of the small Sexten pine that was planted behind the friendship plaque.

Advertisement

Municipality of Zermatt

## Two daycare centers – two locations

What could be more  
beautiful than radiant children?

eyes to see and new  
spaces with children -

To fill voices, laughter, and  
life?

Our daycare centers in Zermatt are located at two sites.

The first location is in the newly built school building.

Niww Walka. There we care for two groups of twelve children each, so a total of 24 children per day. The modern, bright rooms offer plenty of space for interaction, quiet time, and a wide range of educational activities.

The second location is in Steinmatte – the former bakery –, which, with loving adjustments, become a new egg -

It has become a place for children. It includes: an infant group for children from three months to two years old with 10 places per day.

as well as a children's group for children from two years old until kindergarten entry with 16 places per day

Our opening hours are continuously between 7:00 and 19:00, six days a week, Monday to Saturday.

day, to provide families with reliable and flexible childcare .

### Daily structure

Our daily routine combines clear structures with open-ended educational opportunities. It is geared towards the needs, interests, and developmental stages of the children: Arrival (7:00 – 8:45 a.m.): Gentle, individual arrival ; Breakfast: Experiencing community and social learning

• Dental care: Promoting health and independence

Morning circle: orientation, language, belonging

• Studio time: Cross-group discovery, Research, Design

• Lunch in the home groups: community and safety

• Midday rest: Sleeping option in the rest room with 12 beds or quiet relaxation time

• Afternoon activities: free play, indoor and outdoor exercise, creative activities

• Afternoon snack: Shared energy and conversation •

Pick-up time (5:00 PM – 7:00 PM): Free, relaxed play and wind-down

### Spatial design

Our rooms are child-friendly, inspiring and versatile:

• Bedroom with beds for midday rest

• Movement room with climbing wall and construction material

• Two group rooms for meeting and retreat

Role-playing areas with children's kitchen, dollhouse and retreat house

• Dining and studio area, flexible for meals, play and projects

### Pedagogical attitude

Our educational approach is based on a holistic understanding of education. The child is an active participant in their own development.

We support children in the following areas: - Cognition and language through conversations, books, role-playing and creative forms of expression.

• Motor skills through indoor and outdoor movement activities • Social and emotional competence through group life, conflict resolution and relationship experiences

Creativity and cultural education through studios and collaborative design

Health and self-efficacy through rituals such as tooth-related activities - care, self-determined mealtimes and clear daily routines - processes

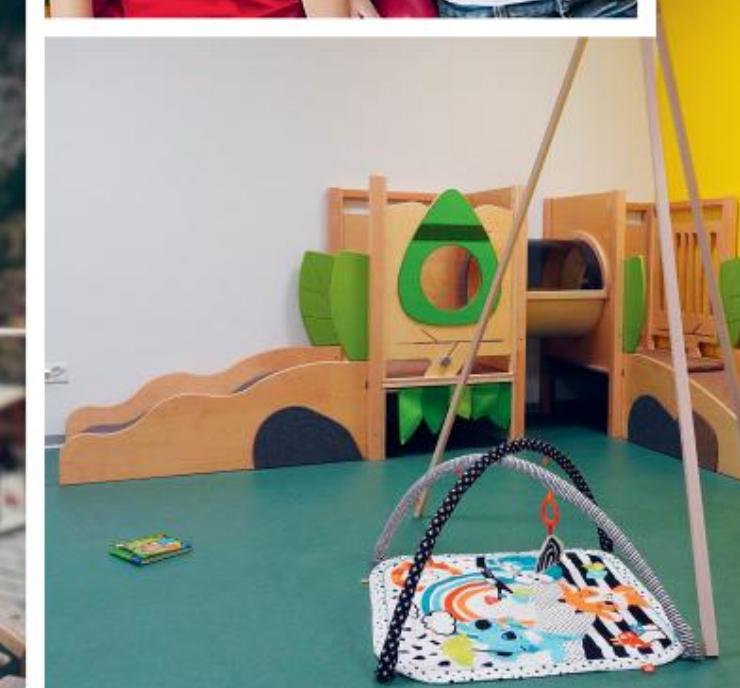
During studio time, the children decide for themselves what interests them and how they want to shape their learning processes. Returning to their regular groups creates opportunities...

Loyalty, security, and reliability. The daycare center sees itself as a living and learning environment where children grow, make friends, develop self-confidence, and rediscover the world every day.

### Two locations:

### Space for encounters, withdrawal and with diverse

### Educational opportunities



## The Niww Walka Club – a place to Well-being and togetherness

Our program is aimed at children of kindergarten and primary school age. In a reliable and loving environment -

We provide childcare before and after school, during lunchtime, and during school holidays. It is important to us that their day is varied, safe, and balanced between learning and... They can shape movement, creativity and relaxation.

**Our daily structure is as follows:** - Preschool care (7:00 – 8:15 am): The day begins with an individual arrival in a calm atmosphere.

The children can shape their own start to the day – for example, by painting, reading, or playing with playdough. This allows the children to ease into the day at their own pace.

• **Morning care (8:15 – 11:30 a.m.):** Children who are not in school are cared for with us. The children spend the morning participating in guided activities led by the caregivers. At 9:00 a.m., the children enjoy a healthy mid-morning snack, which is partly prepared together with them.

• **Lunch (11:30 am – 1:30 pm):** Sharing a meal together - Lunch is an important social gathering place. After washing their hands, the children enjoy a balanced meal.

They enjoy a varied menu and then take care of their dental hygiene. Afterwards, they can choose how they want to spend their lunch break:

– Quiet relaxation in the library or in the learning pods  
– Creative activities such as crafting, painting or small projects  
– Exercise and play outdoors or in the gym, so fin - so that the children can find a balance between activity and rest, according to their needs.

• **Afternoon care (1:30 pm – 7:00 pm):** The after-

The afternoon will again be filled with guided activities. We place great importance on providing children with experiences in nature – in almost any weather.

• **After-school care (4:00 PM – 7:00 PM):** After the school day - During lessons, the schoolchildren come to our club.

During our afternoon snack, we exchange stories about our day and foster social cohesion. Afterwards, we...

