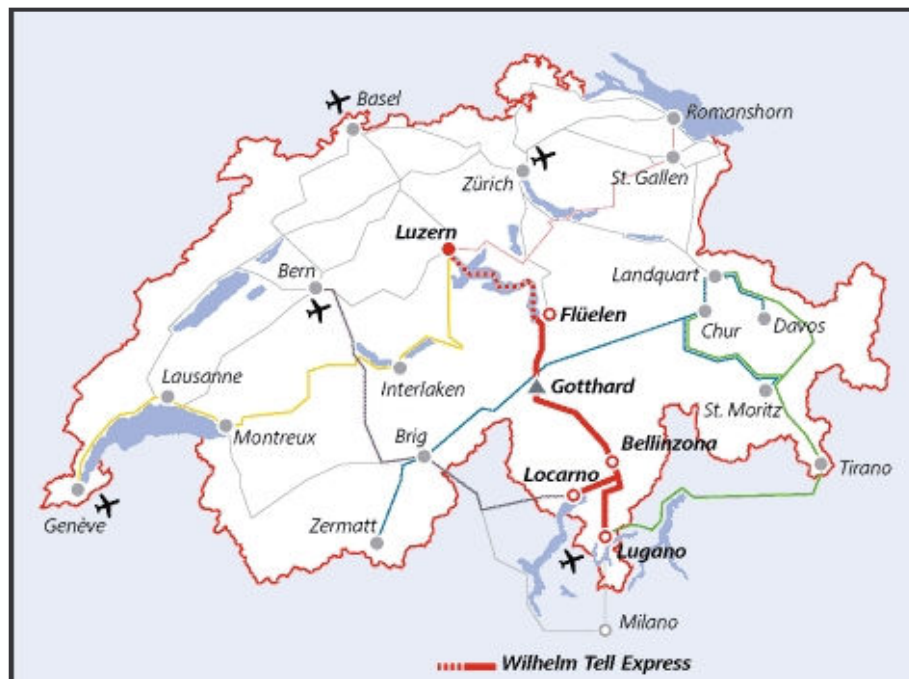


Wilhelm Tell Express Tour 2010

Available from May 1st, 2010 until December 31st, 2010

The Wilhelm Tell Express connects the German-speaking central Switzerland with the Italian-speaking part. The trip starts out on a 1st class historic paddle steamer plying the deep blue waters of Lake Lucerne. On board, enjoy an elegant lunch. In Flüelen, switch to a panoramic train which will either bring you to Lugano or to Locarno. The train goes through the St Gotthard Mountain range, where a series of impressive switch-back tunnels will bring you up the mountain. The Wilhelm Tell Express operates twice per day in each direction (North-South and South-North) from May to October between Lucerne and Lugano/Locarno. Passengers from/to Lugano must change trains in Bellinzona.



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 Lucerne. ☞ in Lucerne

☞ Day 2 board the Wilhelm Tell Express paddle steamer (reservation compulsory, not included in the price of the package) for a cruise on Lake Lucerne to Flüelen. Continue by panorama car on the Gotthard Line to Lugano. ☞ in Lugano

☞ Day 3 Return from Lugano to any Swiss airport or border

- It is recommended to book additional nights in Lucerne and/or Lugano
- **The Tour can be made in reversed direction**



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 one 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 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:

- 3 days / 2 nights package in a 3 star hotel, based on double occupancy (breakfast included).
- Swiss Card with the 3 transfers mentioned in the program (incl. Half fare card for additional excursions)
- Basic package does **not** include seat reservations. Seat reservations are compulsory for the Wilhelm Tell Express train from Lucerne to Bellinzona via Flüelen.
- **The Wilhelm Tell Express tour is only available in 1st class.**
- **No group fares are offered on the Wilhelm Tell Express Tour package.**

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

Adult

| | |
|-------------------------------|------------|
| BASIC PACKAGE | 290 |
| Supplement per person | |
| Single room per night | 20 |
| Upgraded hotel (4*) per night | 32 |

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 | 57 | 82 | 82 |
| 4 star hotel / per night | 80 | 114 | 114 |
| 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 14 year old child, travelling in first class and staying in 4 stars hotels

| | | |
|--------------------------------------|-----------------------|--------------|
| ✓ Basic package | 290 X 2 pax | = 580 |
| ✓ 4 stars hotels | 32 X 2 nights X 2 pax | = 128 |
| ✓ 1 child sharing room with 2 adults | 80 X 2 nights | = 160 |
| Package total price | | = 868 |

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

| | | |
|-------------------------------------|---------------|--------------|
| ✓ Basic package | 290 X 1 pax | = 290 |
| ✓ 1 child sharing room with 1 adult | 82 X 2 nights | = 164 |
| Package total price | | = 454 |

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:

- e-mail: <mailto:incoming@railtour.ch>
- fax: ++ 41 31 378 01 41
- 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.

ACCOMMODATION:

- A special booking form has been created and is available on the GSA Secure Corner under :
>> **Sales kit**>> **Booking Form**>> **Swiss Packages Booking Form**
- 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.
- For the standard package, there is a choice of hotels in both Lugano and Luzern.
- 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 'Wilhelm Tell 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 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



LUGANO

3* HOTELS**

Hotel International au Lac

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

Continental-Parkhotel

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

Hotel Federale

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

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
Tel. 091 986 38 38
6902 Lugano
Fax 091 986 38 39

