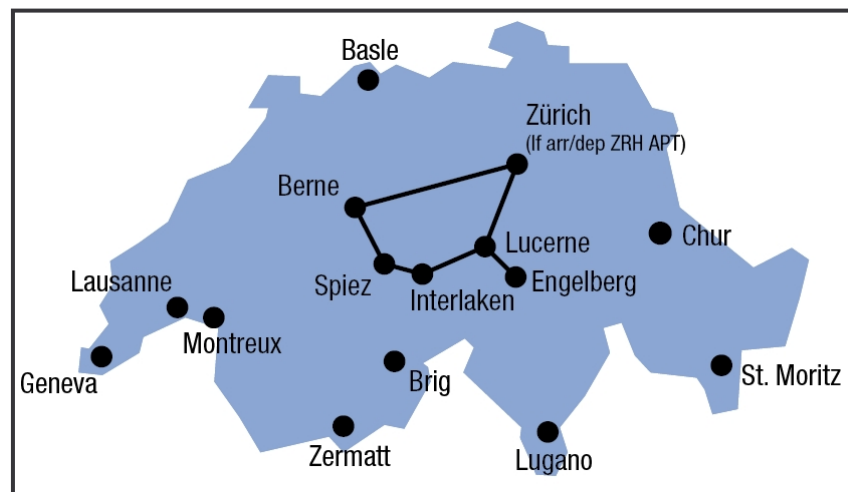


Swiss Mountain Peaks 2010

Available: - from January 10th to April 25th, 2010
- from May 1st to November 7th, 2010

The Swiss Mountain Peaks package is a scenic journey through Switzerland including excursions to 2 Mountain Tops. Clients will enjoy the spectacular views from Schilthorn / Piz Gloria with its unique revolving panorama restaurant and its thrilling James Bond 007 history, a boat cruise from Interlaken to Brienz (during the summer only) and a visit to the Glacier of Mount Titlis, the Kingdom of Ice. The basic package includes 4 days of travel and 3 nights' accommodation.

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** Arrival in Interlaken by train from the Swiss border or airport. In the afternoon excursion to Schilthorn / Piz Gloria (3000m/10'000ft.) with its unique revolving panorama restaurant. Overnight in Interlaken. ☞
- ☞ **Day 2** Travel and Excursion to Engelberg. ☞ in Engelberg
- ☞ **Day 3** Excursion to Mt. Titlis (3'020m / 10'000ft), including the chairlift Ice Flyer. Travel to Zurich with a stop in Luzern. ☞ in Zurich.
- ☞ **Day 4** Travel to any Swiss airport or Swiss border.
 - In order to fully appreciate the trip, we recommend to book additional night(s) either in Interlaken or Engelberg. Possibility of additional overnights, supplement listed below. However, the excursions to Mount Schilthorn and Mount Titlis **must** be done on one of the transfer days
 - The Tour can be made in reversed direction
 - No special discount available on triple room. Three basic packages have to be sold
 - No group fares are offered on the Swiss Mountain Peaks 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 must 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. Individual Fares (in EUR)

The basic package consists of:

- 4 days / 3 nights package in 3 star hotels, based on double occupancy (breakfast included).
- Swiss card in 2nd class with the 4 transfers mentioned in the program (including mountain top excursions).
- Swiss card offers 50% reduction for any additional excursions purchased locally.
- Prices in **EUR** are always indicated per person and on double occupancy. Subject to change.

Adult

BASIC PACKAGE	390
Supplement per person	
1 st class rail travel	29
Single room per night	28
Upgraded hotel (4 *) per night	28

Additional Night

Hotel Category	Double room	Single room
3 star hotel	64	87
4 star hotel	87	106



<i>Children's rates</i>	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	53	75	75
4 star hotel / per night	72	103	103
Additional nights			
3 star hotel / per night	45	64	64
4 star hotel / per night	61	87	87

Booking examples

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

✓ Basic package	390	X 2 pax	= 780
✓ First class Travel	29	X 2 pax	= 58
✓ 4 stars hotels	28	X 3 nights X 2 pax	= 168
✓ 1 child sharing room with 2 adults	72	X 3 nights	= 216

Package total price = **1 222**

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	390	X 1 pax	= 390
✓ 1 child sharing room with 1 adult	75	X 3 nights	= 225

Package total price = **615**

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).
- o When placing the booking with Railtour Suisse, they will select a hotel for the clients according to the category purchased (3 or 4 star).

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 '*Swiss Mountain Peaks 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 (specify town)

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
- o You will receive a booking confirmation back from Railtour Suisse within 48 hours (business days).
- o 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 (3 nights in total = 3 hotel vouchers).
- 6) For access to the excursions, clients simply show the Swiss Card. The ticket is valid for the itinerary of the package.

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

INTERLAKEN

3* HOTELS**

Hotel Chalet Oberland

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

Hotel Beau Site

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

Carlton-Europe Hotel

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

Hotel Bernerhof

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

Hotel Merkur

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

Hotel Weisses Kreuz

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

Hotel Splendid

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

4** HOTELS**

Hotel Royal St. Georges

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

Hotel Du Lac

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

Hotel Du Nord

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

Hotel Metropole

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

Hotel Interlaken

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

Hotel Krebs

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



ENGELBERG

3* HOTELS**

Hotel Terrace
Terracestr. 33
6390 Engelberg
Tel. 041 639 66 65
Fax 041 639 66 99

Hotel Crystal
Dorfstrasse 45
6390 Engelberg
Tel. 041 637 21 22
Fax 041 637 29 79

4** HOTELS**

Hotel Regina Titlis Ramada-Treff
6390 Engelberg
Tel. 041 639 58 58
Fax 041 639 58 59

ZÜRICH

3* HOTELS**

Hotel Montana
Konradstrasse 39
8005 Zürich
Tel. 043 366 60 00
Fax 043 366 60 10

Comfort Inn Royal
Leonhardstr. 6
8001 Zürich
Tel. 044 266 59 59
Fax 044 266 59 60

Hotel Rütli
Zähringerstrasse 43
8001 Zürich
Tel. 044 254 58 00
Fax 044 254 58 01

4** HOTELS**

Hotel Central Plaza
Central 1
8001 Zürich
Tel. 044 256 56 56
Fax 044 256 56 57

Hotel Engimatt
Engimattstrasse 14
8002 Zürich
Tel. 044 284 16 16
Fax 044 201 25 16

