MATTERHORN
ZERMATT BERGBAHNEN

MANUAL TRADE-WEBSHOP

Last update 07.10.2026



ZERMATT BERGBAHNEN AG Postfach 378, 3920 Zermatt, Schweiz
+41 (0)27 966 01 01, info@matterhornparadise.ch, www.matterhornparadise.ch

Table of contents

1. Login and first steps....4
1.1. Login....4
1.2. Navigation....4
1.3. My account....5
1.4. Customisation of profile data....6
1.5. Password....6
1.6. Orders....6
1.7. Logout....7
2. Book tickets....7
2.1. Ski passes....7
2.1.1. Book ski passes....7
2.1.2. Recording of customer data and checkout....10
2.1.3. Group booking ski passes....12
2.2. Peak Passes....14
2.2.1. Book Peak Passes....14
2.2.2. Recording of customer data and checkout....17
2.2.3. Group booking Peak Passes....19
2.3. One way and return tickets....21
2.3.1. Book one way and return tickets....21
2.3.2. Recording of customer data and check out....23
2.3.3. Group booking one way and return tickets....25
2.4. Matterhorn Alpine Crossing....27
2.4.1. Book Matterhorn Alpine Crossing tickets....27
2.4.2. Recording of customer data and checkout....29
2.4.3. Group booking Matterhorn Alpine Crossing....31
3. E-Mail – correspondence....33
3.1. Ticket-Voucher (exchange required)....35
3.2. Ticket (no exchange required)....37
4. Cancel tickets....38
5. Ticket Collection / Voucher Redemption (exchange required)....41
6. Managing orders....42
7. Settlement of accounts....43
7.1. Payment method: invoice....43
7.2. Payment method: credit card....43
7.3. Commission....43

8. Good to know 44
8.1. Redion insurances 44
8.2. Data protection and security 44
9. Contact / support 45
9.1. Enquiries on operational topics 45
9.2. Technical enquiries 45
9.3. Feedback or other enquiries 45

1. Login and first steps

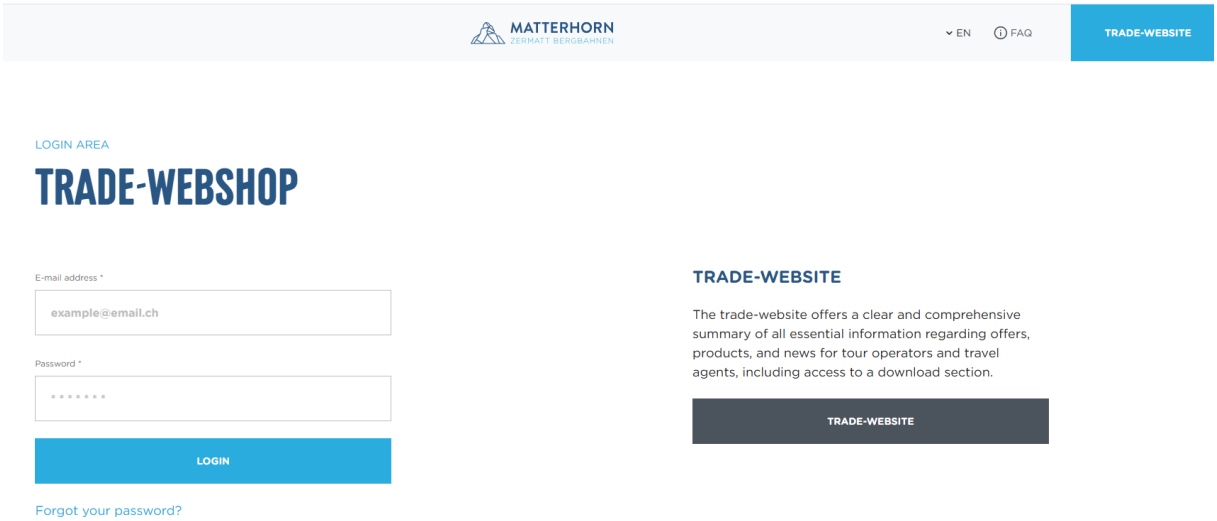
The contractual partner can log in to the Trade-Webshop directly with his personal login. Click here to go to the Trade-Webshop:

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

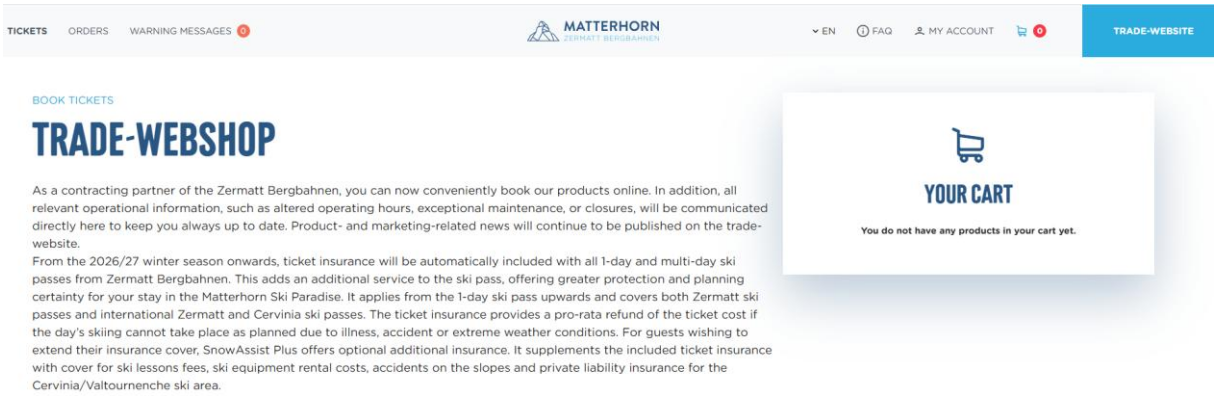
The username and password will be sent to the contractual partner by email directly after the contract is signed. The contractual partner must provide the sales team with a primary e-mail address to be used for the login. The password should be changed immediately upon the first login. All correspondence (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.



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



1.2. Navigation

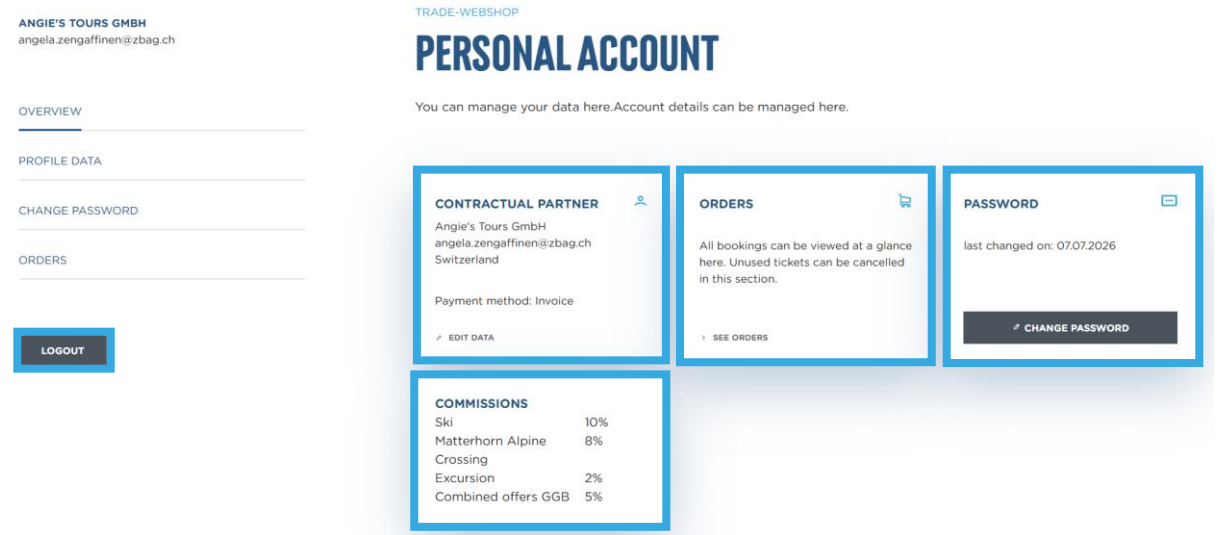
The menu bar (top) consists of the following elements:



- 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

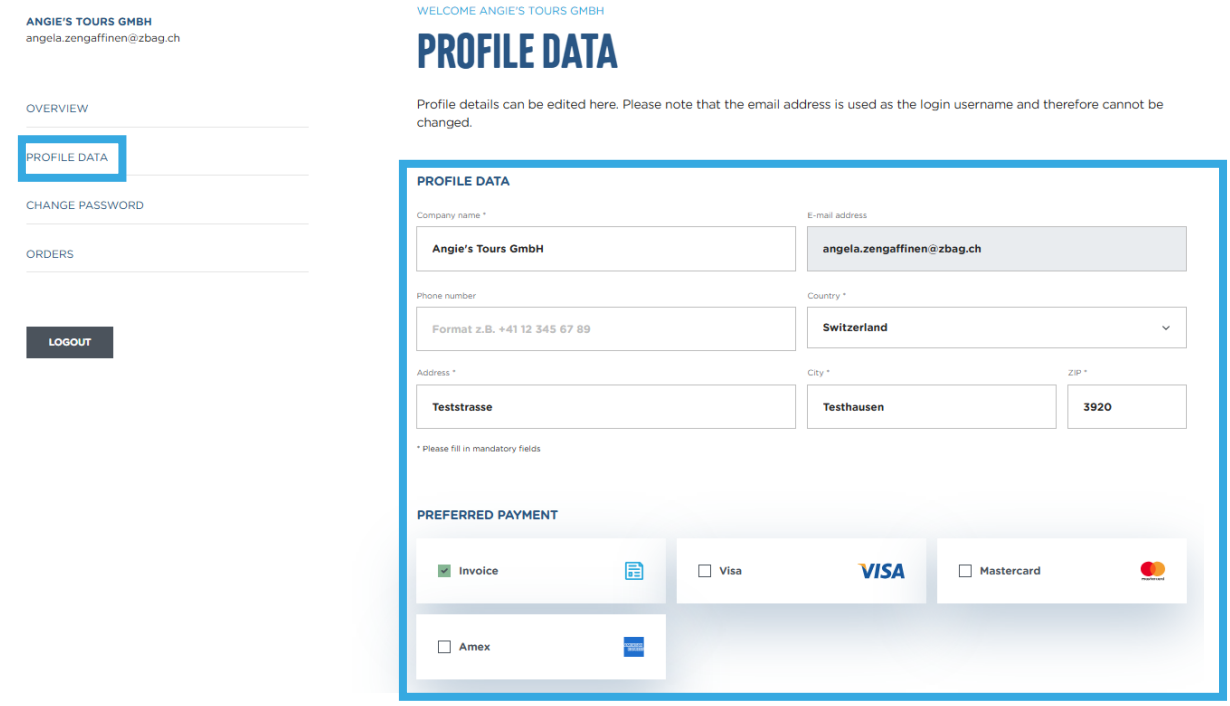
Under my account, it is possible to customise contact details, change the password, access orders made and log out of the Trade-Webshop.



