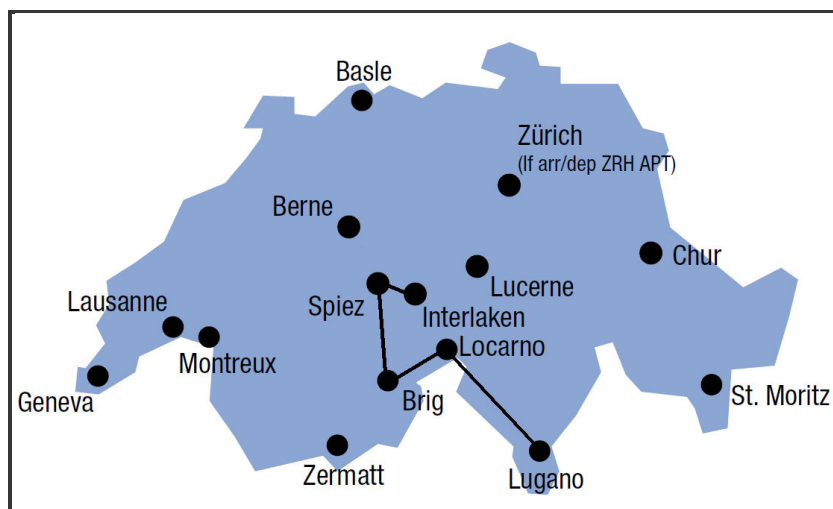


Top of Europe and Ticino 2010

Available from January 1st to December 31st, 2010

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

This itinerary combines the two destinations «Bernese Oberland» and «Ticino» on a scenic round trip, a journey from Swiss glaciers to palm trees. Highlights are the excursion to Jungfrauoch – Top of Europe, a ride on the new scenic train «Lötschberger», the journey on the Centovalli Railway through a ruggedly romantic scenery, and finally a stay in Lugano in Ticino, under the Southern sun where the climate is already Mediterranean.



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 Interlaken or Grindelwald.
↔ in Interlaken or Grindelwald.
- 📅 Day 2 Excursion from Interlaken or Grindelwald to Jungfrauoch.
↔ in Interlaken or Grindelwald.
- 📅 Day 3 Travel from Interlaken via Spiez - Brig - Domodossola - Centovalli - Locarno to Lugano. It is recommended to travel by scenic train "Loetschberger" from Spiez to Brig. ↔ in Lugano.
- 📅 Day 4 Stay in Lugano. ↔ in Lugano.
- 📅 Day 5 Travel from Lugano to any Swiss airport or border.



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 Best of Lake Geneva & Matterhorn Region package.

Recommended excursions from Zermatt: Gornergrat, Matterhorn Glacier Paradise

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 needs to 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.
- 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:**
- 5 days / 4 nights package in a 3 star hotel, based on double occupancy, breakfast included.
- Swiss card in 2nd class with the 4 transfers mentioned in the program.
- Swiss Card offers 50% reduction for any additional excursions bought locally.
- **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	450
Supplement per person	
1 st class rail travel	39
Single room per night	28
Upgraded hotel (4 *) per night	28
Winter upgrade mandatory from January 10th to April 10th, 2010	56



Additional Night

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

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	48	68	68
4 star hotel / per night	67	96	96
Additional nights			
3 star hotel / per night	45	64	64
4 star hotel / per night	61	87	87

Please pay attention to the number of vouchers issued by Euronet. Specimens listed on page 7-12

Booking examples

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

✓ Basic package	450 X 2 pax	= 900
✓ First class Travel	39 X 2 pax	= 78
✓ 4 stars hotels	28 X 4 nights X 2 pax	= 224
✓ 1 child sharing room with 2 adults	67 X 4 nights	= 268

Package total price = **1 470**

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

✓ Basic package	450 X 1 pax	= 450
✓ 1 child sharing room with 1 adult	68 X 4 nights	= 272

Package total price = **722**

▶ 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 'The Best of Lake Geneva and Matterhorn Region 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 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 = 3 hotel vouchers / 1 Voucher will be valid for two nights. 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

INTERLAKEN

3* HOTELS**

City Hotel 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 78

Hotel Spendid

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



GRINDELWALD**3*** HOTELS**

Hotel Residence
Hinter der Kirche
3818 Grindelwald
Tel. 033 854 55 55
Fax 033 854 55 56

Hotel Derby
3818 Grindelwald
Tel. 033 854 54 61
Fax 033 853 24 26

4** HOTELS**

Hotel Eiger
3818 Grindelwald
Tel. 033 854 31 31
Fax 033 854 31 30

Hotel Kreuz & Post
3818 Grindelwald
Tel. 033 854 54 92
Fax 033 854 54 99

LUGANO**3*** HOTELS**

Hotel International au Lac
Via Nassa 68 – Piazza Luini
6901 Lugano
Tel. 091 922 75 41
Fax 091 922 75 44

Hotel Federale
Via Paolo Ragazzoni 8
6903 Lugano
Tel. 091 910 08 08
Fax 091 910 08 00

Continental-Parkhotel
Via Basilea 28
6900 Lugano
Tel. 091 966 11 12
Fax 091 966 12 13

4** HOTELS**

Hotel Lugano Dante Center
Piazza Cioccaro 5
6900 Lugano
Tel. 091 910 57 00
Fax 091 910 57 77

Hotel Holiday Inn Lugano Center
Via Geretta 15
6902 Lugano
Tel. 091 986 38 38
Fax 091 986 38 39

LOCARNO**3*** HOTELS**

Hotel Du Lac
Piazza Grande
6600 Locarno
Tel. 091 751 29 21
Fax 091 751 60 71

Hotel dell'Angelo
Piazza Grande
6601 Locarno
Tel. 091 751 81 75
Fax 091 751 82 56

4** HOTELS**

Hotel Belvedere
Via Ai Monti della Trinità 44
6601 Locarno
Tel. 091 751 03 63
Fax 091 751 52 39