The children spend their time according to individual needs:

– Homework in a focused, quiet environment  
– Exercise and sport to promote physical fitness - equality  
– Creative design and crafting  
– Free play or relaxation in the learning pods

### Spatial design

Our room is designed to meet the diverse needs of the children – for quiet time, play, movement, and community. The learning pods are particularly popular, offering children a space to read, draw, or do their homework in peace.

For playing together, there is a games cupboard with various board games and a foosball table . A small children's shop invites imaginative role-playing.

We play together. The tables create space for meeting, sharing meals, crafting, and exchanging ideas. Our small but charming space is a place that aims to combine security, learning, and joy.

### Pedagogical attitude

Our educational approach is the foundation of our work -

We accompany the children with trust and respect , and we encourage their independence.

### Key points of our position:

#### Child-centered and resource-oriented

Each child is recognized and strengthened in their individuality.

### Independence and personal responsibility

Children are allowed to participate in decision-making, vote, and take on responsibility.

### Reliable structures and freedoms

Security through clear processes, while simultaneously allowing room for discovery - cken and play.

### Relationship and security:

Appreciative support creates trust and well-being. find.

Municipality of Zermatt

## What's happening at the Zermatt library?

This year, the Zermatt Library successfully hosted several events that were very well attended. Several exciting events are planned for next year as well, to which you are cordially invited.

### Events last year

In May of this year, we were pleased to welcome the well-known children's book author Marcel Naas, author of the children's book series "Mount Teens", to the school library. Around 90 students participated in the

We attended an exciting reading and were truly thrilled. All of his books were immediately borrowed.

The author told the children how he got into writing, how he invented the characters in his books, and what makes his crime novels so exciting.

For the third time, a summer reading bingo was offered over the summer. Forty children read diligently during the summer holidays to participate in the bingo and win a prize. The children were delighted to demonstrate their reading skills.

At the end of September, we launched the intergenerational project "Reading Together." A group of young people and adults meet regularly in the school library to discuss the book they have read. A total of four books will be read.

senior

We are absolutely delighted that our offers are so well received! It's wonderful to see how we are promoting reading together and enriching the cultural life in Zermatt.

Here's to many more exciting encounters – and of course, lots of participation from young and old!



### Events 2025/26

#### Reading Fever on Tour!

Date: Monday, December 15, 2025  
Time: 6:30 p.m.

New Walka / Library  
Location: Admission is free.

Registration is requested: 027/966 22 88 or  
[bibliothek@zermatt.ch](mailto:bibliothek@zermatt.ch)

#### An unforgettable evening for all book lovers.

Let the fever catch on!

Manuela Hofstätter, bookseller and pioneer of the Swiss book blog, spreads "reading fever". With wit and charm, she presents new fiction – there's something for everyone.

Afterwards: a delicious aperitif and an opportunity for "reading fever" discussions. We look forward to seeing you.

#### Story time in the community library

Date: January 7 / March 11 / May 20, 2026  
Time: 3:30 PM – 4:00 PM

Location: Community library

### Community library

Curious children aged 5 and over are cordially invited to come along and immerse themselves in the world of stories (without accompaniment).

The event is free and no registration is necessary. The library team offers this program regularly and looks forward to welcoming many children.

#### Save the Date

Date: January 7, 2026, Story Time

Date: March 11, 2026, Story Time

Date: March 26, 2026, BiblioWeekend in cooperation with the Zermatt Cultural Association, reading and discussion with Sarah Montani: «Ancestor:in»

Date: May 20, 2026, Story Time

Date: May 27, 2026, National Reading Day, reading with Brigitte Winkelried: «Murder on the Matterhorn»

Date: November 2026 Chess course for beginners (ages 8 to 99)

Further information can be found on our website

[www.gemeinebibliothek-zermatt.ch](http://www.gemeinebibliothek-zermatt.ch)



2517. — Zermatt. — La Gare

Municipality of Zermatt

## The visual memory of Zermatt – a Community project

Zermatt looks back on a long and vibrant history. Many memories of it are captured on old postcards, photographs, and slides. These valuable historical documents are now to be preserved permanently and

#### be made accessible to the public.

In collaboration with the Alts Zermatt association and the Matterhorn Museum, Othmar Perren is creating a comprehensive image database. The project aims to preserve the visual memory of our village and make it accessible to future generations. The initiative is supported by the cultural commission of the municipality of Zermatt and the cultural and social foundation of the Zermatt civic community.

or from everyday life? Such memories are invaluable and help to keep our history alive.

All materials provided will be digitized with the utmost care. The originals will, of course, be returned undamaged. As a thank you, you will receive the scanned images and documents on a USB drive – so that your memories are preserved digitally.

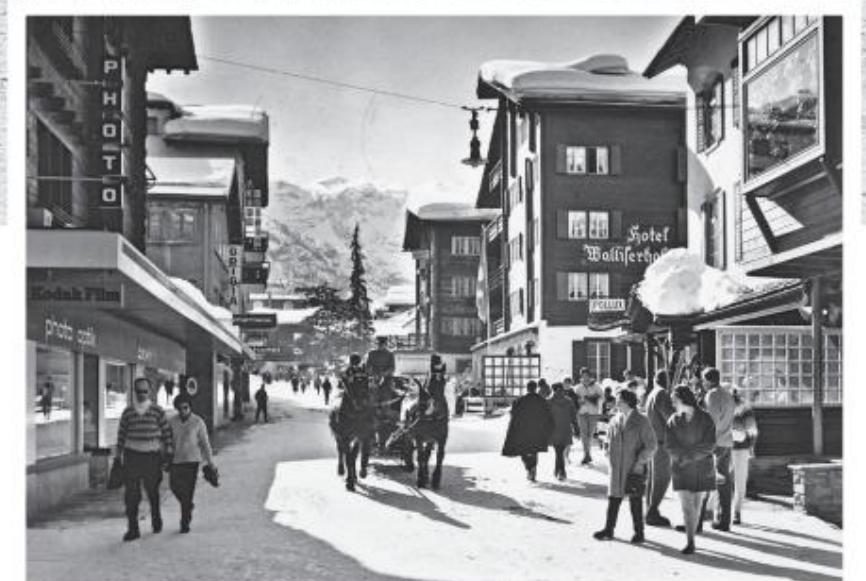
#### Expand collection

Numerous collections have already been amassed – postcards, photo albums, slides, and more. A small selection of these treasures can already be viewed on the website [www.zeitreise-zermatt.ch](http://www.zeitreise-zermatt.ch).

