

MANUAL TRADE-WEBSHOP

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1. Login and first steps


The contractual partner can log in to the Trade-Webshop directly with his personal login. Click here to go to the Trade-Webshop:

<https://trade.matterhornparadise.ch/en/>

The username and password will be sent to the contractual partner by email directly after the contract is signed. The contractual partner must provide the sales team with a primary e-mail address to be used for the login. The password should be changed immediately upon the first login. All correspondence (booking confirmation, ticket voucher and cancellation) is sent to the primary e-mail address by default. An additional address can be added for sending the e-mail correspondence for each booking. More on this in chapter '4. Book tickets'.

1.1. Login

By entering the access data (e-mail address and password) you can log in to the Trade Webshop.



▼ EN ⓘ FAQ

TRADE-WEBSITE

LOGIN AREA
TRADE-WEBSHOP

E-mail address *

Password *

LOGIN


[Forgot your password?](#)

TRADE-WEBSITE
 The trade-website offers a clear and comprehensive summary of all essential information regarding offers, products, and news for tour operators and travel agents, including access to a download section.


TRADE-WEBSITE

After successful registration, you will be automatically redirected to the booking page.

TICKETS ORDERS WARNING MESSAGES 2




▼ EN ⓘ FAQ ⓘ MY ACCOUNT

 0

TRADE-WEBSITE

BOOK TICKETS
TRADE-WEBSHOP

As a contracting partner of the Zermatt Bergbahnen, you can now conveniently book our products online. In addition, all relevant operational information, such as altered operating hours, exceptional maintenance, or closures, will be communicated directly here to keep you always up to date. Product- and marketing-related news will continue to be published on the trade-website.


YOUR CART
 You do not have any products in your cart yet.

1.2. Navigation

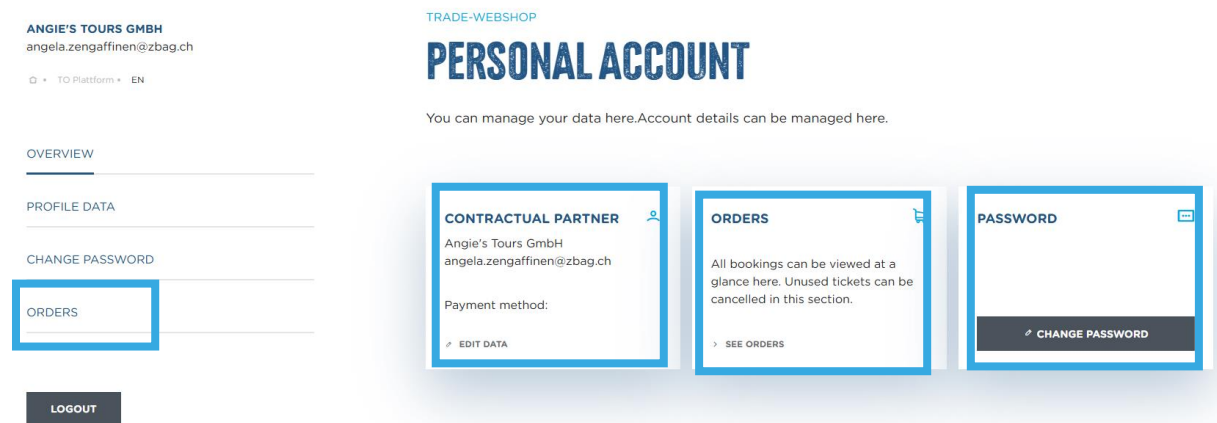
The menu bar (top) consists of the following elements:



- **Tickets:** for booking tickets / passes
- **Orders:** overview of all bookings made and option to cancel unused tickets
- **Warning messages:** all messages regarding the opening and closing of the facilities and slopes are published here daily
- **Language field:** to select whether the page should be used in German or English
- **FAQ:** Frequently asked questions and answers about the Trade-Webshop
- **My account:** to customise contact details, the password or to access the booking overview
- **Your cart:** orders that have already been added to the cart can be completed here
- **Trade-Website:** link to the Trade-Website, which provides a compact overview of all relevant information on offers, products and news, including a download area

