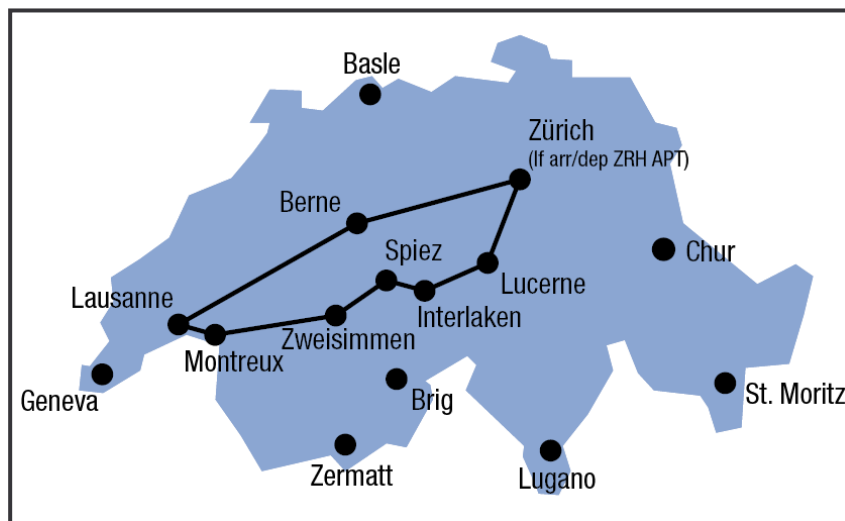


## Golden Pass Tour 2010

Conditions valid from 1<sup>st</sup> Jan to 31<sup>st</sup> Dec 2010

Connect central Switzerland and Lake Geneva with this attractive package by Golden Pass Panoramic train: 6 days / 5 nights package from Luzern to Interlaken then up to the Jungfrauoch –Top of Europe- and at last Montreux famous for its Jazz Festival! This trip will leave you wonder!



### 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 Travel from any Swiss airport or border to Luzern. 🚗 in Luzern

🔊 Day 2 Full day at leisure. Enjoy an excursion with 50% discount to Mt Rigi, Mt Pilatus, Mt Titlis. 🚗 in Luzern

🔊 Day 3 Travel for Luzern to Interlaken by GoldenPass Panoramic \*. 🚗 in Interlaken

🔊 Day 4 Seize the opportunity to discover the Jungfrauoch –Top of Europe (included). It is also recommended to do an additional excursion to the Schilthorn and Rocher-de-Naye. 🚗 in Interlaken

🔊 Day 5 Travel from Interlaken to Montreux by GoldenPass Panoramic \*. 🚗 in Montreux

🔊 Day 6 Travel from Montreux to any Swiss airport or border

\* *Compulsory reservation on GoldenPass Panoramic trains*

- The tour can be made in reversed direction. Possibility of additional overnights, supplement listed below.
- **Please note: 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 Golden Pass Tour package.**



### 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 Transfer Ticket needs to be issued.
- **Please be aware of the fact that a child on its own in a hotel room is considered as an adult and will have to pay full supplement.**
- **A special fare is granted only if the child is sharing the room with two full paying adults.**

### 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:

- 6 days / 5 nights package in a 3-star hotel, based on double occupancy, breakfast included.
- Swiss card in 2<sup>nd</sup> class with the 6 transfers mentioned in the program.
- Swiss Card offers 50% reduction for any additional excursions bought locally.

Prices in EUR are always indicated per person and on double occupancy. Subject to change

#### Adult

<b>BASIC PACKAGE</b>	<b>505</b>
<b>Supplement per person</b>	
1 <sup>st</sup> class rail travel	<b>31</b>
Single room per night	<b>28</b>
Upgraded hotel (4 *) per night	<b>28</b>

#### Additional night

Hotel Category	Double room	Single room
3 star hotel	<b>64</b>	<b>87</b>
4 star hotel	<b>87</b>	<b>106</b>



<i>Children's rates</i>	Sharing room with 2 full paying adults	Sharing room with 1 full paying adult	Sharing room with another child
<b>Basic package</b>			
3 star hotel / per night	48	68	68
4 star hotel / per night	68	96	96
<b>Additional nights</b>			
3 star hotel / per night	45	64	64
4 star hotel / per night	61	87	87

### Booking examples

1) 2 adults with a 13 year old child, travelling in first class and staying in 4 star hotels

✓ Basic package	505 X 2 pax	= 1 010
✓ First class Travel	31 X 2 pax	= 62
✓ 4 stars hotels	28 X 5 nights X 2 pax	= 280
✓ 1 child sharing room with 2 adults	68 X 5 nights	= 340
Package total price		= <b>1 692</b>

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

✓ Basic package	505 X 1 pax	= 505
✓ 1 child sharing room with 1 adult	68 X 5 nights	= 340
Package total price		= <b>845</b>

## 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 Form**>> **Swiss Packages Booking Form**
- 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 Luzern, Interlaken and Montreux.
- 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:

- o Your address / contact name / e-mail or fax number
- o Please specify the booking is a '*GoldenPass Line Euronet Hotel Booking*'
- o Clients name / number of guests
- o 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**
- o 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)
- o Date of arrival in each hotel
- o Preferred hotels (optional)