Here's how you can participate  
Bring your photos or slides by or contact Othmar Perren, Bachstrasse 8, Zermatt, phone: 079 312 47 88 or email: [othmar.perren@gmx.ch](mailto:othmar.perren@gmx.ch)

To ensure the collection continues to grow, we rely on the help of the Zermatt population. Do you have old photos, slides, postcards, or other documents that show life in Zermatt in the past – for example, from agriculture, village events, or clubs?

Together we want to contribute to ensuring that the history and life in Zermatt are also preserved. to remain alive for future generations. A heartfelt thank you to all involved and all those who provided support.



### Show

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Municipality of Zermatt

## Jubla Zermatt – A year full of community, Adventure and joy of life



Right from the start of the year, the focus was on togetherness. New members were warmly welcomed at the induction ceremony, and colorful events like the carnival parade provided early fun and a sense of adventure.

Spring and summer brought further highlights: creative shows, competitions, and other events offered opportunities for talent and team spirit. The summer camp, in particular, held an important place in the annual program. A week full of adventure, nature, and community that will be remembered for a long time.

After the summer break, renewed energy returned. Traditional festivals and events strengthened friendships and the Jubla spirit. Whether sporty, creative, or relaxed – every occasion made the year a successful Jubla year.

### The grand finale of the year: Advent Adventure

At the end of the year, on December 13, 2025, a special highlight awaits: the Advent Adventure. Children can look forward to an exciting winter adventure. At the same time, there will also be quiet, reflective moments – perfect for getting into the Christmas spirit together.

Jubla Zermatt is looking forward to this last To mark the occasion of the year and to all the new adventures and experiences that will be discovered together in the coming year.

If you have any questions, please feel free to contact us at any time, also by email at: [info@jublazermatt.ch](mailto:info@jublazermatt.ch), Instagram: jublazermatt

Ewers leading team Jubla Zermatt

Show

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Last year's Jubla activities in Zermatt were once again full of exciting events, shared experiences, and adventures. The diverse program demonstrated the group's creativity and commitment.

### Jubla Zermatt:

creative, committed and with a varied program

Burgergemeinde Zermatt

## Pure indulgence at the Grand Hotel Zermatterhof

Another Michelin star for the Alpine Gourmet Prato Borni.



The historic Grand Hotel Zermatterhof continues its culinary successes: The Alpine Gourmet Prato Borni gourmet restaurant, awarded 16 Gault-Millau points, was once again honored with a Michelin star this year.

This confirms the five-star hotel of Zermatt Hospitality Group AG's place among the best addresses in Switzerland.

Behind the success is a new man in the kitchen – Executive Chef Stefan Lünse –, who has experience since May of this year, Creativity and passion define the cuisine of the Grand Hotel Zermatterhof has taken over.

### An experienced mind with passion

With over two decades of experience in top-tier gastronomy, Stefan Lünse brings an impressive track record to Zermatt. The German native spent many years as head chef at the Relais & Châteaux Lenkerhof Gourmet Spa Resort, where he led the Spettacolo restaurant to 16 Gault-Millau points and the Oh de Vie to 14 points. Prior to that, he gained experience in renowned establishments such as the Kempinski St. Moritz and the Hotel Giardino Ascona.

### Philosophy: Alpine soul meets global inspiration

"I want to combine the best of Valais with international influences – 'We connect,' explains Lünse. His dishes are bold, aromatic, and always harmoniously balanced. At Alpine Gourmet Prato Borni, a delicately cooked Atlantic turbot meets Japanese dashi broth, Heida wine, and lemon verbena. Also on offer are beets with Zermatt yogurt, raspberry vinegar, and a smoked consommé – served with a glass of wine from Valais winemaker Marie-Thérèse Chappaz.

Vegetarian creations play just as important a role for Lünse as meat and fish. "We want to give our guests real freedom to express themselves culinarily," he says.

Gourmets can choose between a vegetarian menu and an international line – always with regional products, interpreted in a modern way, with Asian accents and an alpine soul.

### Between sun, snow and inspiration

Besides his passion for cooking, Stefan Lünse also rediscovered his love for nature and winter sports in Zermatt. "Up here, you immediately feel at home," he says. "I love looking at the mountains in the morning – that light, that clarity. And the fact that the sun shines here almost all year round is simply inspiring."

While fog and rain dampen the mood in other regions, here he finds strength, peace and ideas for new creations.

He also speaks about his team with noticeable pride: "In my kitchen, everyone counts. We have a wonderful mix of young talents and experienced professionals – and everyone pulls together. That's the foundation of any good kitchen."

### A star as a symbol of excellence

What does a Michelin star actually mean? According to the renowned Michelin Guide, one star stands for "cuisine full of finesse – worth a stop." Not only taste and quality are evaluated, but also creativity, precision, and...

The consistency of performance. For Lünse and his team, the award is both confirmation and motivation.

"Our team spirit is almost more important than a Michelin star," emphasizes the head chef. "We inspire each other, try new things, and have fun doing it. You can taste that energy."

### Proudly in the Grand Hotel Zermatterhof

Markus Marti, General Manager of the Grand Hotel Zermatterhof, is also delighted with the award: "With Stefan Lünse, we are not only gaining an excellent Executive Chef, but also an inspiring host and leader. He understands how to combine our culinary tradition with a modern touch. We are very proud of the entire team – the Michelin star is a strong sign of continuity."

"Virtue, passion and excellence."

### Luxury on the next level –

#### Relaxation at the «Vita Borni» spa

The company's offerings extend beyond culinary experiences to include recreational activities. Grand Hotel Zermatterhof sets new standards. In December 2025, the "Vita Borni – Life from the Source" spa will reopen after an eight-month renovation, offering an exclusive world of relaxation with an indoor pool, saunas, a steam room, experience showers, and both indoor and outdoor jacuzzis with views of the Matterhorn. Outside, a stylish relaxation area with loungers invites guests to linger. High-quality products from Alpeor and Niance, inspired by the power of alpine plants, complete the luxurious wellness experience.

Zermatt Tourism

# Guest Service Center

## The welcoming gateway to our destination

The Zermatt Tourism Guest Service Center at Zermatt train station square is the first impression, an important calling card, and a reliable source of assistance for national and international guests from all over the world. Upon arrival, during their stay, and upon departure. An overview.