1.3. My account

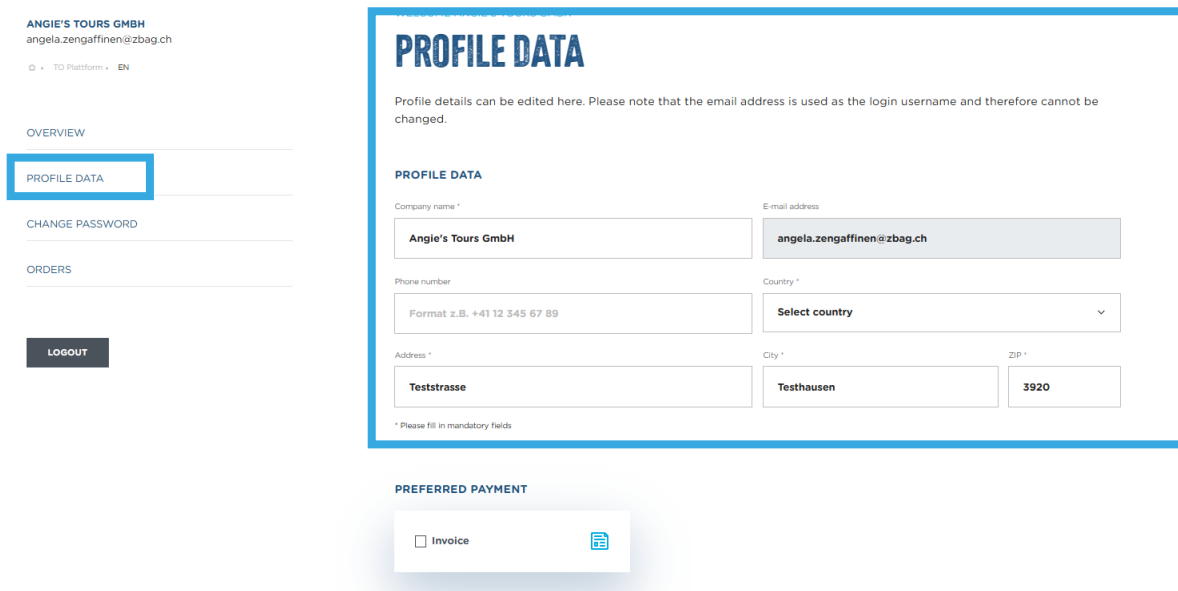
Under my account, it is possible to customise contact details, change the password, access orders made and log out of the Trade-Webshop.



1.4. Customisation of profile data

The company name, billing address and telephone number can be customised at any time using the 'profile data' button.

If the contract provides for several possible payment methods, the preferred payment method can also be selected here.



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angela.zengaffinen@zbag.ch

TO Platform • EN

OVERVIEW

PROFILE DATA

CHANGE PASSWORD

ORDERS

LOGOUT

PROFILE DATA

Profile details can be edited here. Please note that the email address is used as the login username and therefore cannot be changed.

PROFILE DATA

Company name *

E-mail address

Phone number

Country *


Address *

City *

ZIP *

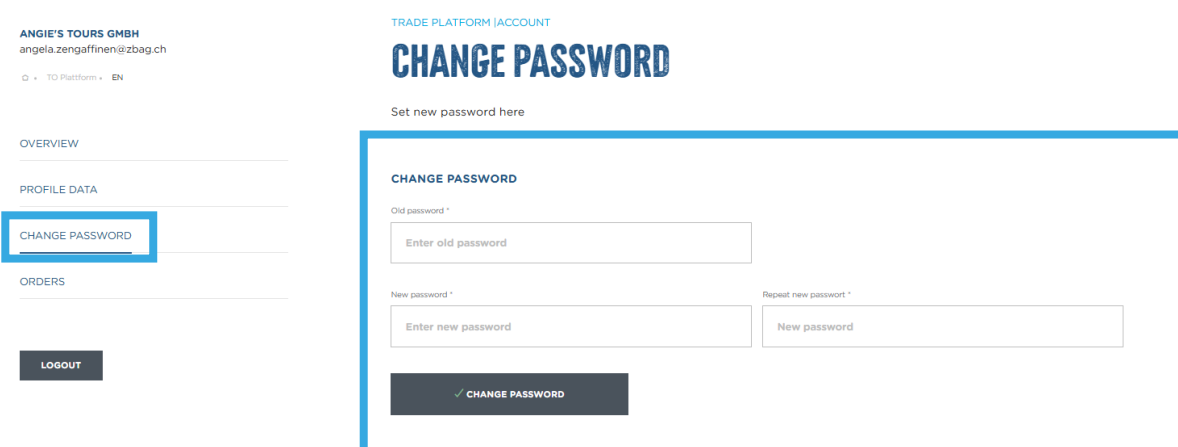
* Please fill in mandatory fields

PREFERRED PAYMENT

☐ Invoice 

1.5. Password

The password can be changed at any time in the profile under 'change password'.