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.

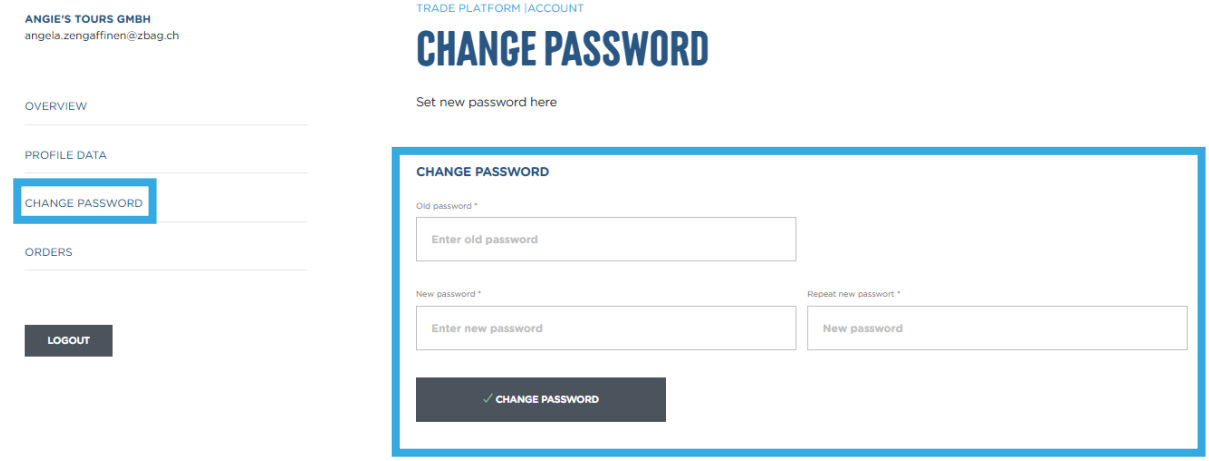
If the contract provides for several possible payment methods, the preferred payment method can also be selected here.



-

1.5. Password

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

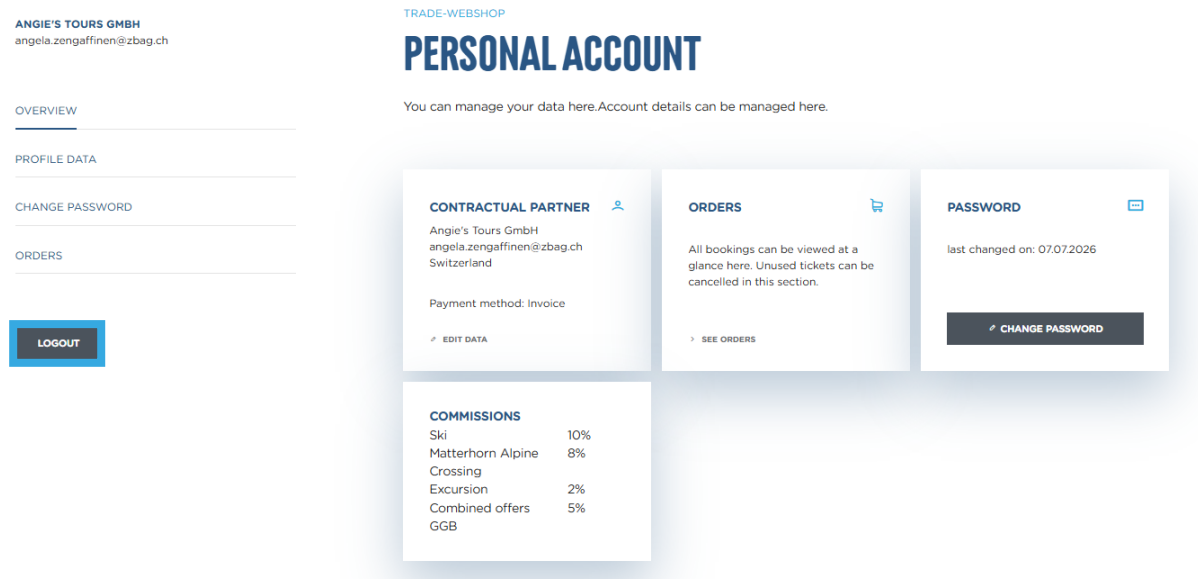


1.6. Orders

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.



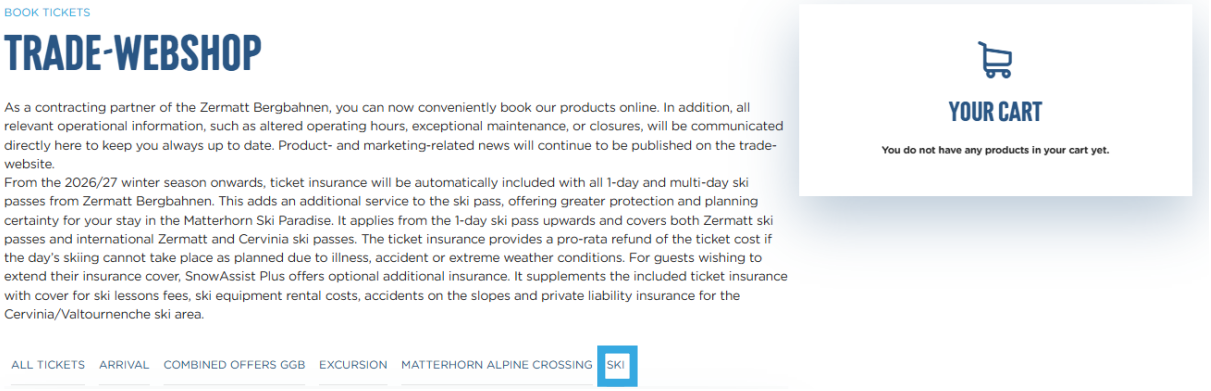
2. Book tickets

2.1. Ski passes

The following section applies to the booking of ski passes in both winter and summer. The terms and conditions are governed by the agreement covering ski passes of Zermatt Bergbahnen.

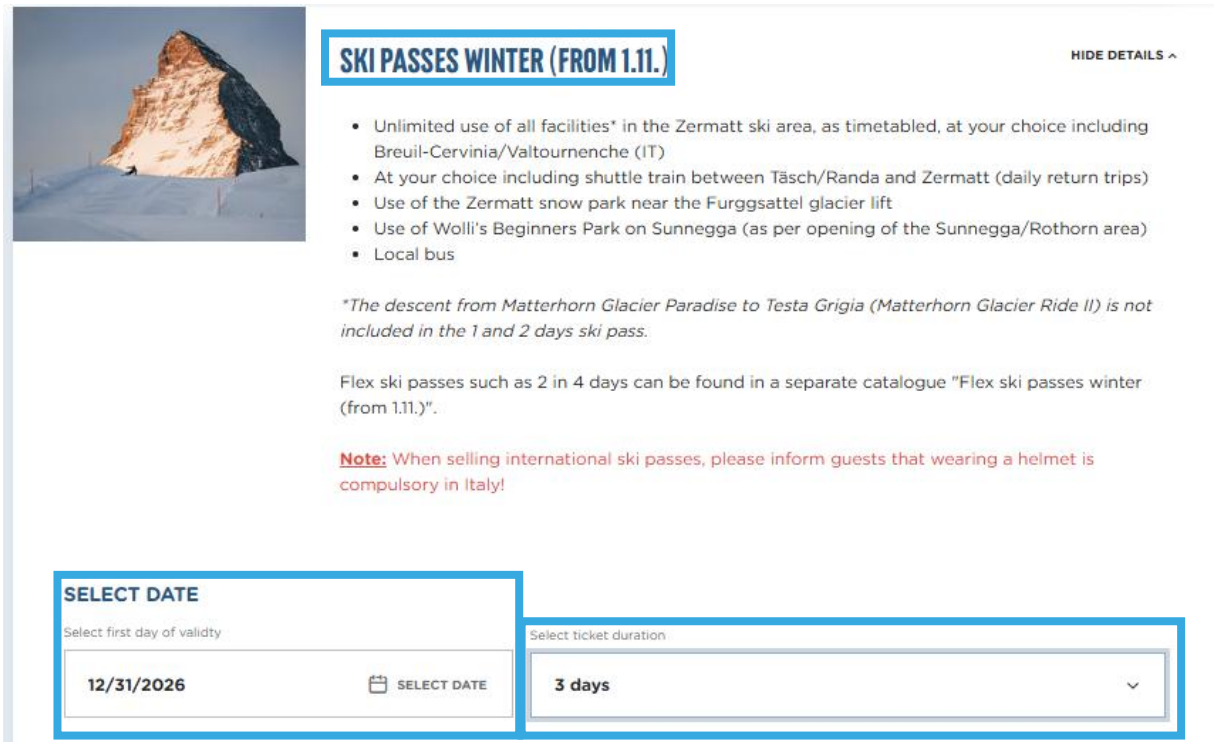
2.1.1. Book ski passes

A booking can be made via the "Tickets" page (top left in the navigation) using the "Ski" button. All tickets and passes defined in the agreement can be booked directly through the Trade-Webshop. The navigation below helps you find the desired products more quickly:



By default, "All tickets" are displayed. For booking ski passes, we recommend selecting the "Ski" button. This button is only visible if a valid agreement for the resale of this product is in place. Without such an agreement, neither the product nor the button will be shown.