"We want to be responsible for the first smile-  
" It should be something our guests put on when they arrive at our destination."

As one employee of the guest services describes it...  
Service center teams, when asked what is important to him, when

Guests after often long journeys only a few minutes after getting off the train in Arrive at the guest service center and, with the help of Zermatt tourism employees plan their stay, get their bearings, and find inspiration.

What sounds simple is actually extensive, challenging, and exciting. The conversations with guests are as diverse as the guests who visit the guest service center. The competent team at Zermatt Tourism provides efficient advice and information on weather, accommodations, restaurants, events, and much more.

Tickets for excursions to the Gornergrat, Rothern, or Matterhorn Glacier Paradise mountains, as well as ski passes and other offers, are sold here. Screens with webcams provide real-time information on trains, cable cars, and lifts. The guest service center handles inquiries.

Booking inquiries and sells souvenirs. Brochures are also available in the vestibule in front of the entrance until 10:30 pm.

In short: The employees strive every day to provide a level of service that they themselves would expect if they were a customer. Premium destinations like Zermatt – Matter-Many guests would choose Horn as their holiday destination or place of stay. There's practically no question the team at the Guest Service Center hasn't already been asked. And when it comes to advice, "no" is n't an option. Even under challenging circumstances, the Guest Service Center team acts in a solution-oriented and customer-focused manner and is always willing to go the extra mile.

### The exchange of information is essential.

In order for the team at the guest service center to work competently and efficiently, the staff depend on the service partners from the destination providing them with sound and up-to-date information: adjustments to opening hours, closures, seasonal events or new offers.

Only in this way can it be ensured that the information at the counter and the offer-

The services offered on-site are coordinated to ensure a cohesive experience for guests during their stay. A timely and seamless flow of information is essential, especially when the guest service center team is addressing complaints or receiving feedback.

It accepts any complaints that arise during a stay. A united approach contributes significantly to guest satisfaction.



### The little "sisters" in Täsch and Randa

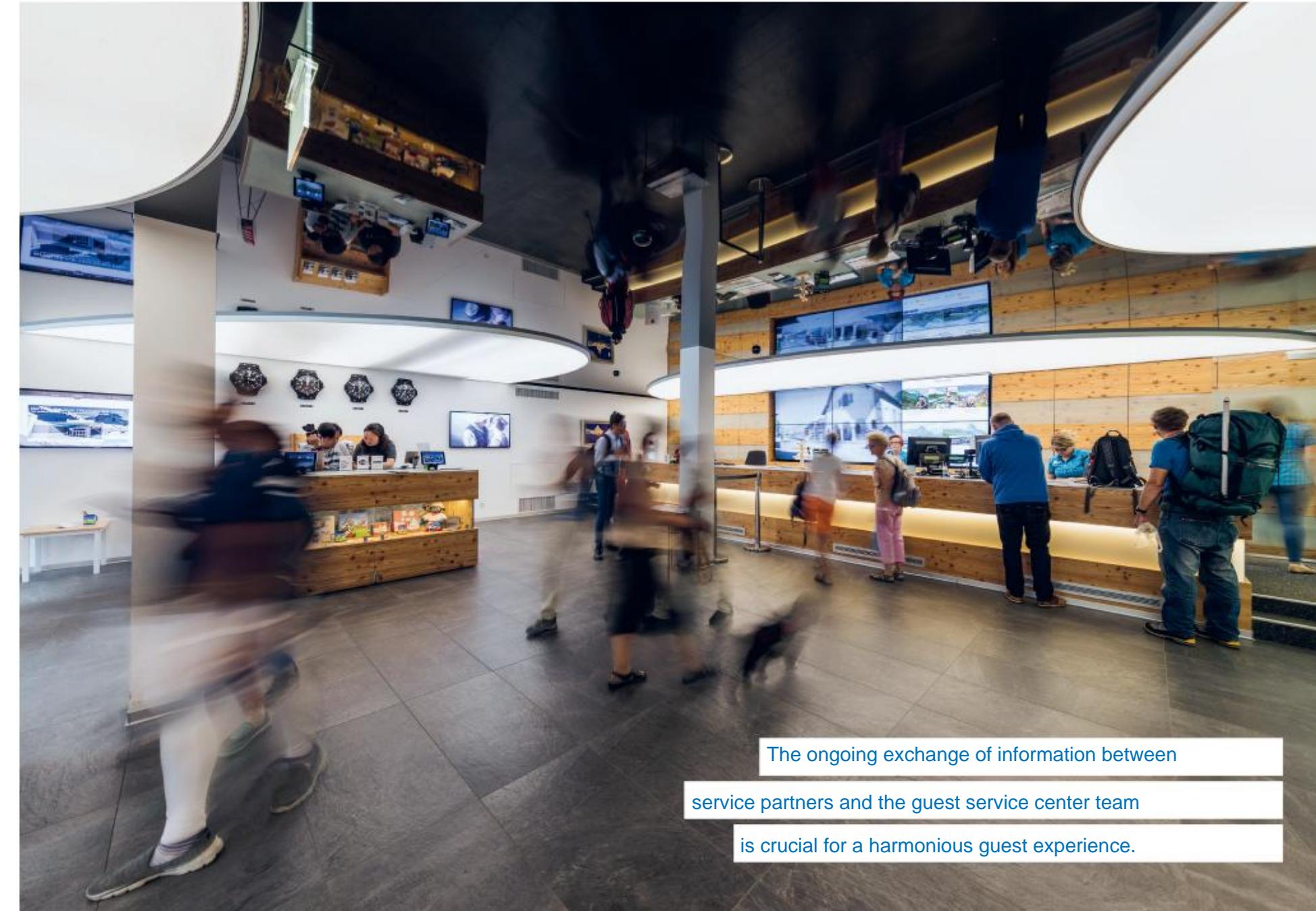
In addition to the guest service center in Zermatt, Zermatt Tourism maintains two "branches" in Täsch and Randa, with the employees in Randa being employed by the municipality. In addition to the established consulting and service services in a reduced form at the guest service center in Zermatt, the tourist office in Täsch operates a post office agency, which is particularly popular with local customers.