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OVERVIEW

PROFILE DATA

CHANGE PASSWORD

ORDERS

LOGOUT

TRADE PLATFORM | ACCOUNT

CHANGE PASSWORD


Set new password here

CHANGE PASSWORD

Old password *

New password *

Repeat new password *

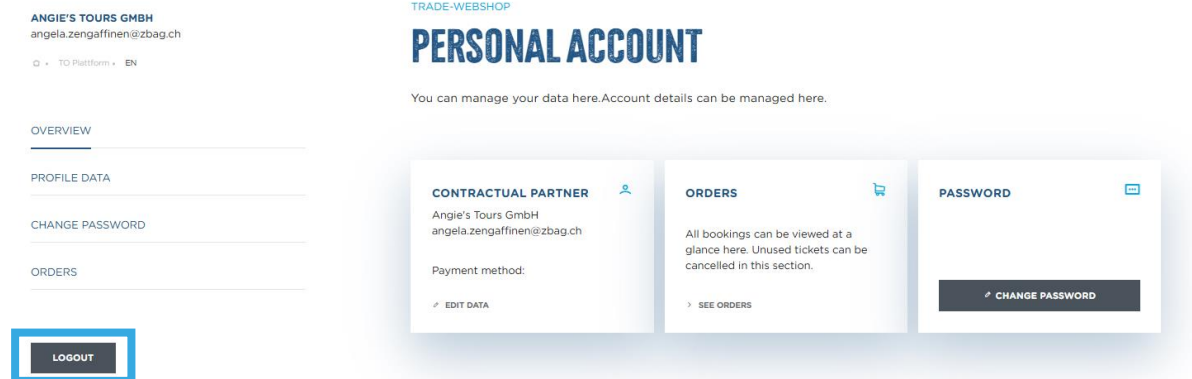
 **CHANGE PASSWORD**

1.6. Orders

This function is explained in more detail in chapter 6 'manage orders'.

1.7. Logout

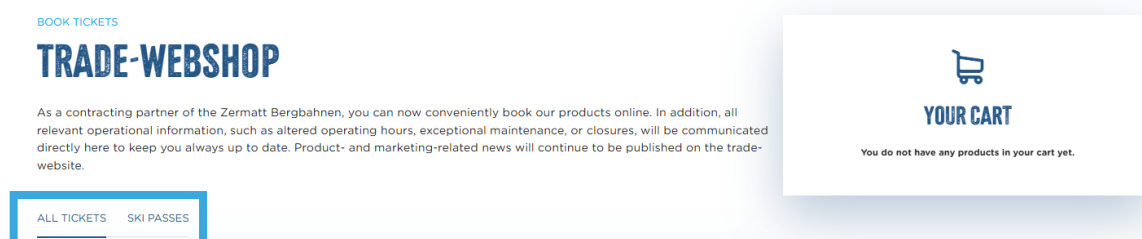
Logging out is possible on all pages in the profile via the 'logout' button.



2. Book tickets

2.1. Select tickets and add them to your cart

Bookings can be made via the 'tickets' page (top left in the menu). All tickets and passes specified in the contract can be booked directly via the Trade-Webshop. The following menu will help you to find the desired products faster:



By default, 'all tickets' are always displayed.

The booking process can be started by clicking on the tile of the desired ticket. Once the validity date has been selected, the duration of the ticket can be specified using the drop-down menu:

ALL TICKETS SKI PASSES



SKI PASS SUMMER

HIDE DETAILS ^

- use of all facilities in the summer ski area and all facilities in the Matterhorn Glacier Paradise* area according to the timetable
- local bus

**The descent from Matterhorn Glacier Paradise to Testa Grigia (Matterhorn Glacier Ride II) is not included in the 1 and 2 days ski pass.*

From 3 days:

- use of all facilities in the summer ski area and all facilities in the Matterhorn Glacier Paradise area and Sunnegga-Rothorn area according to the timetable
- bike transport on all installations, if transport is permitted

SELECT DATE

Select first day of validity

07/21/2025

SELECT DATE

Select ticket duration

3 days

The available ticket options, the optional insurance products and the person categories are then displayed.

The ticket can be configured for the ski passes. It is possible to add the following two products to the ski pass: International (incl. Breuil-Cervinia & Valtournenche IT ski area) and shuttle train (Täsch - Zermatt). The shuttle is only relevant for customers who have accommodation booked outside of Zermatt.

It is also possible to insure the passes with a SOLID insurance product (PassProtect or SkiCare). Details of these insurance products are explained in more detail in section 7.1 'SOLID Insurance products'.

