

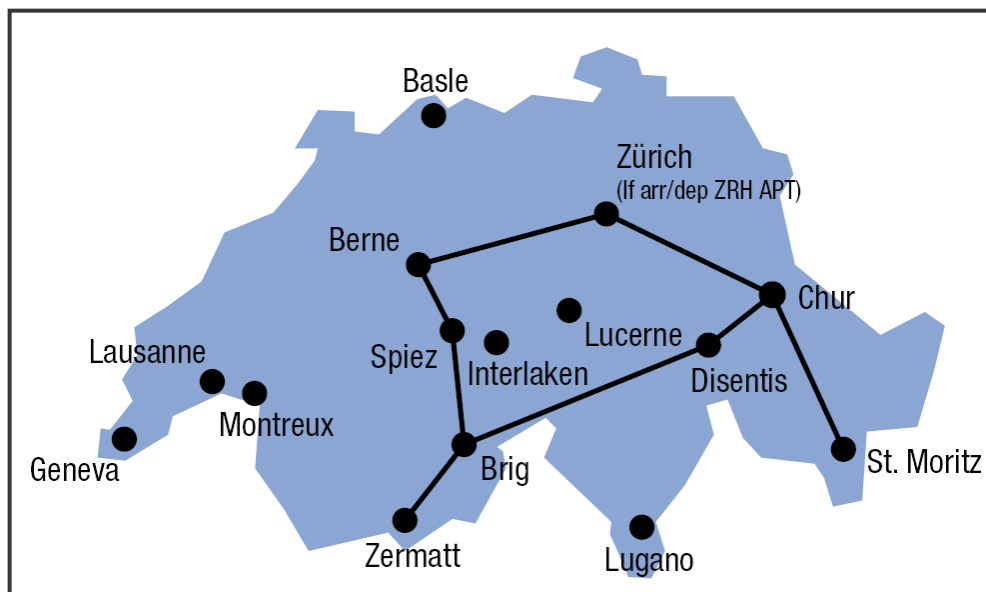
Glacier Express Tour 2010

Valid from Jan 10th to Oct 31st and Dec 12th to Dec 18th, 2010 (subject to change)

Please note : *Winter supplement necessary from January 10th to April 10th, 2010*

Enjoy this attractive package that includes the adventurous day ride in the Glacier Express train! You will cross 291 bridges, 91 tunnels and the 2045 meters-high Oberalp Pass which connects the two world-class resorts: ZERMATT and St. MORITZ! Ride in the comfort of a modern panorama car and see Switzerland up close and personal: dense forest, peaks capped with eternal snow, rushing mountain streams and centuries-old villages. We also recommend you excursions to Gornergrat and Matterhorn Glacier Paradise!

Please note: before booking any Swiss Package on Euronet, you must contact Railtour to get a reservation number.








I. Program

Do not forget to inform your clients that **this package is a non accompanied tour** and no representative guide will be waiting for the travellers at the train station.

Do not forget to **book the hotel accommodation by e-mail or fax directly with Railtour Suisse**, based in Bern, as explained in the booking instructions.

 *Overnight in the chosen category of hotel including the breakfast.*

-  **Day 1** Transfer from any Swiss airport or border to St. Moritz.  in St. Moritz
-  **Day 2** Ride on the Glacier Express from St. Moritz to Zermatt (*)  in Zermatt
-  **Day 3** Transfer from Zermatt to any Swiss airport or border

(*) *compulsory reservation (not included)*

- In order to fully appreciate the trip, we recommend to book additional night(s) either in St Moritz and / or Zermatt.
- Possibility of additional excursions from St Moritz (Bernina Express) and from Zermatt (Gornergrat, Matterhorn Glacier Paradise)
- The Tour can be made in reversed direction
- No special discount available on triple room. Three basic packages have to be sold. Also please note that no group fares are offered on the Glacier Express Tour.



II. Children's rules

- Child = from 6 up to 15 inclusive (up to 5 inclusive: free of charge in the hotels).
- Child up to 5 inclusive, sharing room with 2 paying adults: child breakfast must be paid locally.
- Child up to 5 inclusive, sharing room with 1 paying adult, the adult must purchase single room upgrades and then pay locally the child breakfast.
- Children from 6 up to 15 inclusive, accompanied by at least on parent, travel free on the Swiss Travel System network with the Swiss Family card (Free of charge Swiss Family card is available in EURONET or locally at any station in Switzerland).
No Swiss Card must be issued.
- **Please be aware of the fact that a child on its own in a single room is considered as an adult and will have to pay full supplement.**

III. Eligible Party

People with a permanent residence outside of Switzerland & Liechtenstein (for more than 6 months) are eligible to purchase or use a Swiss Travel System product

IV. Retail Fares (in EUR) & Benefits

The basic package consists of:

- 3 days / 2 nights package in 3 star hotels, breakfast included, based on Double occupancy
- Swiss card in 2nd class with the 3 transfers mentioned in the program.
- Swiss card offers 50% reduction for any additional excursions purchased locally.
- Please note that **mandatory** winter upgrade applies from **January 1st to April 10th, 2010**
- **No special discount on the winter upgrade for children.**
- Prices in **EUR** are always indicated per person and on double occupancy. Subject to change