Clicking on the tile of the desired ticket starts the booking process. After selecting the validity date, the duration of the ticket can be set via a dropdown menu:



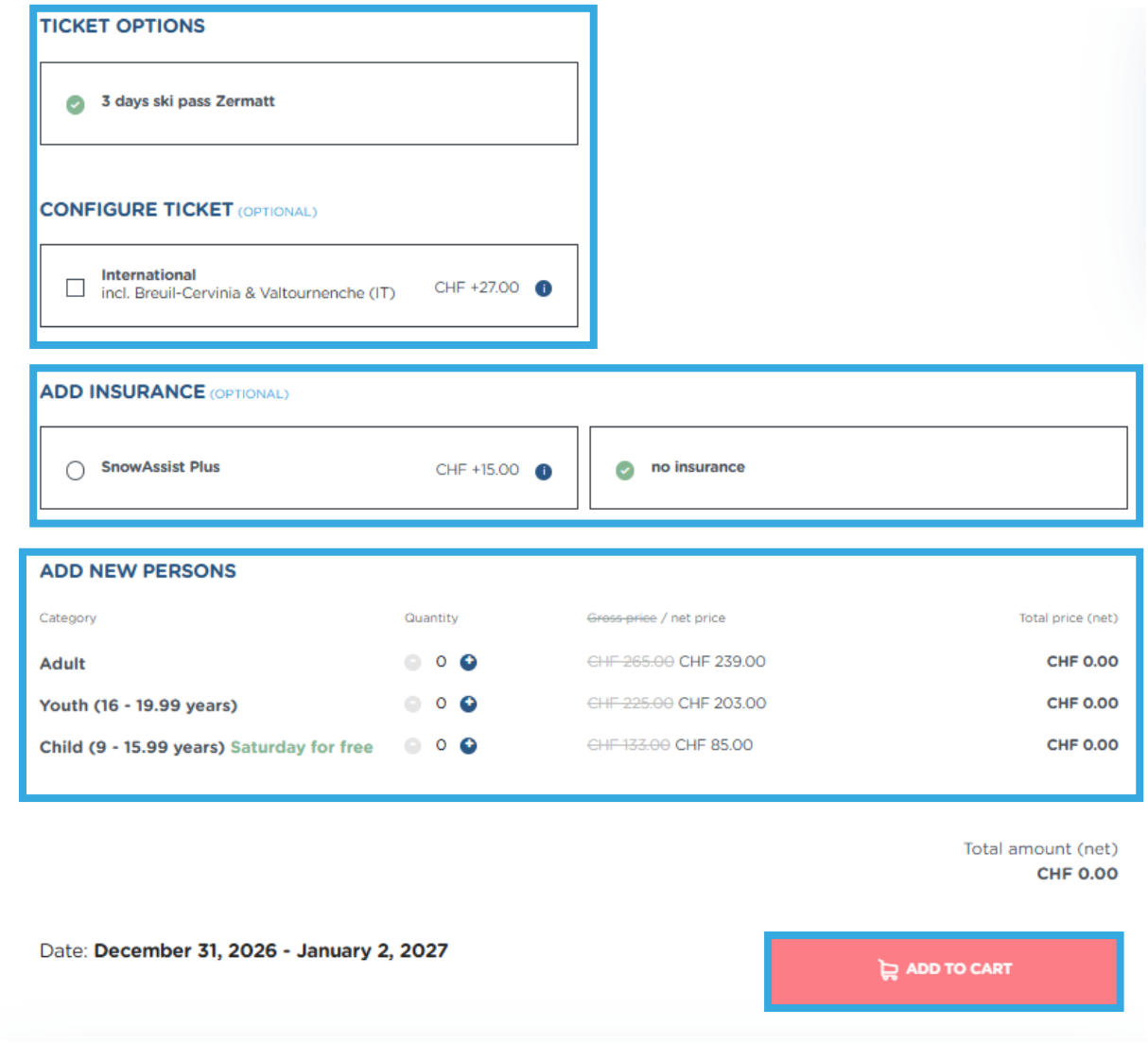
The available ticket options, the optional insurance products and the person categories are then displayed.

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.

From the 2026/27 winter season onwards, ticket insurance is automatically included with all 1-day and multi-day ski passes. For extended coverage, SnowAssist Plus can additionally be purchased for CHF 5.– per day. Further information can be found in section 8.1 “Redion Insurance Products” and on the pages “Ticket Insurance” and “Additional Insurance”.

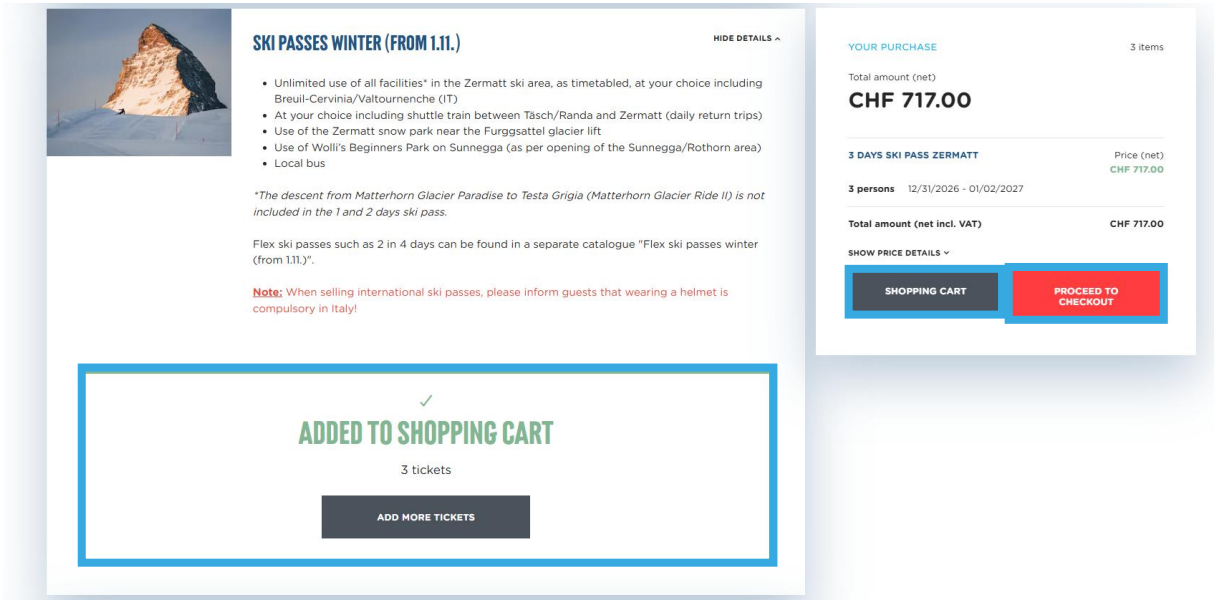
All prices displayed in the Trade-Webshop are net prices (already reflecting the contractually agreed commission). For transparency, this overview also shows the gross price.

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’.



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.

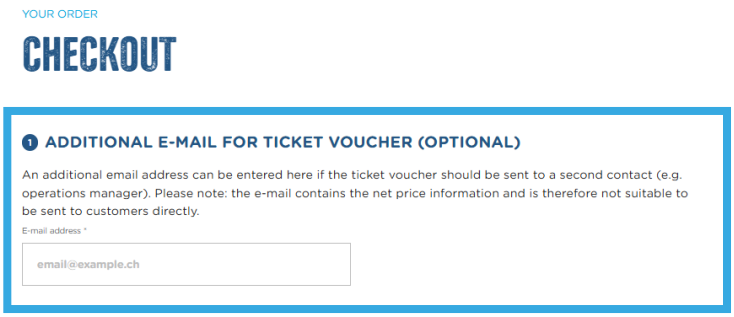


2.1.2. Recording of customer data and checkout

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.



In a second step, all tickets must be personalised. For ski passes and Peak Passes, the first name, last name and date of birth of the respective person must be entered. For all other tickets, only the first name and last name are required. 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 ADD A COMMENT

An internal note for the booking can be added here (e.g. a booking number or reference). This comment is for internal use only and is not a communication channel with us. It can help to more easily locate bookings in the overview.