The international clientele sends to-who, despite all the digitalization, is still hardworking

Täsch sends postcards all over the world. In winter, tourists particularly appreciate the cross-country skiing opportunities in Täsch. In summer, the Täschalp shuttle is a well-kept secret and a popular means of transport to the peaceful Täschalp and its diverse hiking and biking trails.

Since the summer of 2017, Randa has been home to the longest pedestrian suspension bridge in the Alps, making it a major attraction. The village also serves as a starting point for hikes to the two four-thousand-meter peaks, Dom and Weisshorn. In addition, the village offers amenities such as a natural ice rink, an indoor climbing wall, and a beginner's ski lift.

The three tourist offices spread across the entire destination and the people who work behind the counters with great passion ensure a highly competent service and contribute significantly to guest satisfaction in our destination.



### Anecdotes from guest advisors

"Recently, a guest asked me if we could organize a violinist within an hour who could provide musical accompaniment for his marriage proposal at Riffelberg."

Kevin Lüthi, Guest Advisor



"One family is on a fake-I fell for an ad on the internet and had to find out on site-They state that they will be without accommodation over Christmas and New Year's Eve, standing there. I was then able to provide this family with a new

Booking will save the best time of the year."

Anne-Kathrin Nottebrock, Guest Advisor



"An American told me he could have gotten more and better information from me in five minutes-I received nothing after days of research via Chat GPT."

"That was a nice compliment."

Laura Neuberger, Guest Advisor



Valentina Obermair, you are the head of the guest service center in Zermatt. You and your team are in touch with the guests who spend their holidays in our destination. What does your work entail?

My work is incredibly varied. The human element, the feel for the guest, is very important to me. In addition, a certain degree of flexibility is essential. External factors such as weather conditions at the destination, seasonal events, new service partners, or special events influence my daily work.

How do you manage to balance the application and reference to digital applications with traditional consulting?

And it's precisely this element of unpredictability that defines my work and ours. The overarching goal is always to send off happy and satisfied guests, while also incorporating our own enthusiasm for the destination. Our ambition is to exceed expectations and go the extra mile. And then: Where else do you have the opportunity to speak so many languages every day? I'm learning...

I speak five languages and can use them all daily. And of course: my team. I want to create an environment with pleasant working conditions, a good atmosphere, continuous improvements, and constructive professional development. Ultimately, team cohesion and enjoyment of work are essential. Bringing all these requirements together is an ongoing process and a very exciting challenge.

Guest services are increasingly shifting to the online sphere, to social media or apps.

What can a traditional switchboard do that online systems can't?

With digitalization and the flood of information online, it has become difficult for our guests to process and organize this information. We observe a certain sense of being overwhelmed and disoriented. Often, guests come to the counter and only realize, through our guidance, that Zermatt is much more than just a mountain region. Because we are local and familiar with the area, we can use various tools to paint a picture for our guests, helping them to better orient themselves and plan their stay.

Guests appreciate our personal experience, our tips, our proactive approach, and our friendly smile. We try to empathize with each guest, anticipate their needs, and support them accordingly in planning their stay.

Our consultations are almost impossible without digital tools. Words and maps simply can't convey the beauty of our village and the mountains nearly as well as our live webcams and in and around Zermatt. The additional information and features of our website and Matterhorn app allow us to explain the added value of these digital tools and

to demonstrate. It is essential to sense which tools and which type of advice are suitable for which guest.

It's essential that you and your team are familiar with the constantly changing offerings in the destination. How do you ensure you have this expertise?

To cope with the flood of information and the constant changes in offers, attractions, and opening hours, we conduct an internal training session for the entire team on one day each month. These sessions provide everyone with the opportunity to exchange information and stay informed about the most important upcoming changes.

In addition, we create a program twice a week and share it within the team so that we are always on the same page and passing on the same information.

At the same time, we are constantly appealing, and also at this point, to all service partners in and around Zermatt to actively provide us with information so that nothing gets lost.

You have been working at Zermatt Tourism for two years.

Can you name a guest encounter that has stayed in your memory?

I don't want to single out any one encounter. The different expectations, the diverse personalities, the variety, the mixed feelings, the colorful encounters, the gratitude, the valuable feedback for continuous improvement, and the tremendous team spirit fill us with gratitude and support us even in some difficult situations.

a welcome challenge that our field of work entails.

"We try to make ourselves known to every guest" to empathize individually.

Zermatt Tourism

## Peak Track: Everything you need for your ski day – new great prizes to be won!

Peak Track has been available in the Matterhorn App since March 2025, accompanying users on their skiing and slope adventures. Just in time for the winter season, Peak Track is taking things to the next level: two new competitions provide extra fun, more motivation, and even more camaraderie on the slopes.



Peak Track allows users to quickly and easily record their ski day. Once a ski pass is linked to the profile, the app tracks automatically.

- kilometers skied
- Elevation gain
- Lift rides
- Ski days
- Your top 3 courses

In addition, there are features such as private groups for comparisons within your circle, as well as a public leaderboard for those who enjoy the competitive aspect. Personal photos from your ski day can also be uploaded – privately or within the group. This allows you to perfectly capture special moments and memories.

To make Peak Track even more attractive, Zermatt Tourism is introducing two competitions, both of which will run from mid-December to mid-April in the Matterhorn app.

### 1. The daily Peak Track competition

Each day, the person with the most kilometers skied on the slopes wins. Participation is automatic once consent has been activated in the data protection section. The daily prizes are sponsored by various service partners – a heartfelt thank you to them! The competition offers a

One more incentive to strap on your skis even on cloudy days.

### That's how you're involved

1. Download the Matterhorn app
2. Save your ski pass in your profile
3. Activate data protection consent
4. Skiing – everything is automatically tracked.
5. Secure daily and seasonal winning opportunities

Are you ready for an unforgettable ski season?  
You can find all further information here:



PEAK TRACK ZERMATT



MATTERHORN APP

Track your ski day,  
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and win daily prizes

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Zermatt Tourism

## Strategy Group Update Zermatt - Matterhorn

The revision process of the destination strategy is in full swing – now it's the public's turn.

It is the roof, foundation, and compass of the Zermatt -Matterhorn destination: the destination strategy. As part of the revision of this important guideline, the members of the strategy group met in mid-November for a two-day in-depth workshop.