All prices displayed in the Trade-Webshop are net prices (already reflecting the contractually agreed commission). For transparency, this overview also shows the gross price.

The plus button can be used to specify the desired number of persons per age category. The tickets are then added to the cart by clicking on 'add to cart'.

TICKET OPTIONS

☒ 3 days summer skiing

ADD INSURANCE (OPTIONAL)

☐ PassProtect

+CHF 9.80 i

☐ SkiCare

+CHF 16.35 i

☒ no insurance


ADD NEW PERSONS

Category	Quantity	Price per item	Total price
Adult	<div><div></div><div>0</div><div></div></div>	<div><div>CHF 185.00</div><div>CHF 201.40</div></div>	CHF 0.00
Youth (16 - 19.99 years)	<div><div></div><div>0</div><div></div></div>	<div><div>CHF 157.00</div><div>CHF 170.95</div></div>	CHF 0.00
Child (9 - 15.99 years)	<div><div></div><div>0</div><div></div></div>	<div><div>CHF 92.00</div><div>CHF 100.15</div></div>	CHF 0.00


Date: **July 21, 2025 - July 23, 2025**

 **ADD TO CART**

You now have the option of completing the purchase or adding more tickets to the cart. The tickets can then be personalised both in the cart and via the 'proceed to checkout' button.

 Please note that only one QR code (voucher) is generated per booking for the collection. If bookings are to be completed for different customers, the bookings must be entered individually.

[ALL TICKETS](#)
[SKI PASSES](#)



SKI PASS SUMMER

HIDE DETAILS ^

- use of all facilities in the summer ski area and all facilities in the Matterhorn Glacier Paradise* area according to the timetable
- local bus

*The descent from Matterhorn Glacier Paradise to Testa Grigia (Matterhorn Glacier Ride II) is not included in the 1 and 2 days ski pass.

From 3 days:

- use of all facilities in the summer ski area and all facilities in the Matterhorn Glacier Paradise area and Sunnegga-Rothorn area according to the timetable
- bike transport on all installations, if transport is permitted

YOUR PURCHASE 3 items

Total amount (net)
CHF 472.50

3 DAYS SUMMER SKIING Price (net)
 CHF 472.50
CHF 454.00

3 persons 21/07/ - 23/07/2025

Total amount (net incl. VAT) **CHF 472.50**

SHOW PRICE DETAILS v

SHOPPING CART

PROCEED TO CHECKOUT

2.2. Recording of customer data and checkout

DATA PROTECTION: The customer data entered by the contractual partner will neither be used by Zermatt Bergbahnen for marketing purposes nor made available to third parties for such purposes. The customer data will only be used for general, automated correspondence (booking confirmation and ticket voucher), for control purposes (random checks at turnstiles and for troubleshooting at the points of sale (e.g. if the ticket is lost).

In the check-out, it is possible to enter an additional contact for the dispatch of the e-mail correspondence per booking. This field can be filled in optionally.

⚠ Please note: The e-mail correspondence contains the net price and is therefore not suitable for direct dispatch to the end customer.

YOUR ORDER

CHECKOUT

1 ADDITIONAL E-MAIL FOR TICKET VOUCHER (OPTIONAL)

An additional email address can be entered here if the ticket voucher should be sent to a second contact (e.g. operations manager). Please note: the e-mail contains the net price information and is therefore not suitable to be sent to customers directly.

E-mail address *

email@example.ch

In a second step, all tickets must be personalised. To do this, enter the customer's first name, last name and date of birth correctly in the relevant fields. Save the entry using the corresponding button. If the fields have been filled in completely and correctly, the ticket will be outlined in green after saving. The prices shown reflect the net prices less commission.

2 PERSONALISATION

TICKETS

SKI PASS SUMMER | 3 persons | 28/07 - 30/07/2025 | 3 days summer skiing




Total (net) CHF 472.50

PERSON 1 Adult	HIDE DETAILS ^	REMOVE	Price (net) CHF 201.40
<div>First name *</div> <input type="text"/>	<div>Last name *</div> <input type="text"/>	<div>Date of birth *</div> <input type="text"/> <div>mm/dd/yyyy</div> <div>SELECT DATE</div>	
<div>SAVE</div>			
PERSON 2 Child (9 - 15.99 years)	SHOW DETAILS v	REMOVE	Price (net) CHF 100.15
PERSON 3 Youth (16 - 19.99 years)	SHOW DETAILS v	REMOVE	Price (net) CHF 170.95

In a third and final step, specify the payment method and finalise the booking by clicking on the 'book now' with obligation to pay button.