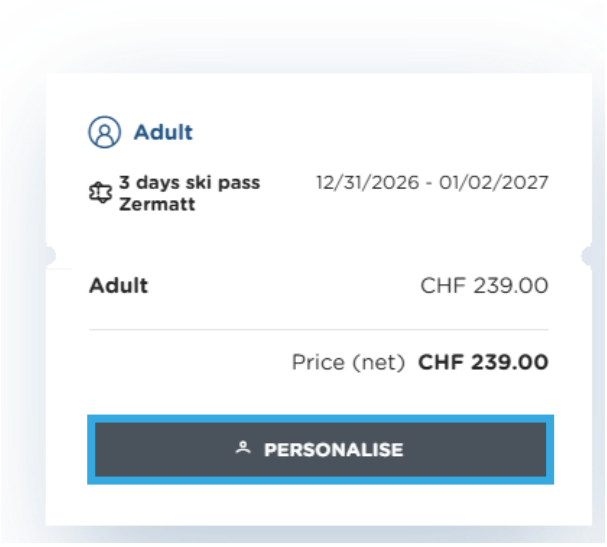
Comment

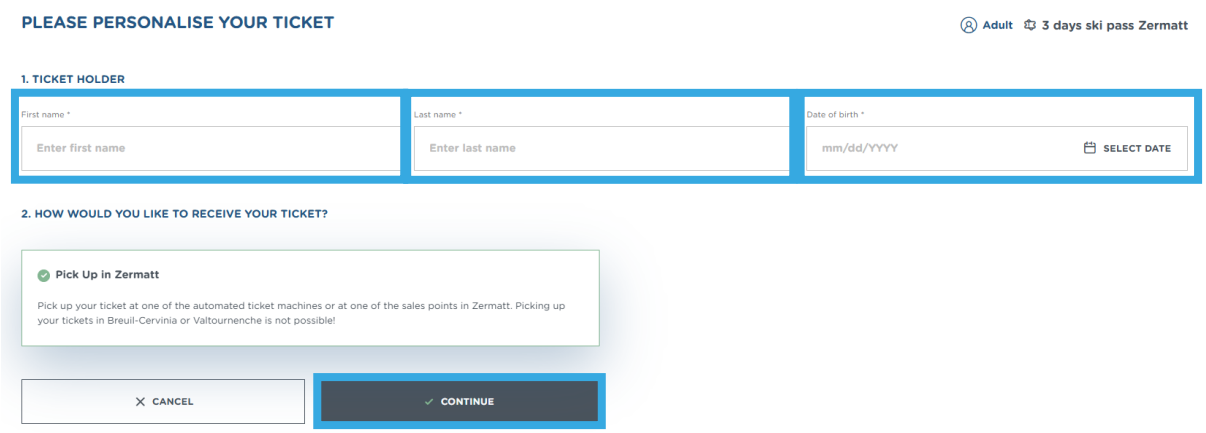
Add comment

An internal note relating to the booking, such as a booking number or reference, can be entered in the "Comment" field. The comment is not transmitted to Zermatt Bergbahnen but helps to find and assign the booking more easily in the overview.

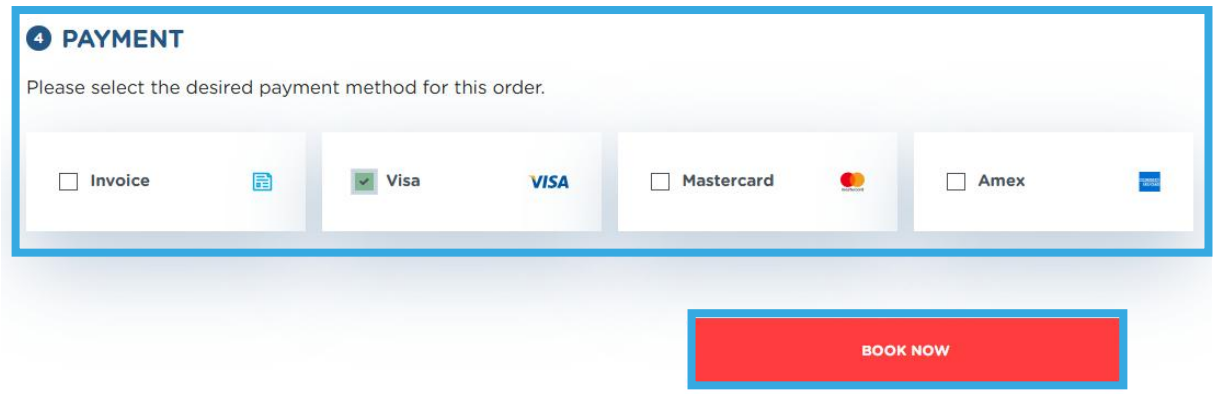
3 PERSONALISATION

TICKETS

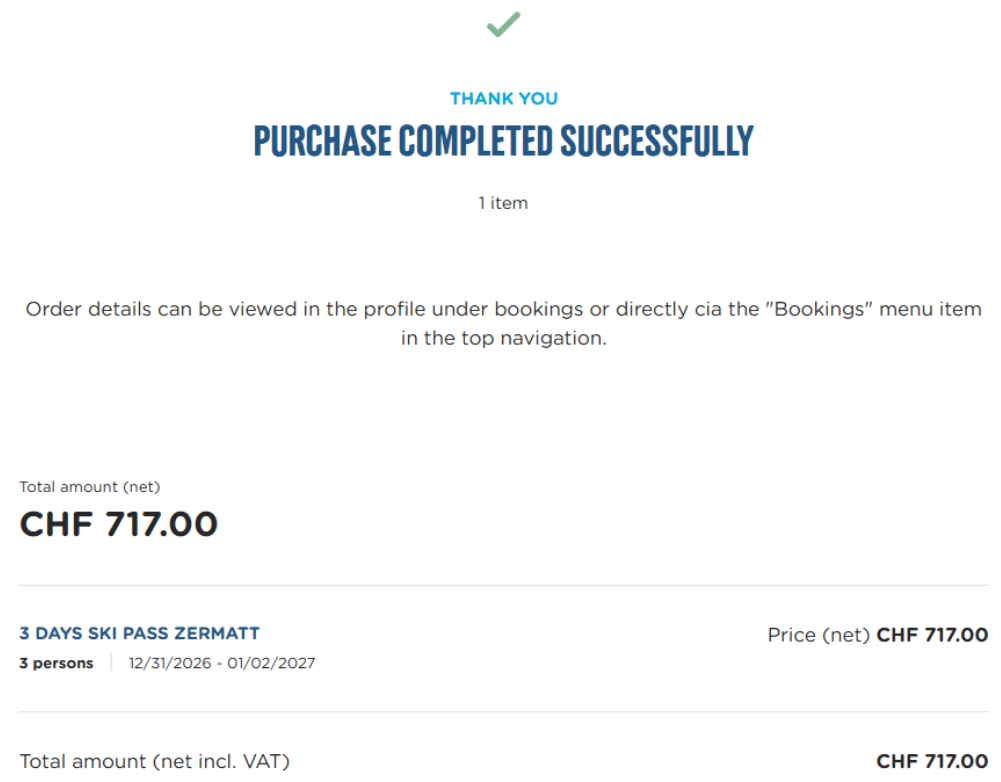




In a third and final step, specify the payment method and finalise the booking by clicking on the 'book now' with obligation to pay button.



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



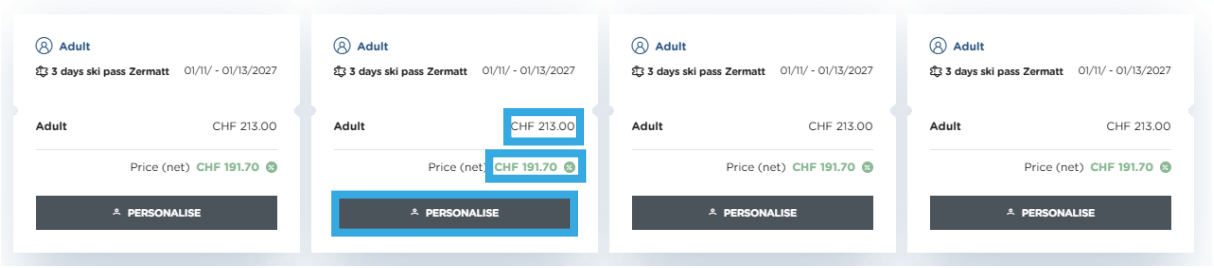
2.1.3. Group booking ski passes

Should you have more than 20 customers wanting the same pass, you profit from a 10% group discount. Here are the instructions on how to make a group booking.

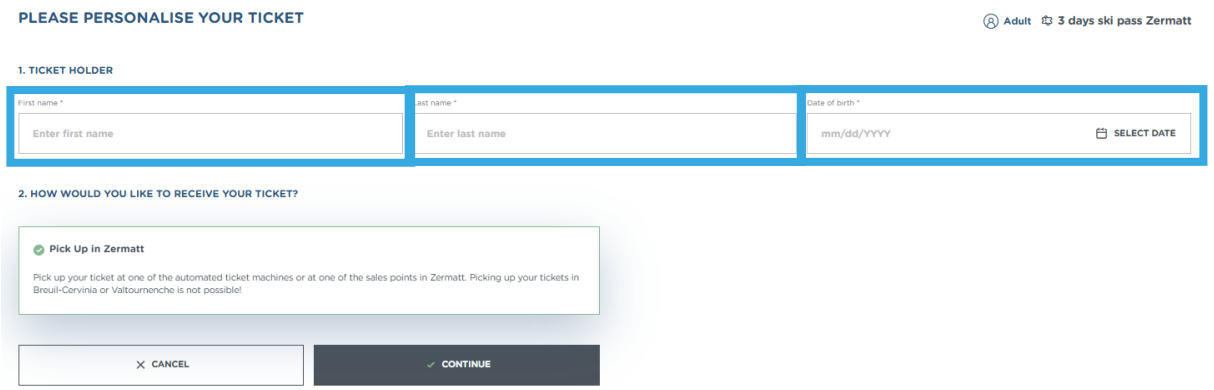
Select the starting date and duration of the validity of the ski passes as described above, then select the amount of passes you need and click “add to cart”.



In a next step, you can see in black your commissioned price and below in green the price per ticket with the deduction of the group discount.



In a next step you need to personalize each ticket and enter first name, last name and date of birth of every person for ski passes and Peak Passes. For all other tickets the first name and last name must be entered.



Once you have entered the details of every person, you can proceed to checkout as described above.

