

Dear Guest

We thank you for your reservation. We would like to make you aware that you have booked a holiday apartment. We do not offer any meal services or taxi transfers or cleaning services during your stay.

**Arriving / Check in:**

When you arrive in Zermatt there are taxis at your disposition. The taxi fee is around SFr. 17.00 – to SFr. 20.--. You can also walk up the station street until you get to the catholic church. There you turn left, cross the bridge, cross the two crossings until you get to Restaurant Stockhorn / Pizzeria Roma. There you will see our house to your right. You can arrive at any time. Should your apartment not be ready, you can deposit your luggage at the basement in the luggage room next to the elevator. We would like to welcome you at your arrival. When you arrive after 6.30 pm, we will deposit your room key at the main door with exact instructions (room- and floor number). Please enter in your apartment. If we do not see you when you arrive, please pass next day to our office at the basement. With your room key you can enter into the skiroom where you can deposit your skis and boots.

**Informations and office hours:**

Our office hours are from 5.30 pm to 6.30 pm (except on Sunday). We are always available under the phone number +41 (0) 27 967 24 65.

**Important informations about our house and about Zermatt:**

Your internet password is: Zermatt/Matterhorn4478

Skibus: The bus is in the skiticket included. Next bus stop is 2 minutes from us. The bus stop is called "Kirchbrücke". A bakery and a grocery store you will find 2 minutes from us.

**Informations about Zermatt:**

Zermatt is car-free. Private traffic is only permitted up to Täsch (5 km before Zermatt). The road between Täsch and Zermatt is also closed to public transport. In Täsch you will find public car parks. There is a taxi transfer service to and from Zermatt. Alternatively there is a shuttle service every 20 minutes from Täsch and Zermatt. For further information concerning your arrival: [www.zermatt.ch](http://www.zermatt.ch)

We allow us to debit your credit card 30 days before your arrival. We will charge the city tax extra. The city tax is SFr. 3.00 per person per day, for children the half.

**Your bookings details are also processed as follows:**

Your booking details are forwarded to Bonfire AG and Zermatt Tourism (either by us or via our delctronic booking system).

Bonfire AG and/or Zermatt Tourism stores your booking details in a central database.

Zermatt Tourism uses this to calculate the visitor's taxes payable and to collect the payment from service partners.

Zermatt Tourism also undertakes reporting to the swiss Federal Statistical Office.

Bonfire AG and Zermatt Tourism grant the police access to the booking data database, so that the police can download the appropriate booking data in the event of missing persons, for example.

Zermatt Tourism uses the booking data to collet statistics (specifically regarding capacity length of stay, number of arrivals, etc.).

The legal basis for this data processing lies in fulfilment of a legal obligation within the terms of Art. 6 (1) c GDPR (charging and collection of visitor's tax/reporting to the Swiss Federal Statistical Office), or in preservation of a legitimate interest within the terms of Art. 6 (1) f GDPR (Grant of access to the police/Collation of statistics).

We will only use your booking details for direct marketing purposes (e.g. newsletter mailings) if you have given your consent.

**Check out:**

At you departure the check out time is at 9 am. Please leave the keys in the apartment. If you intend to enjoy your day in Zermatt you can store your luggage at the basement in the luggage room next to the elevator.

We look forward to welcoming you soon.

Warm regards

Brigitte Perren / Karin Perren