3 PAYMENT

Please select the desired payment method for this order.

☐ Visa 
☐ Mastercard 
☐ Amex 

BOOK NOW

After successfully completing the booking, the following overview appears in the browser:



THANK YOU

YOUR PURCHASE HAS BEEN COMPLETED SUCCESSFULLY

1 item

You can find the details of your order via Profile - Orders or by directly clicking on orders in the navigation bar at the top.

Total amount

CHF 472.50

3 DAYS SUMMER SKIING	Price CHF 472.50
3 persons 21/07/ - 23/07/2025	

Total amount (net incl. VAT)	CHF 472.50
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3. E-Mail – correspondence

Once a booking has been made, the main contact entered in the profile will first receive an order confirmation. The order confirmation contains an overview of the order including the net prices.

ORDER CONFIRMATION

We are pleased to confirm the successful transmission of your order! Here you will find a summary of the products you have ordered. Detailed information about the tickets and experiences can be found in the trade webshop under orders.

E-mail: info@matterhornparadise.ch

Phone: +41 27 966 01 01

YOUR ZERMATT BERGBAHNEN AG

CONTRACTUAL PARTNER

Order date **21/07/2025**

Order no. **to_687e501fd6697**

Contractual partner **Angie's Tours GmbH**

E-mail claudia.wyss@zbag.ch

Billing address

YOUR ORDER

PRODUCT	QUANTITY	PRICE (NET)
3 days summer skiing	1	CHF 201.40
3 days summer skiing	1	CHF 100.15
3 days summer skiing	1	CHF 170.95
		Total price (net) CHF 472.50

A receipt overview is sent as a PDF. This is used for accounting purposes and serves as a receipt when paying by credit card. When paying by invoice, the partner receives an official collective invoice at the end of the month, which contains an overview of all bookings as well as the payment and bank details.

Angie's Tours GmbH | Teststrasse | 3920 Testhausen
angela.zengaffinen@zbag.ch

Zermatt, 29/07/2025

RECEIPT 4546523

ORDER SUMMARY

PRODUCT	QUANTITY	PRICE (NET)
3 days summer skiing	1	CHF 190.10
3 days summer skiing	1	CHF 94.55
3 days summer skiing	1	CHF 161.35

Total amount (net) **CHF 446.00**

ORDER DETAILS

3 DAYS SUMMER SKIING

Start date of validity	18/08/2025
Customer	Hans Muster
Category	Adult
Delivery method	Pick up in Zermatt

Price (net) **CHF 190.10**

As soon as the booking has been verified by Skidata, the ticket voucher is sent in a second, separate e-mail. This e-mail is sent both to the main contact entered in the profile and to the second additional contact entered when the booking was made - provided that this field was filled in when the booking was made. The ticket voucher again provides a complete overview of the booking, including the net prices.

⚠ If the status of a booking is shown in red and an error message appears, there is probably a technical problem, and the order has not been sent to Skidata. In this case, the second e-mail 'Ticket voucher' will not be sent.

THANK YOU

TICKET VOUCHER

Thank you very much for your order with Zermatt Bergbahnen AG! We are pleased to confirm your order according to the details below.

Please contact us if you have any questions concerning your order.

Tel. +41 27 966 01 01

E-mail: info@matterhornparadise.ch

YOUR ZERMATT BERGBAHNEN AG

CONTRACTUAL PARTNER

Order date	21/07/2025
Order no.	to_687e501fd6697
Contractual partner	Angie's Tours GmbH
E-mail address	claudia.wyss@zbag.ch
Billing address	

Under the first product booked there is a link labelled 'Open ticket voucher'. This button can be used to call up the voucher, which enables the customer to collect the tickets ordered.

PRODUCTS & DETAILS

3 DAYS SUMMER SKIING

Validity	21/07/ - 23/07/2025
Client name	kjdhf dfasdf
Category	Adult
Acquisistion type	Pick Up
Pick Up	Pick up code 1B68L6VZ

[OPEN TICKET VOUCHER](#)

The ticket voucher can be saved as a PDF and shared digitally with the end customer. The voucher does not contain prices and we recommend sharing it with the customer without customisation or editing.

⚠ The collection codes for all tickets in an order are identical. Each QR code therefore authorises the collection of all tickets in an order. If there are several tickets per order, only one QR code needs to be opened and sent to the customer. If individual collection vouchers are required, separate bookings must be entered.