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	09/30/2026
Order no.	to_6abca002a324b
Order ID	5221169
Contractual partner	Angie's Tours GmbH
Additional email recipient	bastian.bieler@zbag.ch

YOUR ORDER

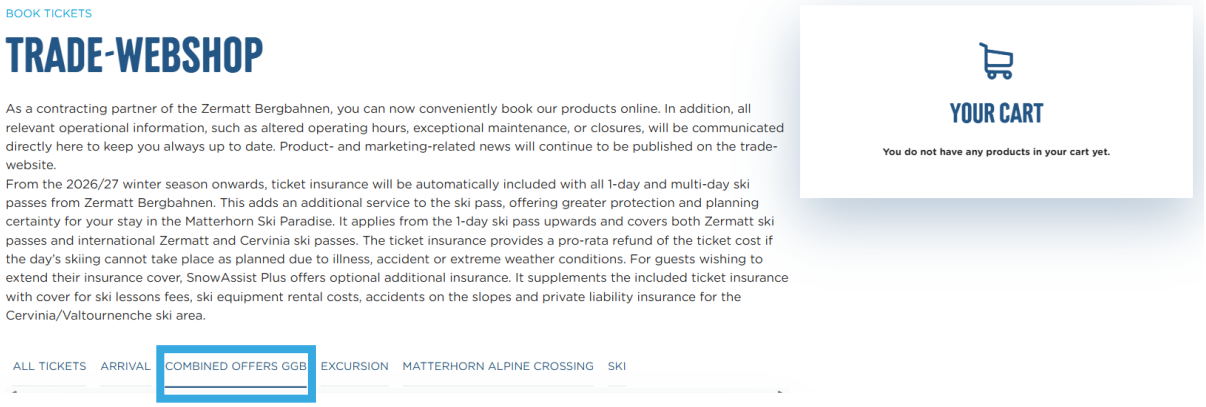
PRODUCT	QUANTITY	PRICE (NET)
Matterhorn Alpine Crossing - Single ride ticket	1	CHF 0.00
Matterhorn Alpine Crossing - Single ride ticket	1	CHF 100.50
Matterhorn Alpine Crossing - Single ride ticket	1	CHF 100.50

2.2. Peak Passes

The following section relates to the booking of Peak Passes. The terms and conditions are governed by the agreement covering the joint offerings of the Gornergrat Bahn and the Zermatt Bergbahnen.

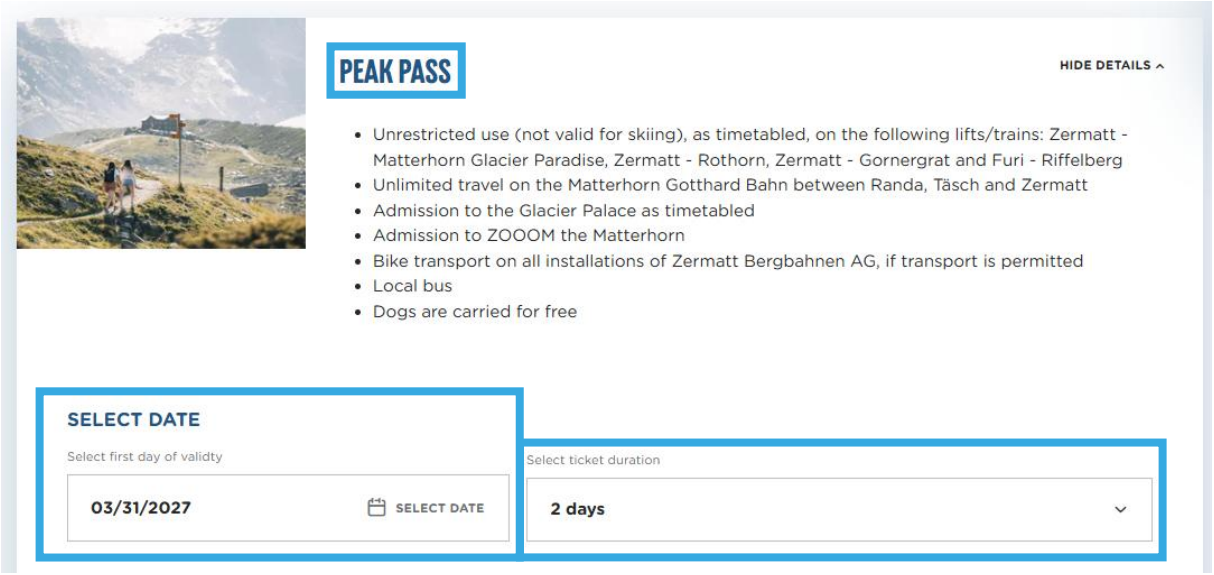
2.2.1. Book Peak Passes

A booking can be made via the “Tickets” page (top left in the navigation) using the “combined offers GGB” button. All products defined in the agreement can be booked directly through the Trade-Webshop. The navigation below helps you find the desired products more quickly:



By default, "All tickets" are displayed. For booking Peak Passes, we recommend selecting the "combined offers GGB" button. This button is only visible if a valid agreement for the resale of this product is in place. Without such an agreement, neither the product nor the button will be shown.

Clicking on the tile of the desired ticket starts the booking process. After selecting the validity date, the ticket duration can be set using a dropdown menu:

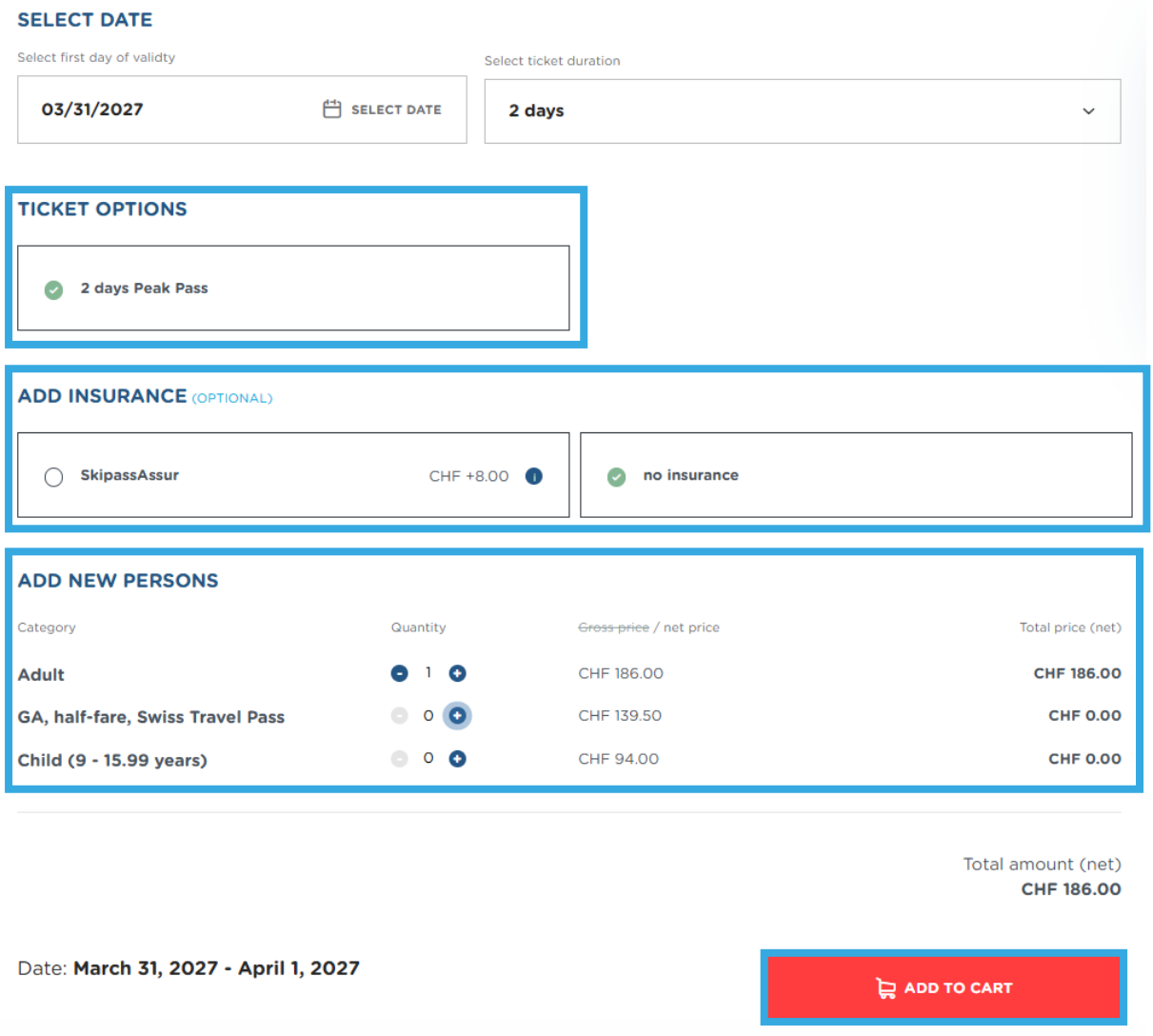


Next, the available ticket options, optional insurance products, and passenger categories are displayed.

For a Peak Pass with a validity period of two days or more, the SkipassAssur insurance from Redion can be added as an option. It costs CHF 4.– per day and, in accordance with the applicable insurance terms and conditions, provides a pro rata refund of unused ticket costs. Further information can be found in Chapter 8.1, "Redion Insurance Products."

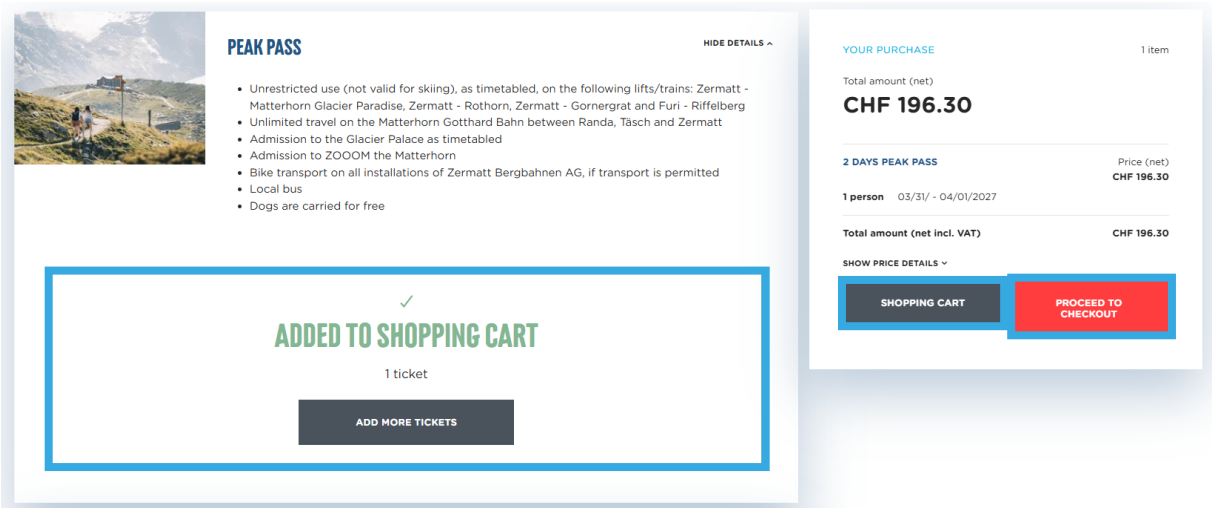
All prices shown in the Trade-Webshop are net prices (already minus the contractually agreed commission). For transparency, the gross price is also displayed in this overview.