Adult

BASIC PACKAGE	285
Supplement per person	
1 st class rail travel	56
Single room per night	11
Upgraded hotel (4 *) per night	22
Compulsory Winter Supplement (Jan 10th to April 10th, 2010)*	56

**Per pax, for the 2 nights duration (supplement needed for each additional night)*



Additional Night

Hotel Category	Double room	Single room
3 star hotel	68	75
4 star hotel	88	101
Winter Upgrade mandatory from Jan 10th to Apr 10th, 2010	56*	28

*In Euronet, you have to book 2 "Winter Upgrade additional night":

First	Winter Upgrade January 10th to April 18th per adult & addl night		28.00	N/A	N/A	N/A
-------	--	--	-------	-----	-----	-----

Children's rates

	Sharing room with 2 full paying adults	Sharing room with 1 full paying adult	Sharing room with another child
Basic package			
3 star hotel / per night	52	74	74
4 star hotel / per night	67	96	96
Additional nights			
3 star hotel / per night	48	68	68
4 star hotel / per night	62	88	88

Booking examples

1) 2 adults with a 12 year old child, travelling in first class and staying in 4 stars hotels

✓ Basic package	285 X 2 pax	= 570
✓ First class Travel	56 X 2 pax	= 112
✓ 4 stars hotels	22 X 2 nights X 2 pax	= 88
✓ 1 child sharing room with 2 adults	67 X 2 nights	= 134
Package total price		= 904

2) 1 adult with a 10 year old child, travelling in second class with a Swiss Family Card and staying in 3 stars hotels

✓ Basic package	285 X 1 pax	= 285
✓ 1 child sharing room with 1 adult	74 X 2 nights	= 148
Package total price		= 433

3) 2 adults with their 6 and 10 year old children, travelling in first class with a Swiss Family Card and staying in 3 stars hotels in February 2010:

✓ Basic package	285 X 2 pax	= 570
✓ First class Rail travel	56 X 2 pax	= 112
✓ 2 children sharing room with 2 adults	52 X 2 pax X 2 nights	= 208
✓ Winter supplement	56 X 2 X 2	= 224
Package total price		= 1 114



V. Cancellation & Refunds

New cancellation and modification policy will apply to the any Swiss package. The exact amount will be confirmed by Railtour.

Please note that as soon as the booking is confirmed by Railtour, it will be considered as definite even if booking is not confirmed or issued in Euronet.

Modification fees (possible up to 2 business days before 1st hotel night)

EUR 20 (flat fee) will be charge on any change (such as travel dates, hotels, additional nights, upgrades, downgrades) made on existing booking

Cancellation fees

EUR 20 if cancellation is done up to 30 days before 1st hotel night

15% of the total price of the booking will be charged if cancellation is done between 29 and 6 days before 1st hotel night

30% of the total price of the booking will be charged if cancellation is done between 5 and 2 days before 1st hotel night

100% of the total price of the booking will be charged if cancellation is done 1 day or less before 1st hotel night

Please note.

- If a client decides only in Switzerland not to use the package, the above rules also apply

- Partial refunds of hotel nights and/or train days is not possible (only exception: manual procedure for partial refunds if the mountain railways are closed due to weather conditions).

Due to technical issue, the **cancellation** & modification fees cannot be issued in Euronet. Please do not forget to charge your client as this amount will have to be reversed to RE4A and added to your monthly report.

After sales or modification procedure

Please do not forget: You **must** inform Railtour about the booking cancellation or modification.

Send back previous booking form filled in with all the accommodation details (attention: Incoming) to:

- o e-mail: <mailto:incoming@railtour.ch>
- o fax: ++ 41 31 378 01 41
- o telephone (emergency cases only) ++ 41 378 00 33

You will receive a cancellation / modification confirmation including the total amount to be charged back from Railtour Suisse.

VI. Booking instructions

BOOKING THE HOTEL ACCOMMODATION:

- o A special booking form has been created and is available on the GSA Secure Corner under :
>> **Sales kit** >> **Booking Forms** >> **Swiss Packages Booking Forms**
- o The hotel accommodation is booked by e-mail or fax directly with the company Railtour Suisse who is based in Bern (Switzerland). For information on the hotels, please refer to the flyer.
- o For the standard package, there is a choice of hotels in both St. Moritz and Zermatt.
- o When placing the booking with Railtour Suisse, you can either choose a particular hotel or if your client has no preference, we recommend NOT indicating a hotel name when making the booking.



INFORMATION REQUIRED BY RAILTOUR SUISSE:

Please ensure you include the following information in your request:

- Your address / contact name / e-mail or fax number
- Please specify the booking is a '*Glacier Express Tour Euronet Hotel Booking*'
- Clients name / number of guests
- Room type (double or single). The standard package is a double room (single rooms are subject to the supplement shown on the pricing sheet). **Please note: no special discount available on triple room. Three basic packages have to be sold.**
- Hotel category (3 or 4 star). The standard package is 3 star (4 star hotels are subject to the supplement shown on the pricing sheet)
- Date of arrival in each hotel
- Preferred hotels (optional)

The booking request must be sent to **Railtour Suisse** (attention: Incoming) to:

- e-mail: <mailto:incoming@railtour.ch>
- fax: ++ 41 31 378 02 22
- Telephone (emergency cases only) ++ 41 31 378 00 33 or ++ 41 31 378 00 08

You will receive a booking confirmation back from Railtour Suisse within 48 hours (business days). However, most requests are handled within 24 hours.