3 DAYS SUMMER SKIING

Valid for: 18/08/ - 20/08/2025

Pick up code **1DDFT3AZ**
Order nr. **to_6888d558b340b**

4. Cancel tickets

Tickets can be cancelled directly in the Trade-Webshop, subject to the following conditions:

- The corresponding tickets are unused, i.e. have not been validated at any turnstile.
- Cancellation takes place before or after the validity of the tickets.
- Here is an overview of the validity:
 - Passes (ski, peak and bike passes): No cancellation possible during the duration of the pass
 - Single trips: No cancellation possible on the day of validity and on the two following days
 - Return trips: No cancellation possible on the day of validity and on the 10 following days

To cancel tickets, use the 'orders' button at the top of the menu.



Search for the relevant order using the filter functions. Once the booking has been found, continue the process by clicking 'show details'.

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Trade-Webshop • EN

OVERVIEW

PROFILE DATA

CHANGE PASSWORD

ORDERS

LOGOUT

MANAGE BOOKINGS

OVERVIEW ALL ORDERS

All bookings are listed here. By clicking on a booking, unused tickets can be cancelled, comments or reference numbers can be added, and invoices can be downloaded again.

Search by order date

SELECT DATE

Search by product

Select product

Search by e-mail address

SEARCH

Search by invoice nr.

SEARCH

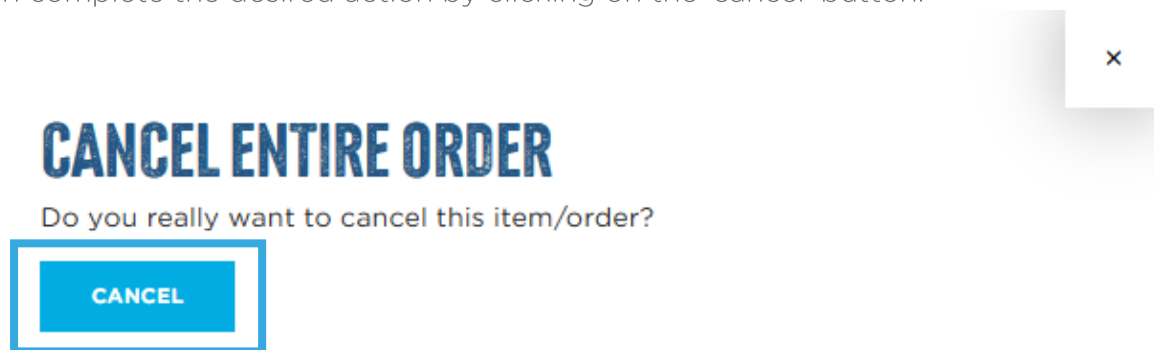
EXPORT (EXCEL)

Order nr. to_687f8f608bd4c 22/07/2025	cancelled committed	SHOW DETAILS >
Email recipient Ticket-Voucher	Product 3 days ski pass Zermatt 1 Person	Total (net) CHF -244.85
Order nr. to_687e501fd6697 21/07/2025	committed committed	SHOW DETAILS >
Email recipient Ticket-Voucher claudia.wyss@zbag.ch	Product 3 days summer skiing 1 Person 3 days summer skiing 1 Person 3 days summer skiing 1 Person	Total (net) CHF 472.50

If the two requirements above are met, it is now possible to cancel individual tickets of the booking or the entire booking. Either the 'cancel item' or 'cancel order' button can be used, depending on your preference.

ORDERED ITEMS							
Product nr. 4540104	Article 3 days summer skiing	Order state committed	Additional information Person kjdhf dffasdf Validity start 21/07/2025 Permission nr.	Amount 1	Status (Skidata) committed	Price CHF 201.40	CANCEL ITEM
Product nr. 4540105	Article 3 days summer skiing	Order state committed	Additional information Person qwkerhfjle dsffasdf Validity start 21/07/2025 Permission nr.	Amount 1	Status (Skidata) committed	Price CHF 100.15	CANCEL ITEM
Product nr. 4540106	Article 3 days summer skiing	Order state committed	Additional information Person dgasg asdgdsg Validity start 21/07/2025 Permission nr.	Amount 1	Status (Skidata) committed	Price CHF 170.95	CANCEL ITEM
						Total CHF 472.50	CANCEL ORDER

Then complete the desired action by clicking on the 'cancel' button.