The central elements of the two-day workshop were the key topics of tourism quality and living environment, with corresponding related content. The two days were characterized by multifaceted discussions, the weighing of arguments, the introduction of new ideas, and overall contributed to the constructive and balanced progress of the revision process.

A population survey will follow in early December.

As communicated at the beginning of September, the public will be involved in the process through a survey. This survey will be sent out by mail in the coming days. A first draft of the strategy will then be presented to the strategy group for review and further development in mid-January.

The aim is to be able to present the revised destination strategy to the public in April 2026.



Advertorial

## May we introduce ourselves?

We are NetCare Zermatt AG – your regional IT partner for SMEs and private customers.

Our team of experienced IT specialists ensures that your computers, servers and networks function smoothly – **securely, efficiently and tailored to your needs**.

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- ÿ System checks & IT optimizations

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- ÿ Personal – We are there for you locally
- ÿ Experienced – IT professionals with heart and mind
- ÿ Transparent – Clear solutions, no hidden costs

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Register for an IT check by January 31, 2026 using the QR code – we will examine your IT and show you where there is potential for optimization.

As a thank you, you'll receive a 10% discount on services!



Scan the QR code and make contact

### Get to know us!





Zermatt Tourism

**Which is the best ski resort in Switzerland?  
Clear case: Zermatt – Matterhorn!**

The «Blick» Winter Awards are once again searching for the best ski destinations in Switzerland – and this time we want the win! Zermatt needs your vote to reach the top.

We want to be voted the best ski resort by the Swiss people – and for that, we need your votes. Now you have the opportunity to make it happen! The «Blick» Winter Awards offer a unique chance to put Zermatt in the national spotlight as a top winter destination.

Every vote counts! Together we can show why Zermatt is the ultimate winter destination.

We are nominated in the following categories:

- Best ski and snowboard area
- Best ski resort in Switzerland

**Do you love Zermatt?**

Then show it now with your vote for Zermatt – Matterhorn at the «Blick» Winter Awards!

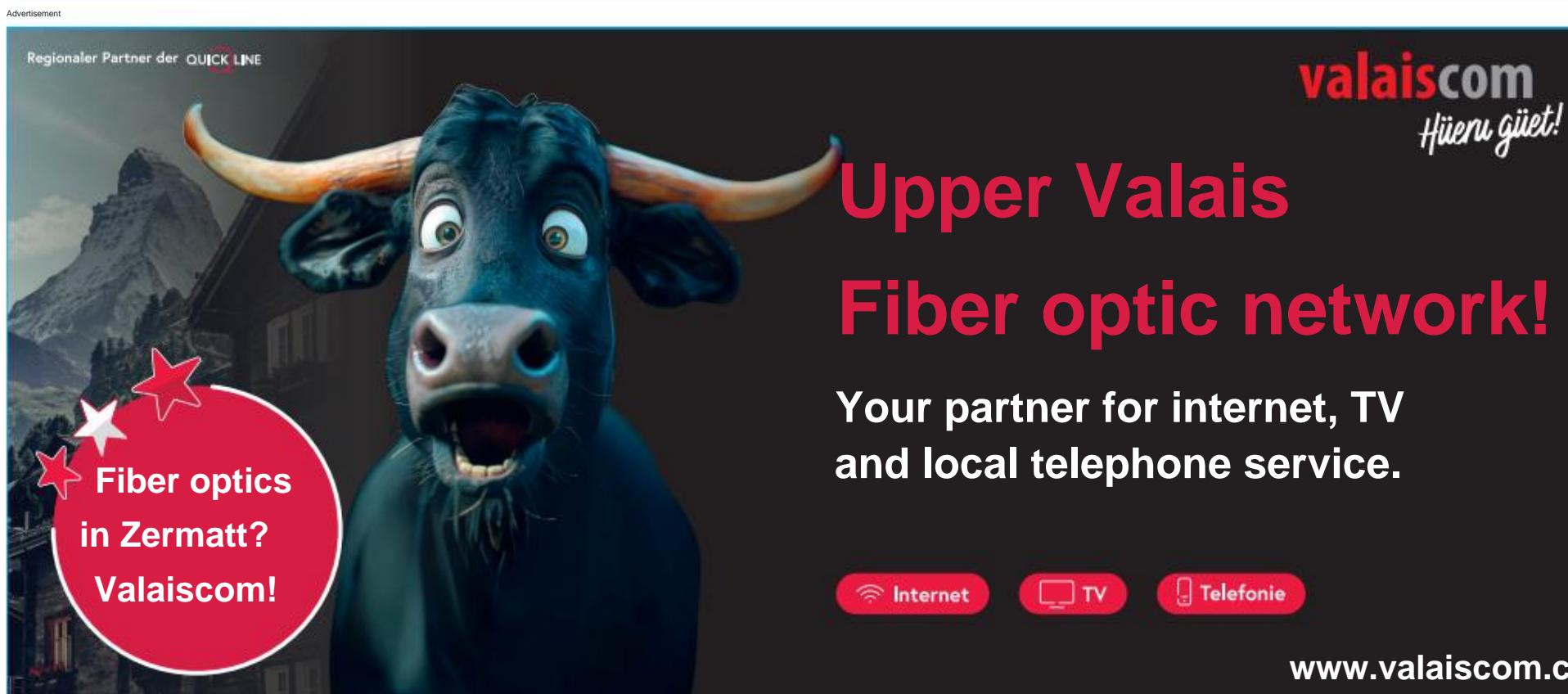
Scan the QR code and vote for Zermatt – it's simple and straightforward.



YOUR VOICE COUNTS!

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Gornergrat Railway

**Sledding on the Gornergrat:  
Adjustments for more  
Comfort and safety**



Sledding on the Gornergrat is a winter classic that no visit to Zermatt should be without. From the 2025/26 season, the run between Rotenboden and Riffelberg will be redesigned: with a gentler gradient, adjusted speed, and the incomparable view of the Matterhorn.

The sled rental is now located at Riffelberg. From there, you can easily reach the starting point at Rotenboden via the Gornergrat Railway. Those who prefer to explore the snowy mountain landscape on foot can rent snowshoes at Riffelberg. The descent ends back at Riffelberg, where the sleds are returned. The offer is dependent on snow conditions and is open daily from 11 am until the ski slopes close.