Using the plus button, you can select the desired number of persons per age category. Clicking "Add to Cart" will then place the tickets in the shopping cart.



You now have the option to complete the purchase or add additional tickets to the shopping cart. Tickets can be personalized both in the cart and via the "Proceed to Checkout" button.

⚠ Please note that only one QR code (voucher) is generated per booking. If bookings need to be made for different customers, each booking must be created and completed separately.

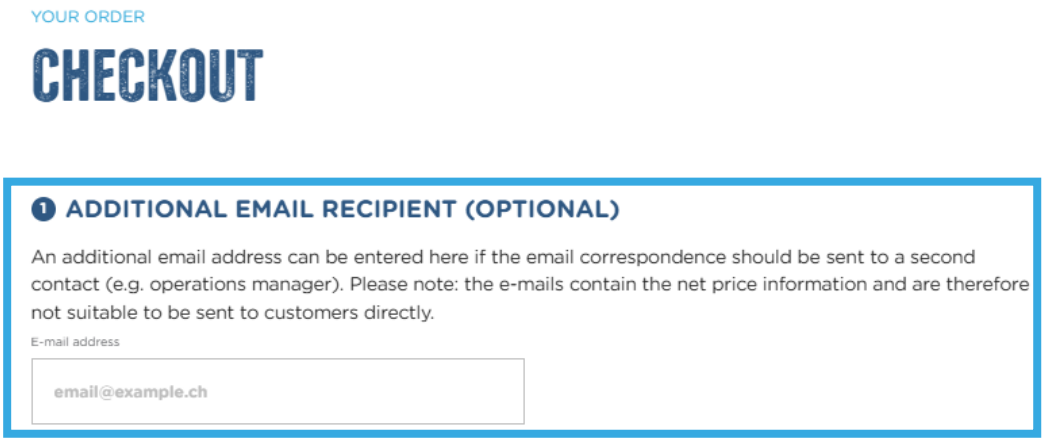


2.2.2. Recording of customer data and checkout

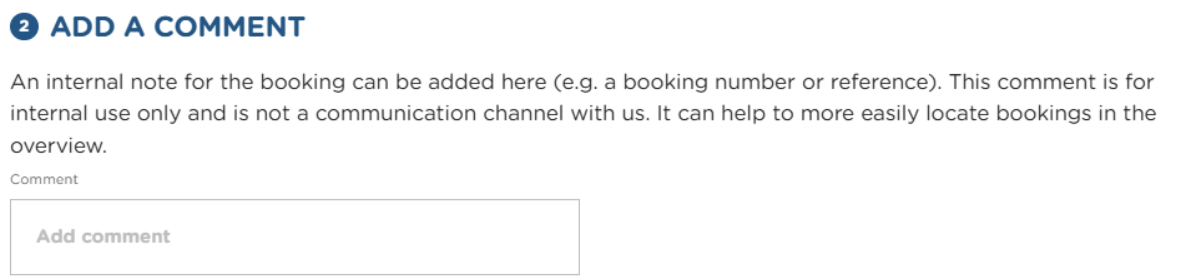
DATA PROTECTION: The customer data entered by the contractual partner will neither be used by Zermatt Bergbahnen for marketing purposes nor made available to third parties for such purposes. The customer data will only be used for general, automated correspondence (booking confirmation and ticket voucher), 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.

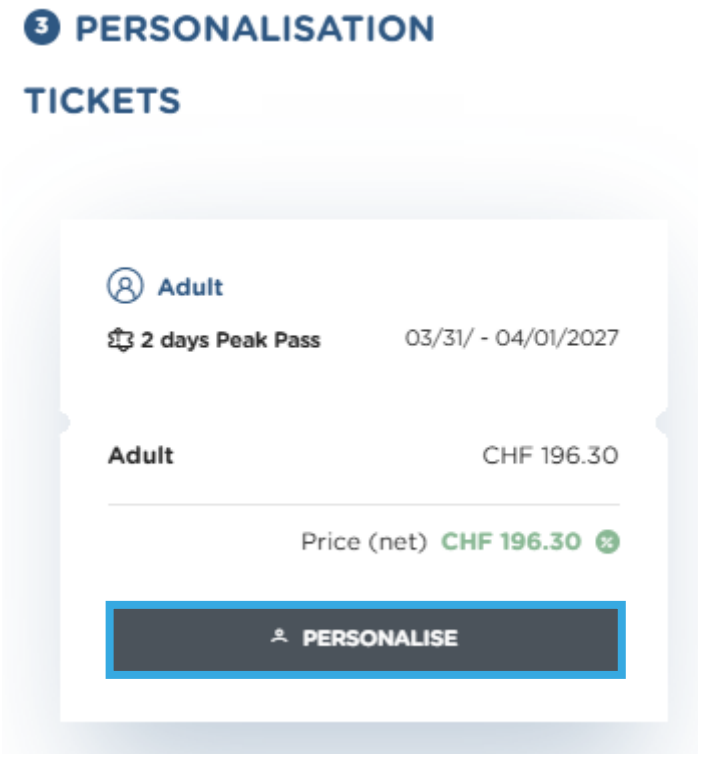
⚠ Please note: The e-mail correspondence contains the net price and is therefore not suitable for direct dispatch to the end customer.

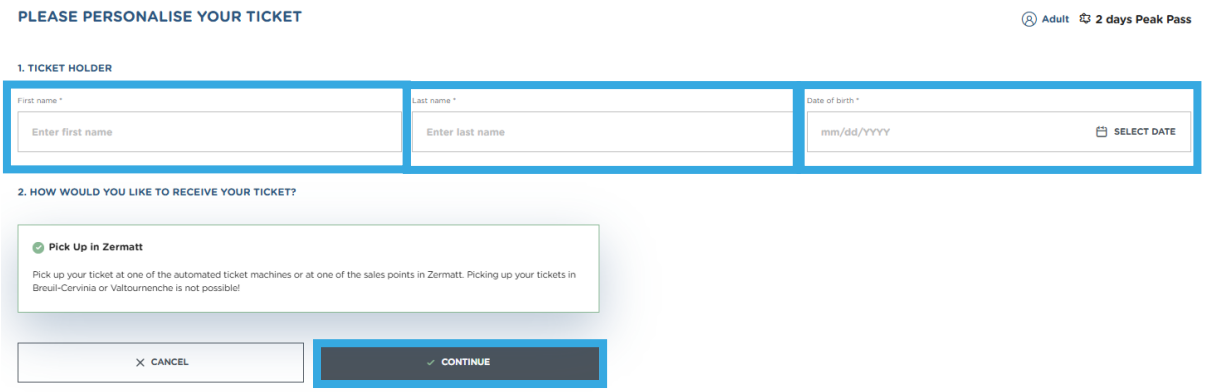


In a second step, all tickets must be personalised. To do this, enter the customer's first name, last name and date of birth correctly in the relevant fields. Save the entry using the corresponding button. If the fields have been filled in completely and correctly, the ticket will be outlined in green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

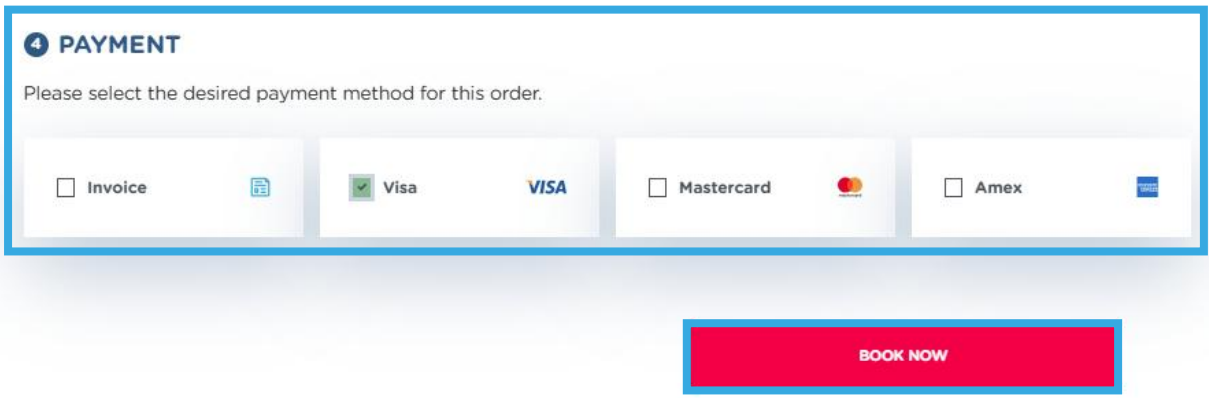


An internal note relating to the booking, such as a booking number or reference, can be entered in the "Comment" field. The comment is not transmitted to Zermatt Bergbahnen but helps to find and assign the booking more easily in the overview.