If the cancellation is successful, the status in the Trade-Webshop automatically changes to cancelled:

ORDERED ITEMS							
Product nr. 4540104	Article 3-days-summer-skiing	Order state cancelled	Additional information Person kjdhf dffasdf Validity start 21/07/2025 Permission nr. 1-1280-61-701354	Amount 1	Status (Skidata) cancelled in Skidata	Price CHF 201.40	
Product nr. 4540105	Article 3-days-summer-skiing	Order state cancelled	Additional information Person qwkerhfjle dsffasdf Validity start 21/07/2025 Permission nr. 1-1280-61-701355	Amount 1	Status (Skidata) cancelled in Skidata	Price CHF 100.15	
Product nr. 4540106	Article 3-days-summer-skiing	Order state cancelled	Additional information Person dgasg asdgdsg Validity start 21/07/2025 Permission nr. 1-1280-61-701356	Amount 1	Status (Skidata) cancelled in Skidata	Price CHF 170.95	
						Total CHF 472.50	
Cancellation successful.							

In addition, the cancellation will also be sent by email to the main contact and the additional contact (if specified when placing the order). From this point onwards, the QR voucher can no longer be exchanged for valid tickets at the ticket machines. Tickets that have already been collected but not used will also no longer be valid at the turnstiles.

ORDER CANCELLED

Your order has been successfully cancelled and the corresponding amount will be credited to the current monthly invoice.

Please contact us if you have any questions.

Tel. +41 27 966 01 01

E-mail: info@matterhornparadise.ch

YOUR ZERMATT BERGBAHNEN AG

YOUR DATA

Order date	21/07/2025
Order no.	to_687e501fd6697
Name	Angie's Tours GmbH
E-mail	claudia.wyss@zbag.ch

When paying by credit card, the credit is usually issued within 1-2 weeks. When paying by invoice, the corresponding amount will be deducted from the current monthly collective invoice.

5. Ticket purchase / voucher redemption

As already described above, the QR code voucher can be provided digitally to the end customer. For ski passes, the QR code only serves as a voucher and does not allow direct access at the turnstiles. The QR code voucher can be exchanged for valid tickets by scanning it at the following ticket machine locations:

- Valley station Sunnegga – Rothorn
- Valley station Matterhorn Glacier Paradise
- Valley station Gornergrat Bahn
- Train station of the Matterhorn Gotthard Bahn in Täsch

If guests prefer personal contact, the digital QR code voucher can also be exchanged for valid tickets at the official sales points of the Zermatt Bergbahnen:

- Valley station Sunnegga – Rothorn
- Valley station Matterhorn Glacier Paradise

The ski passes are loaded onto a keycard at the sales points, whereby the guest is charged a deposit fee of CHF 5.

6. Managing orders

Orders can also be viewed, managed and downloaded via the 'orders' button in the menu at the top.



The following filter functions are available for this

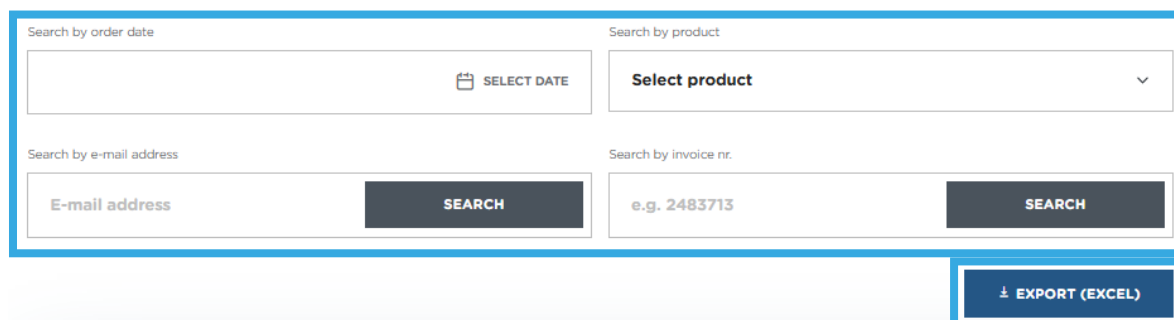
- Filter by order date (⚠ not by validity date)
- Filter by product
- Filter by stored additional contact for sending the e-mail correspondence
- Filter by invoice number

The 'export' button can be used to export statistics of all bookings as an Excel file.