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

- o e-mail: <mailto:incoming@railtour.ch>
- o fax: ++ 41 31 378 02 22
- o 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 Transfer Ticket.
- 5) Euronet will print one Swiss Transfer Ticket per person for the rail journey and one hotel voucher per night of stay (4 nights in total = 4 hotel vouchers). For the mountain top excursions, clients must fill in a day on their Swiss Transfer Ticket. 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 Transfer Ticket.
- 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*

#### LUZERN

#### **3\*\*\* HOTELS**

---

##### **Hotel Waldstätterhof**

Zentralstrasse 4  
6003 Luzern  
Tel. 041 227 12 71  
Fax 041 227 12 72

##### **Hotel Drei Könige**

Bruchstrasse 35  
6004 Luzern  
Tel. 041 248 04 80  
Fax 041 248 04 90

##### **Hotel des Alpes**

Rathausquai 5  
6004 Luzern  
Tel. 041 410 58 25  
Fax. 041 410 74 51

##### **Hotel NH LUZERN**

Friedenstr. 8  
6004 Luzern  
Tel. 041 418 33 33  
Fax 041 418 35 35

##### **Hotel Krone**

Weinmarkt 12  
6004 Luzern  
Tel. 041 419 44 00  
Fax 041 419 44 90

##### **Hotel Zum Weissen Kreuz**

Furrengasse 19  
6002 Luzern  
Tel. 041 418 82 20  
Fax 041 418 82 30

##### **Magic Hotel**

(breakfast at hotel Krone, 80 m away)  
Kornmarkt/Brandgässli 1  
6004 Luzern  
Tel. 041 123 45 67  
Fax 041 123 45 68

##### **Hotel Alpina**

(breakfast at hotel Monopol\*\*\*\*, 20m away)  
Frankenstrasse 6  
6003 Luzern  
Tel. 041 210 00 77  
Fax 041 210 89 44

#### **4\*\*\*\* HOTELS**

---

##### **Hotel Flora**

Seidenhofstrasse 5  
6003 Luzern  
Tel. 041 227 66 66  
Fax 041 227 66 77

##### **Hotel Cascada**

Bundesplatz 18  
6002 Luzern  
Tel. 041 226 80 88  
Fax 041 226 80 00

##### **Hotel Monopol**

Pilatusstr. 1  
6002 Luzern  
Tel. 041 226 43 43  
Fax 041 226 43 44

##### **Art Deco Hotel Montana**

Adligenswilerstrasse 22  
6002 Luzern  
Tel. 041 419 00 00  
Fax 041 419 00 01

##### **Hotel Radisson SAS**

Bahnhof Portal Süd  
6003 Luzern  
Tel. 041 227 29 92  
Fax 041 227 29 05



**INTERLAKEN****3\*\*\* HOTELS**

---

**Hotel Chalet Oberland**

Postgasse 1  
3800 Interlaken  
Tel. 033 827 87 87  
Fax 033 827 87 70

**Hotel Merkur**

Bahnhofstrasse 35  
3800 Interlaken  
Tel. 033 826 77 88  
Fax 033 822 66 16

**Hotel Beau Site**

Seestrasse 16  
3800 Interlaken  
Tel. 033 826 75 75  
Fax 033 826 75 85

**Hotel Weisses Kreuz**

Höheweg  
3800 Interlaken  
Tel. 033 822 59 51  
Fax 033 823 35 55

**Carlton-Europe Hotel**

Höheweg 94  
3800 Interlaken  
Tel. 033 822 71 41  
Fax 033 822 93 41

**Hotel Splendid**

Höheweg 33  
3800 Interlaken  
Tel. 033 822 76 12  
Fax 033 822 76 79

**Hotel Bernerhof**

Bahnhofstrasse 16  
3800 Interlaken  
Tel. 033 826 76 76  
Fax 033 826 76 60

**4\*\*\*\* HOTELS**

---

**Hotel Royal St. Georges**

Höheweg 139  
3800 Interlaken  
Tel. 033 822 75 75  
Fax 033 823 30 75

**Hotel Metropole**

Höheweg 37  
3800 Interlaken  
Tel. 033 828 66 66  
Fax 033 828 66 33

**Hotel Du Lac**

Höheweg 225  
3800 Interlaken  
Tel. 033 822 29 22  
Fax 033 822 29 15

**Hotel Interlaken**

Höheweg 74  
3800 Interlaken  
Tel. 033 826 68 68  
Fax 033 826 68 69

**Hotel Du Nord**

Höheweg 70  
3800 Interlaken  
Tel. 033 827 50 50  
Fax 033 827 50 55

**Hotel Krebs**

Bahnhofstrasse 4  
3800 Interlaken  
Tel. 033 826 03 30  
Fax 033 823 24 65



### MONTREUX

#### **3\*\*\* HOTELS**

##### **Helvetie**

Av. du Casino 32  
1820 Montreux  
Tel. 021 966 77 77  
Fax 021 966 77 00

#### **4\*\*\*\* HOTELS**

##### **Eurotel Riviera**

81, Grand Rue  
1820 Montreux  
Tel. 021 963 49 51  
Fax 021 963 53 92

##### **Suisse Majestic**

42, av. des Alpes  
1820 Montreux  
Tel. 021 966 33 33  
Fax 021 966 33 00