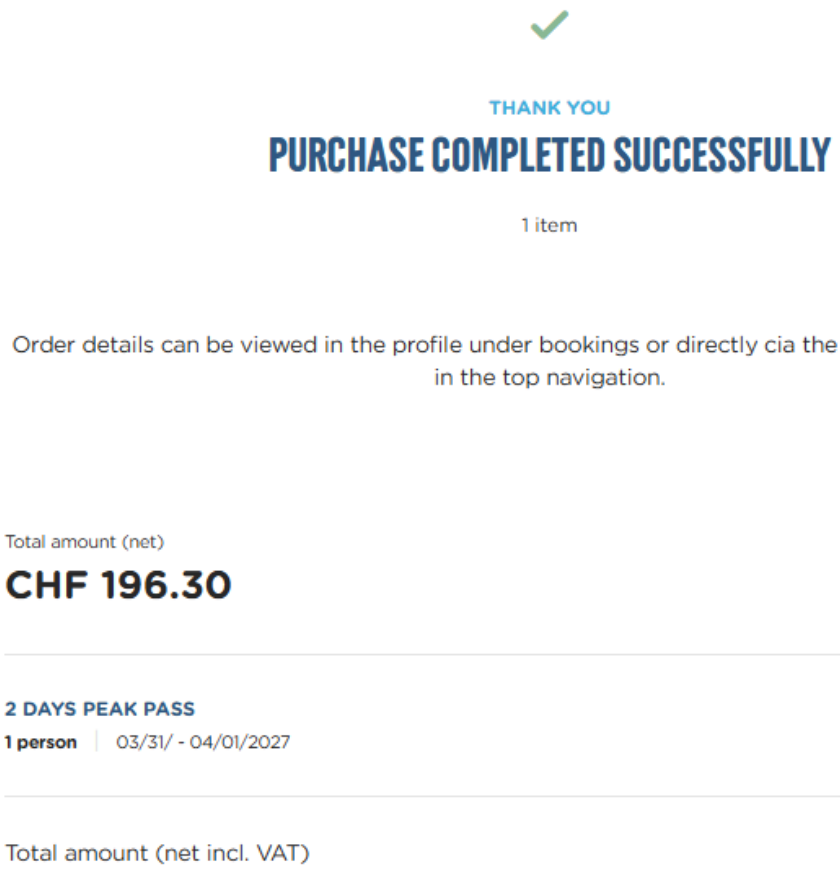




In a third and final step, specify the payment method and finalise the booking by clicking on the 'book now' with obligation to pay button.



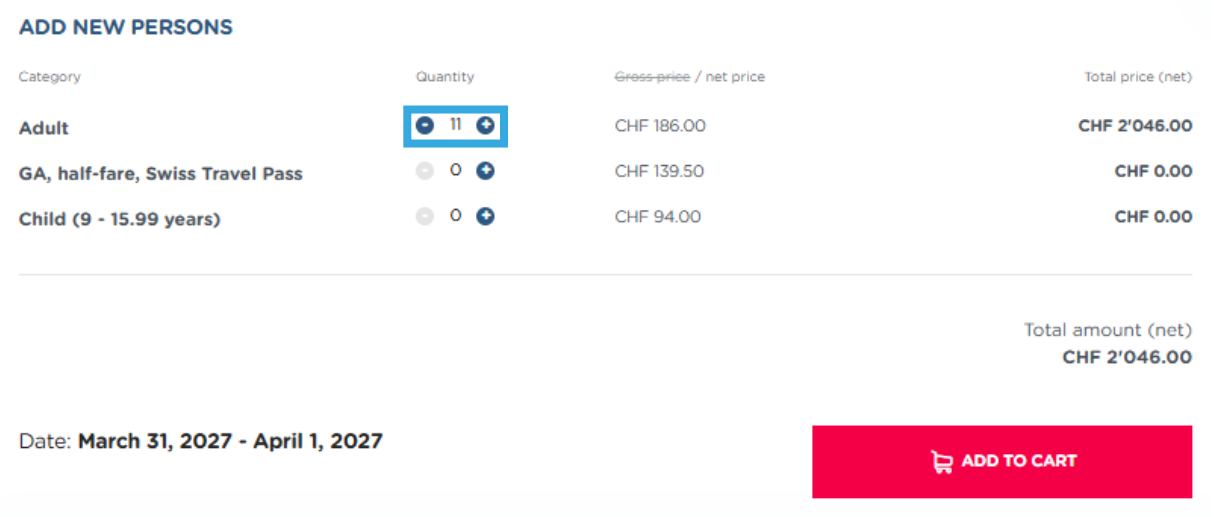
After successfully completing the booking, the following page will appear in the browser:



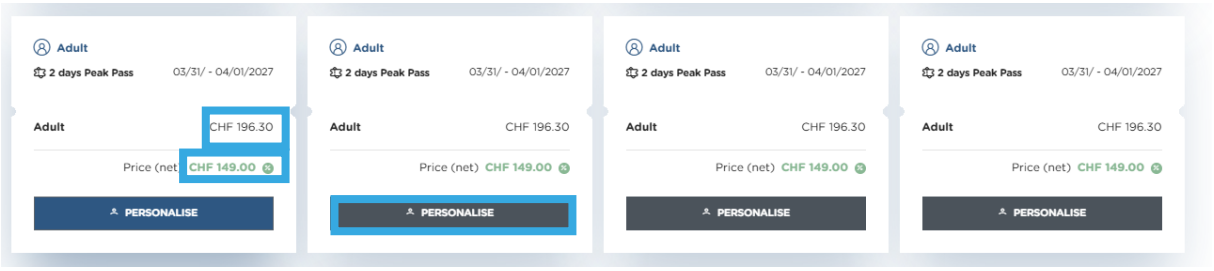
2.2.3. Group booking Peak Passes

For groups of more than 10 guests requiring the same passes, an additional group discount of 20% applies. According to the agreement, the group discount cannot be combined with discounts for GA, Half-Fare Card, or Swiss Travel Pass holders.

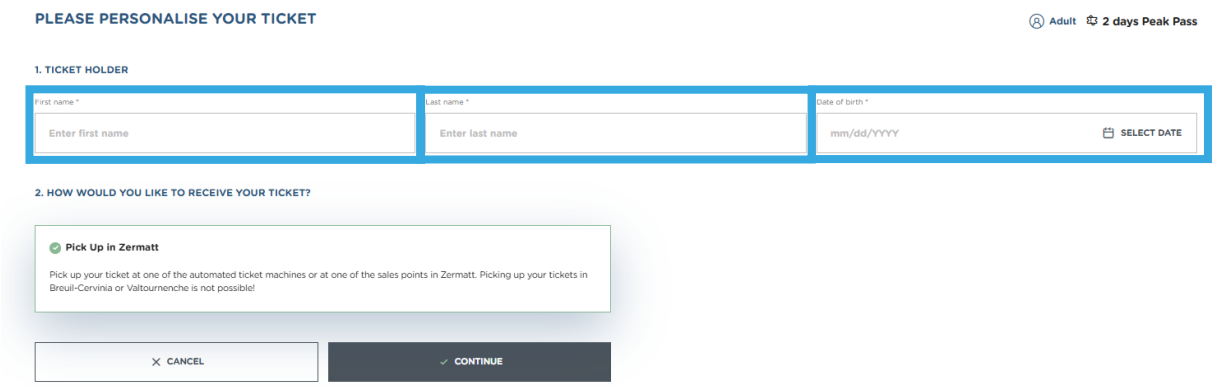
The following instructions explain how to make a group booking. First, select the start date and then the number of valid days, as described above. After that, click "Add to Cart."



In the next step, the commissioned price is displayed in black, and further down in green, the commissioned price minus the additional group discount is shown.



Each Peak Pass must be personalized, requiring the first name, last name, and date of birth of each person.



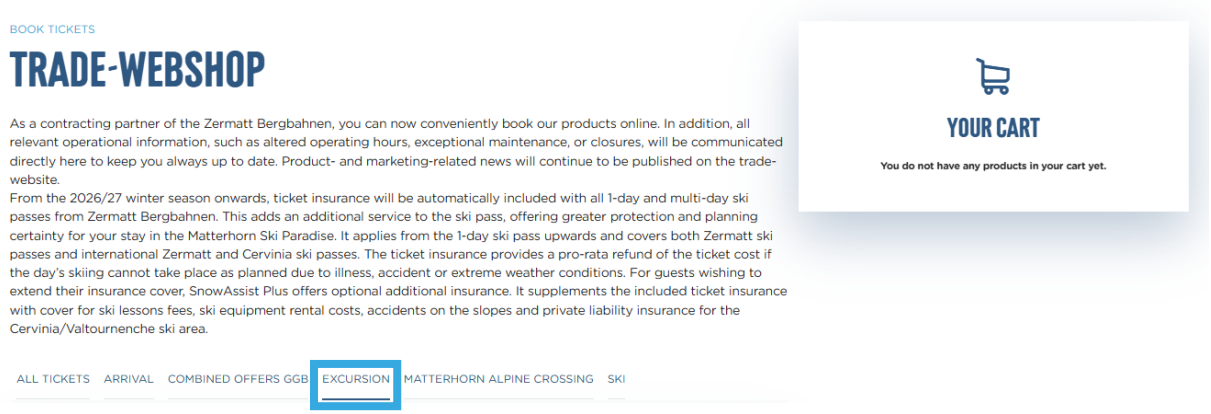
Once the details for each person have been entered, you can proceed to checkout and continue as described above.

2.3. One way and return tickets

The following section relates to the booking process for all single and return trips on the network of the Zermatt Bergbahnen. The terms and conditions are governed by the agreement covering the excursion segment of the Zermatt Bergbahnen.