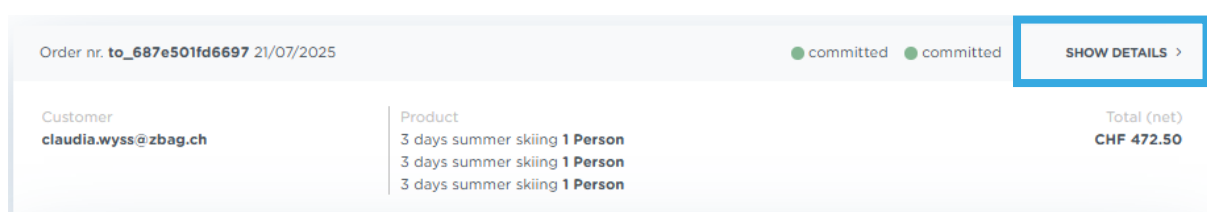
MANAGE BOOKINGS

OVERVIEW ALL ORDERS

All bookings are listed here. By clicking on a booking, unused tickets can be cancelled, comments or reference numbers can be added, and invoices can be downloaded again.



Using the 'show details' button, bookings or individual tickets can be cancelled, a comment (e.g. reference number) can be entered for each booking or the invoice can be downloaded again as a PDF.



Order nr. to_687e501fd6697 21/07/2025		● committed ● committed	SHOW DETAILS >
Customer	Product	Total (net)	
claudia.wyss@zbag.ch	3 days summer skiing 1 Person	CHF 472.50	
	3 days summer skiing 1 Person		
	3 days summer skiing 1 Person		

[← BACK](#)
[OVERVIEW](#)

YOUR ORDER

ORDER OVERVIEW

Booking agent claudia.wyss@zbag.ch	Order date 2025-07-21 16:35:11	Order ID 4540103	Order nr. to_687e501fd6697	Payment method Invoice
---------------------------------------	-----------------------------------	---------------------	-------------------------------	---------------------------

Order state ● TRANSMITTED	Comment <input type="text"/> <input type="button" value="✓ SAVE COMMENT"/>	<input type="button" value="↓ DOWNLOAD INVOICE"/>
------------------------------	----------------------------------------------------------------------------------	---------------------------------------------------

7. Settlement of accounts

The payment method is regulated in the contract and displayed as a corresponding option when booking in the Trade-Webshop

7.1. Payment method: invoice

The Zermatt Bergbahnen AG shall send the contractual partner a monthly collective invoice for the services sold. This collective invoice includes all bookings and cancellations made in that month - irrespective of the validity of the tickets purchased. If invoices are not paid within the contractually agreed period, the payment method in the Trade-Webshop will be adjusted for future bookings. In principle, payment by invoice is only possible for companies based in Switzerland.

7.2. Payment method: credit card

The services will be charged directly to the selected means of payment. Refunds are usually made 1 - 2 weeks after cancellation.

7.3. Commission

The agreed commission is deducted directly from each booking. The prices shown in the Trade-Webshop are net prices, i.e. prices less commission.

7. Good to know

7.1. SOLID insurances

In co-operation with the insurance company SOLID, the Zermatt Bergbahnen AG offers the possibility of insuring ski and peak passes with the following two products:

- PassProtect: covers the refund of the unused pass due to illness, accident or unfavourable weather conditions (CHF 3.00 per day) This product is available from 2-day passes.

- SkiCare: covers in addition all costs incurred as a result of an accident (CHF 5.00 per day)

⚠ SOLID is only liable on a subsidiary basis, i.e. only in the event that the costs are not fully covered by private accident insurance or if no private accident insurance has been taken out.

Details of the two insurance products are available under the following links:

- SOLID: www.skicare.ch
- Zermatt Bergbahnen: <https://www.matterhornparadise.ch/en/information/tickets-prices>

The Zermatt Bergbahnen recommends the purchase of supplementary insurance. This service is offered by a third party and therefore not commissionable.

Refund requests can be made by the end customer directly to SOLID (claims@solidab.ch). The end customer must also submit a copy of the booking confirmation (from the Trade-Webshop) with this application.

7.2. Data protection and security

The Trade-Webshop is SSL-encrypted and complies with the applicable legal data protection requirements in Switzerland. Further information can be found in the data protection regulations of Zermatt Bergbahnen AG. | [GTC Zermatt Bergbahnen AG](#)

8. Contact / support

8.1. Enquiries on operational topics

Our information and reservation centre (info@matterhornparadise.ch | +41 27 966 01 01) is available daily during official office hours for questions about bookings, cancellations or other operational matters.

8.2. Technical enquiries

In the event of technical difficulties, the information and reservation centre (info@matterhornparadise.ch | +41 27 966 01 01) can also be contacted. In such cases, ideally provide a screenshot of the error message and a description of the actions that triggered the error.

8.3. Feedback or other enquiries

Feedback or further enquiries on conditions, contracts or other topics are received by the sales team (trade@zbag.ch). Feedback will be reviewed and, where possible, taken into account or implemented.