ISSUING THE EURONET RAIL TICKETS / HOTEL VOUCHERS

- 1) The rail tickets and hotel vouchers are booked together. A manual confirmation of the hotel accommodation must be obtained before issuing this package (see instructions below).
- 2) Select the product format required (1 or 2 adults etc.). Also, choose 1st or 2nd class rail (the standard package is based on a 2nd class rail ticket).
- 3) The name and country of residence will be displayed by default (these can be changed if necessary).
- 4) Enter the first date of validity for the Swiss Card.
- 5) Euronet will print one Swiss Card per person for the rail journey and one hotel voucher per night of stay (4 nights in total = 4 hotel vouchers). The ticket is valid for the entire itinerary of the package.
- 6) **IMPORTANT:** every day before boarding the first train, the date of travel must be entered in the boxes on the Swiss Card.
- 7) The single supplement and 4 star upgrade must be issued separately. Select the supplement / upgrade required in the product list and also select the quantity. One voucher **per night and per person** must be issued.

INFORMATION TO BE ENTERED MANUALLY ON EACH HOTEL VOUCHER

- Hotel Name
- City
- Date of stay
- Confirmation number (will be given by Railtour Suisse)



SINGLE ROOMS / 4 STAR UPGRADES:

All standard vouchers will print with 'Double Room' and 3 star. For single rooms and 4 star upgrades, place the supplementary Euronet vouchers together with the standard vouchers and write on the following information:

- Hotel name
- City
- Date of stay
- Confirmation number (will be given by Railtour Suisse)

After checking in, clients must present their hotel voucher. Breakfast and tax are included.

ACCOUNTING AND REPORTING:

- These packages will be listed on your Euronet Monthly Transaction Report (MTR). Your standard commission will be automatically deducted. All amounts are to be paid to Rail Europe 4A directly along with your monthly returns.
- **No payments are to be made to Railtour Suisse.**



Hotel list

ST.MORITZ

3* HOTELS**

Hotel Soldanella

Via Somplaz 17
7500 St.Moritz
Tel. 081 830 85 00
Fax 081 830 85 05

Hotel Laudinella

7500 St.Moritz
Tel. 081 836 06 08
Fax 081 836 00 01

Hotel Hauser

7500 St.Moritz
Tel. 081 833 44 02
Fax 081 833 10 29

Hotel Löffler Garni

Via dal Bagn 6
7500 St.Moritz
Tel. 081 833 66 96
Fax. 081 833 88 48

4** HOTELS**

Hotel Steffani

Sonnenplatz 1
7500 St.Moritz
Tel. 081 836 96 96
Fax 081 836 97 17

Hotel Monopol

Via Maistra 17
7500 St.Moritz
Tel. 081 837 04 04
Fax. 081 837 04 05

Hotel Bären

Via Maistra 50
7500 St.Moritz
Tel. 081 833 56 56
Fax 081 833 80 22

Hotel Crystal

Via Traunter Plazzas 1
7500 St. Moritz
Tel. 081 836 26 26
Fax 081 836 26 27



ZERMATT

3* HOTELS**

Hotel Sarazena

Bahnhofplatz 14
3920 Zermatt
Tel. 027 966 35 00
Fax 027 966 59 05

Hotel Excelsior

Postfach 343
3920 Zermatt
Tel. 027 966 56 66
Fax 027 966 35 05

Hotel Bristol

Schluhmattstr. 3
3920 Zermatt
Tel. 027 966 33 66
Fax 027 966 33 65

Hotel Butterfly

Bodmenstr. 21
3920 Zermatt
Tel. 027 966 41 66
Fax 027 966 41 65

4** HOTELS**

Hotel Simi

Postfach 93
3920 Zermatt
Tel. 027 966 46 00
Fax 027 966 46 05

Hotel La Ginabelle

Vispastrasse 52
3920 Zermatt
Tel. 027 966 50 00
Fax 027 966 50 10

Hotel Alpen Resort

Spiss-Strasse 52
3920 Zermatt
Tel. 027 966 30 00
Fax 027 966 30 55

Hotel Pollux

Bahnhofstrasse
3920 Zermatt
Tel. 027 966 40 00
Fax. 027 966 40 01

Schlosshotel Tenne

Bahnhofplatz 18
3920 Zermatt
Tel. 027 966 44 00
Fax 028 966 44 05

Parkhotel Beau-Site

Brunnmattgasse 9
3920 Zermatt
Tel. 027 966 68 68
Fax. 027 966 68 69

Allalin

Kirchstrasse 40
3920 Zermatt
Tel. 027 966 82 66
Fax 027 966 82 65