Two ticket options are available for the sledding experience:

- **Sledding pass:** For those who want to dedicate themselves entirely to sledding. Includes sled rental as well as unlimited journeys between Riffelberg and Rotenboden on the Gornergrat Railway.
- **Winter Pass:** For everyone who wants to explore the entire Gornergrat. Includes sled and snowshoe rental, the Zermatt–Gornergrat–Zermatt shuttle, and unlimited rides between Riffelberg and Rotenboden.

Both tickets are available online at [www.gornergrat.ch/schlitten](http://www.gornergrat.ch/schlitten) or directly at the Gornergrat Railway ticket counters.

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Zermatt Mountain Railways

## Comfortable luggage transport service for the Matterhorn Alpine Crossing

With the newly introduced luggage transport service, travelers now have access to another, complementary service offered by the Matterhorn Alpine Crossing.



BAGGAGE REGISTRATION

The cross-border cable car journey between Zermatt and Cervinia will be accompanied by the luggage transport. Luggage transport is not only more convenient, but also a truly unique experience for guests from all over the world.

Just like on a flight, guests can now check in their luggage at the baggage counter in Zermatt or Cervino and begin their journey relaxed. While they enjoy the cable car crossing of the Alps between Switzerland and Italy and explore the highlights along the route, Zermatt Bergbahnen and Cervino Spa take care of the safe transport of their luggage.

Luggage can easily be registered online in advance and collected on the day of the excursion at the luggage counter at the valley station in Zermatt or Cervino.

Luggage can be checked in for a fee. Registration is done personally for each guest, as baggage and customs regulations must be observed and personally signed for each piece of luggage.

Two luggage transfers are offered daily in both directions. Just two hours after dropping off your luggage, it will be ready for collection at the valley station of your destination. Guests will also be notified of its arrival via SMS.

The new luggage transport service makes the Matterhorn Alpine Crossing even more comfortable – and a special highlight for travelers who want to experience the Alps in a unique way.

Show



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History of Zermatt

## Birth of the winter season

The Hotel Viktoria welcomed its first winter guests.

The beginnings of winter tourism proved difficult in Zermatt, which was then hard to reach. It took a pioneer like Hermann Seiler, the sports-enthusiastic youngest son of hotel founder Alexander, to awaken Zermatt from its winter isolation. Until 1927, Zermatt's tourism industry sank into a winter slumber; the railway ceased operations at the end of October for six months. But Hermann Seiler was aware of the growing enthusiasm for winter sports among the young elite, because as a student around 1900, he and other winter sports enthusiasts founded the second ski club in Switzerland in the federal capital. In his hometown,

He ensured that the Zermatt mountain guides, under the guidance of Victor de Beauclair from Zurich and Albert Weber from Bern, the best ski tourers of their time, learned the art of skiing in January 1902. Twelve participants received the certificate of "sufficient skill in skiing to accompany tourists".

**Skiing ban for young people**

When the Zermatt lads received ten pairs of skis as a gift from Albert Weber, their enthusiasm for the wondrous snow gliding knew no bounds. But then an accident occurred, and for the "parish authorities," this was the reason to "ban skiing".

"To ban 'dangerous' boards for a few years," as can be read in the commemorative publication for the 125th anniversary of the Seiler Hotels.

Whether during a group visit by the SAC section Geneva in 1883, with British winter sports pioneers in the years that followed, or through first winter ascents – Hermann Seiler repeatedly tried to open Zermatt to winter sports.

So in 1908 he invited 20 journalists to promote his idea of a winter season. The journalists were enthusiastic. However, the railway company refused to consider it due to the costs of avalanche protection measures.

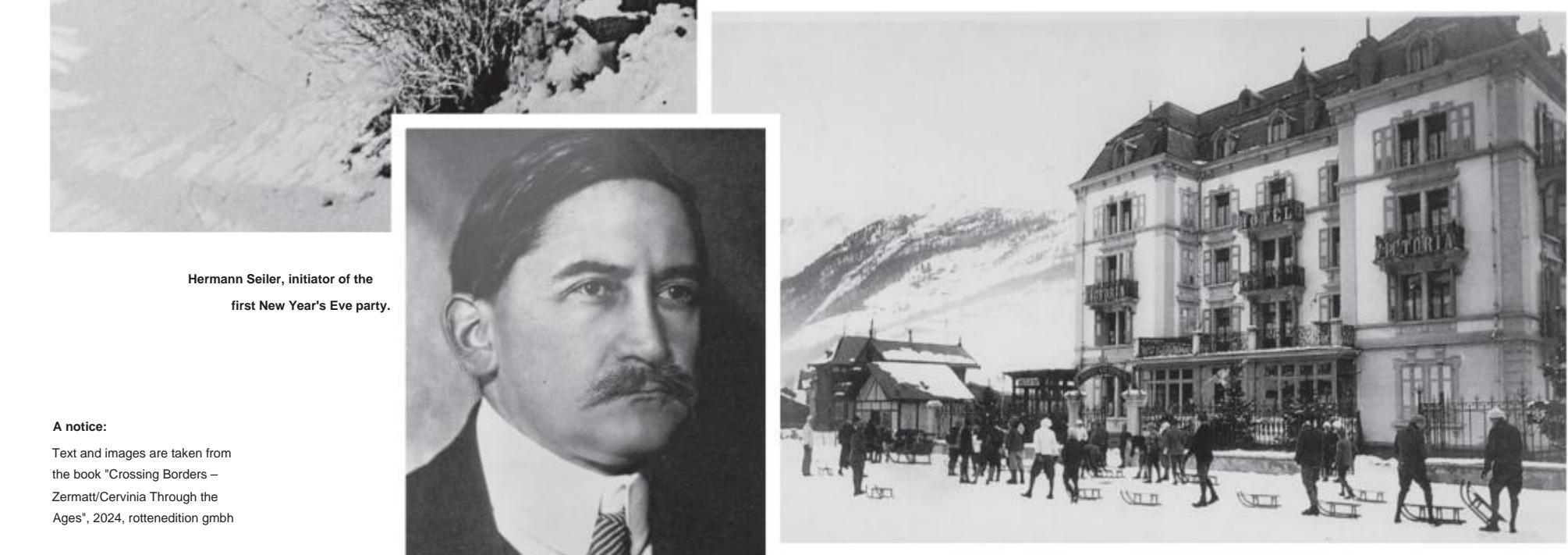
**The first New Year's Eve party**

Hermann Seiler subsequently presented the railway and the authorities with a fait accompli: In December 1927, he opened the first winter season at the Hotel Victoria. Using 50 sleds procured from the Mattertal valley, 180 English tourists were transported to Zermatt, where the entire population, including the village band, gathered to welcome them. This New Year's Eve party broke the ice: The railway introduced a weather-dependent winter timetable, and the Gornergrat Railway offered two winter sports trains per day. The Zermatt winter season was born.



By horse-drawn sleigh from the hotelier in St. Nicholas picked up

Hotel Victoria with Playground



Hermann Seiler, initiator of the first New Year's Eve party.

A notice:

Text and images are taken from the book "Crossing Borders – Zermatt/Cervinia Through the Ages", 2024, rottenedition gmbh



Snow removal after an avalanche in Blattbach (Herbriggen/St. Niklaus) in January 2018.



Buried track after an avalanche in the Unnerchriz (Täsch) avalanche path in March 2023.



Damage caused by flooding in the Vispa river in June 2024 in Kipfen near St. Niklaus.

Matterhorn Gotthard Railway

# Protecting the railway from natural hazards

For over 130 years, the Matterhorn Gotthard Railway (MGBahn) – formerly known as the "Visp-Zermatt Railway" – has reliably connected Zermatt with the valley – in an environment where nature plays a significant role. Avalanches, mudslides, and rockfalls have always been part of everyday life here, and the risk is increasing.

Christoph Jeckelmann, plant manager for natural hazards, environment and sustainability, explains in an interview how the MGBahn, as a mountain railway, deals with increasing risks, takes responsibility and makes safety a daily task.

## Christoph, the Märtental valley is heavily affected by natural hazards. How is the MGBahn dealing with this?

The Märtental valley is indeed highly exposed – on both sides of the valley, the mountains rise steeply up to 3,000 meters above the valley floor, reaching 4,000-meter peaks. Avalanches, rockfalls, and mudslides are common hazards here, with which we are constantly confronted. The crucial thing is that we deal with these risks professionally, but without operational haste. In Valais, this is something people are used to; they have always been accustomed to living with the danger.

## Living with the danger – yes. At the same time, an average of up to 200 trains per day run between Täsch and Zermatt, carrying over 4.4 million passengers per year. How exactly does the MGBahn ensure safety – for passengers, employees, and infrastructure?

Protection is provided on several levels. The MGBahn line will be...

Protected by a dense network of protective structures built up over decades – galleries, dams, nets, and retaining walls. But concrete and steel alone are no longer sufficient given the heavy traffic and the increasing need for safety.

## What else is needed?

In addition to structural measures, protective forest management is a crucial pillar of natural hazard management. Modern monitoring technology and alarm systems are becoming increasingly important. We have a wide range of measuring systems at our disposal to monitor avalanches, debris flows, rock movements, water runoff, and even glaciers. This is complemented by the expertise of our regional avalanche and safety services. Especially in winter, the continuous situation assessment by avalanche experts is indispensable.

*"Nature cannot simply be assessed on a computer; you have to go out into the field. On-site inspections remain indispensable for us, but technical aids are now an indispensable part of hazard assessment."*

Thirteen natural hazard observers are deployed between Stalden and Zermatt. Furthermore, new and innovative technologies are continuously being evaluated and tested to enable even more precise recording of events in the future, allowing train services to be suspended preventively and in a timely manner.

## The MGBahn is not working alone in this endeavor. What role does cooperation with other stakeholders play?

A very important one. Natural hazard management is a collaborative task – railway, road, municipalities, canton, and experts work closely together. Only by working as a team and treating each other as equals can we find fair, optimized solutions. This works at a very high level in Valais.

## An additional factor is climate change.

### How does this affect your work?

Climate change is an additional uncertainty factor. Besides the melting-in the case of glaciers and permafrost, it is primarily extreme events such as heavy rainfall that lead to extraordinary runoff volumes and debris flows. Managing these risks, which are sometimes difficult to assess, is challenging. But we must keep them under control by closely monitoring developments and exchanging information with experts and scientists. In this way, we can...

Recognize changes in a timely manner and react appropriately.

### What motivates you personally?

There's certainly the fascination with the processes that occur in nature and the scientific interest in understanding them so that we can react to changes in a timely manner. But the greatest motivation is making the railway safe. We take this issue very seriously at MGBahn. That's why it's important to me that we do the right thing, implement the necessary measures – and do what's necessary right. Always mindful that there is no absolute safety. A residual risk always remains, but we do everything we can to keep it as small as possible.



Christoph Jeckelmann Imhof

... has been the facility manager for natural hazards, environment, and sustainability at MGBahn since July 2025. As a geologist with a doctorate, he has been studying gravitational natural processes for 35 years. He has extensive experience in natural hazard management and, as a project manager, has implemented numerous protective structures and other preventative measures to reduce risks in the railway sector.

## Now it's crucial: The Märtental Tunnel needs a b

At the end of January 2026, the federal government will decide which transport projects will be included in the consultation process for the next major expansion phase of the railway infrastructure. One project is particularly important for our region: the Märtental Tunnel!

### What is it about?

A report commissioned by Transport Minister Albert Rösti and prepared by ETH Zurich analyzed, among other things, the submitted expansion projects for the railway infrastructure (BIF) and assigned priorities to them in the two variants examined.

BIF-14 (variant 1): CHF 14 billion – already financed

• BIF-24 (Variant 2): CHF 24 billion – increased by additional CHF 10 billion

In both scenarios, the Märtental Tunnel receives a high priority on the applied scale of 1–6:

Priority 2 in variant 1 and priority 1 in variant 2.

Conversely, this means

However, it is certain that the Märtental Tunnel will only be built if the additional loans for Variant 2 are granted.

Furthermore, it is essential to ensure that the tunnel is not downgraded in favor of other projects during the upcoming political discussions, but rather retains its top priority status.

The Märtental Tunnel is more than a construction project – it is a promise of safe, reliable and future-proof connections from Täsch to Zermatt 365 days a year. So let us all step forward together!

Let's all work together for this!

[www.märtental-tunnel.ch](http://www.märtental-tunnel.ch)