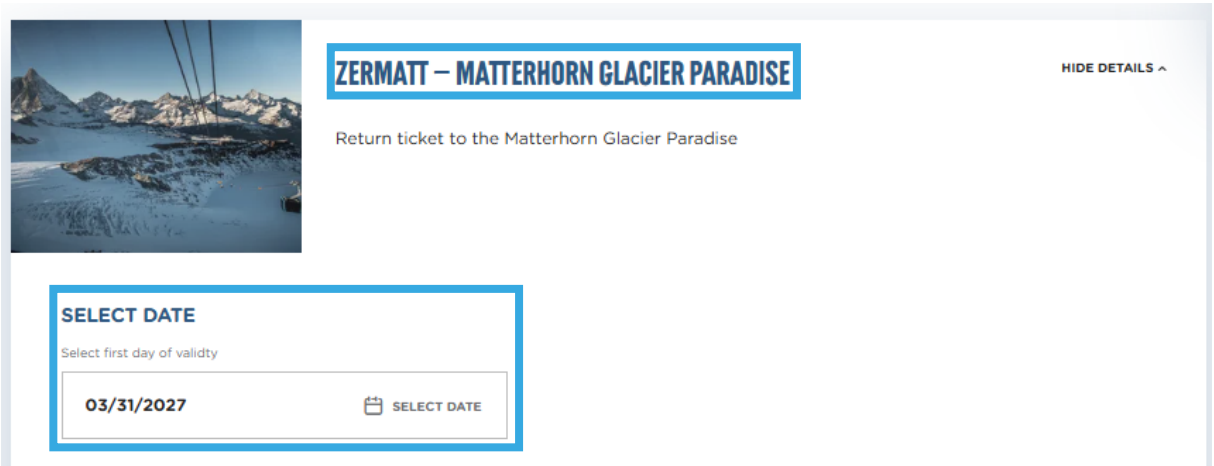
2.3.1. Book one way and return tickets

A booking can be made via the "Tickets" page (top left in the navigation) using the "Excursion" button. All products defined in the agreement can be booked directly through the Trade-Webshop. The navigation below helps you find the desired products more quickly:



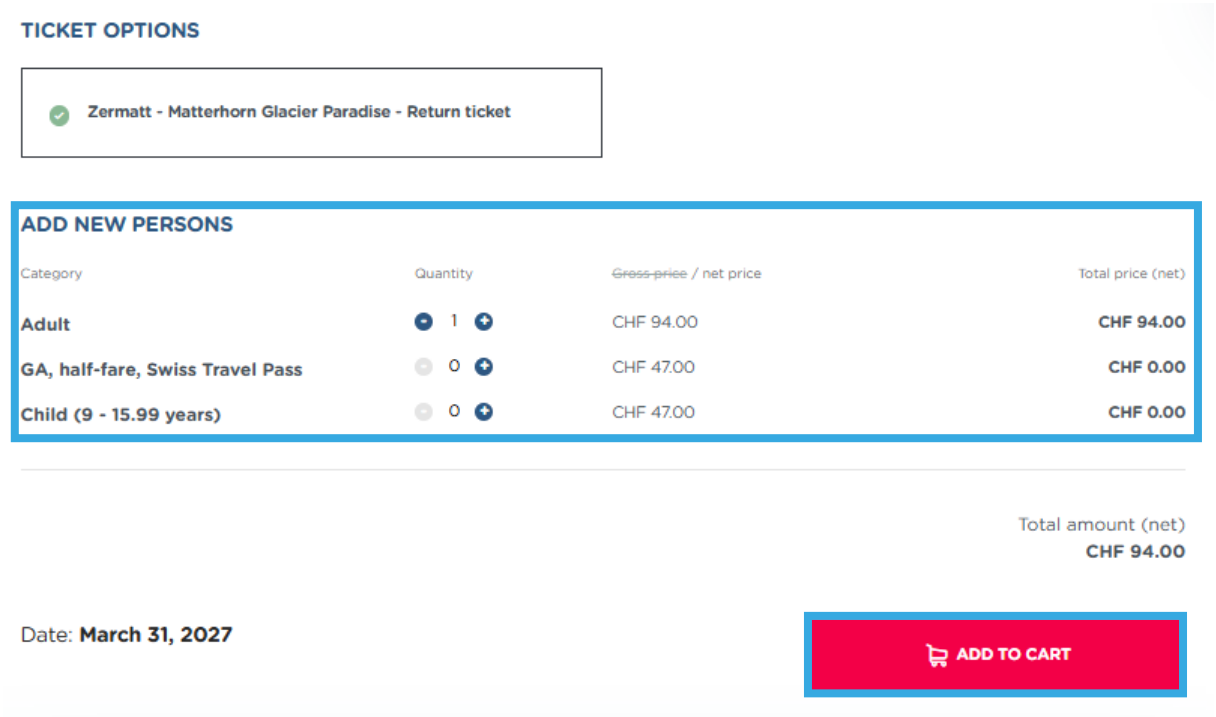
By default, "All tickets" are displayed. For booking single and return trips, we recommend selecting the "Excursion" button. This button is only visible if a valid agreement for the resale of these products is in place. Without such an agreement, neither the product nor the button will be shown.

Clicking on the tile of the desired ticket starts the booking process. First, the validity date for the selected ticket must be chosen:



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

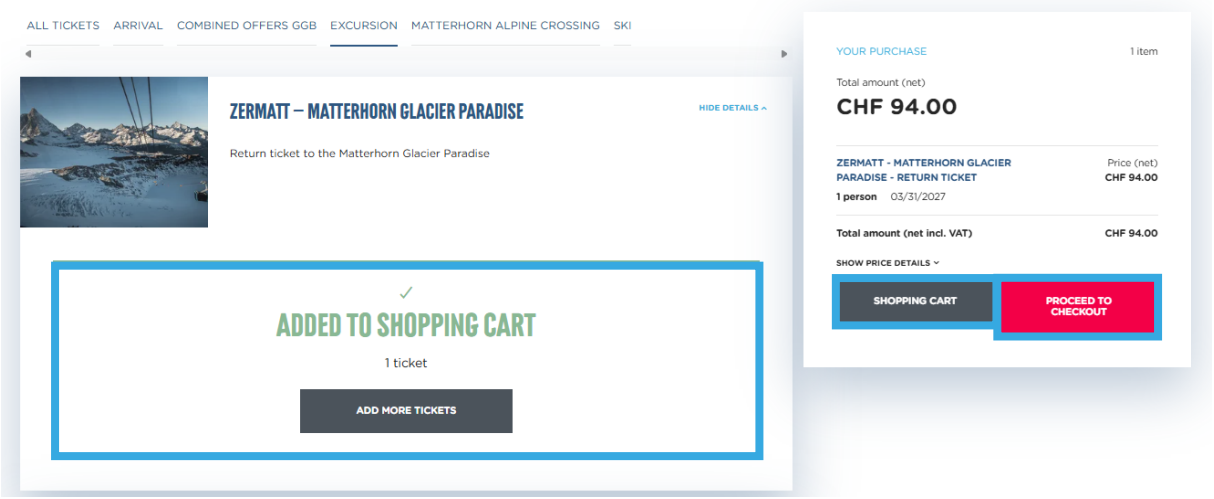
Using the plus button, you can select the desired number of persons per age category. Clicking “Add to Cart” will then place the tickets in the shopping cart.



You now have the option to complete the purchase or add additional tickets to the shopping cart. Tickets can be personalized in the cart and via the “Proceed to Checkout” button.

⚠ Please note that for bookings of all single and return trips (except for the Zermatt – Testa Grigia route), the generated QR code already functions as the ticket and can be used for access at the turnstiles. Only for the Zermatt – Testa Grigia route a QR code (voucher) is issued, which must be exchanged at the ticket machines on-site to get the valid tickets. For this ticket, only one QR code (voucher) is generated per booking. If bookings need to be made for different customers, each booking must be created and completed separately.

If access to the Matterhorn Glacier Paradise cannot be opened due to weather conditions by midday, guests will also be entitled to a refund of the ticket costs through the insurance from 1 May 2027 onwards. This applies exclusively to the return journey from Zermatt to Matterhorn Glacier Paradise. All other single and return journeys are currently not covered by any insurance.

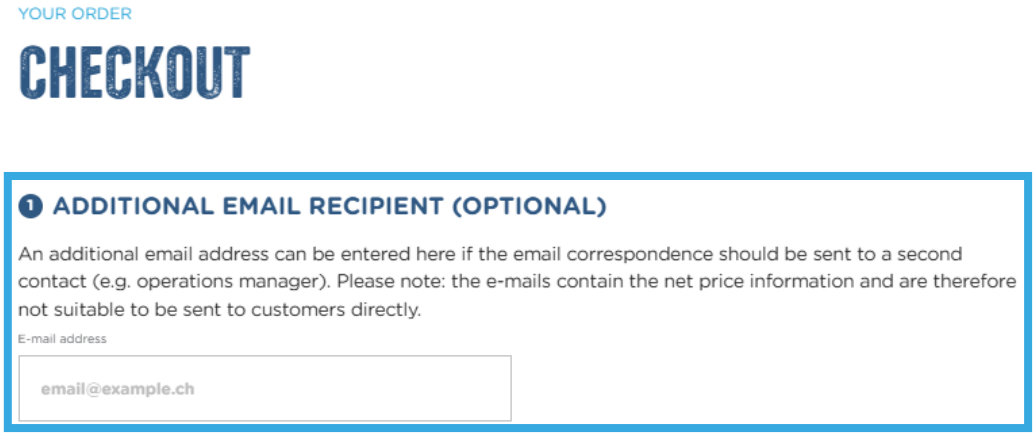


2.3.2. Recording of customer data and check out

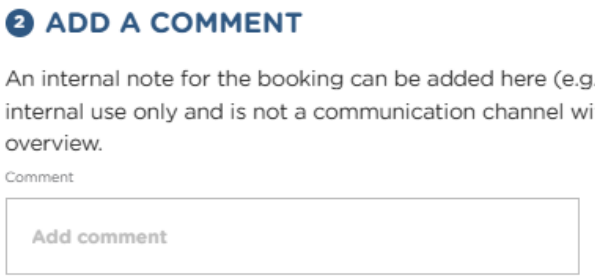
DATA PROTECTION: The customer data entered by the contractual partner will neither be used by Zermatt Bergbahnen for marketing purposes nor made available to third parties for such purposes. The customer data will only be used for general, automated correspondence (booking confirmation and ticket voucher), 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.

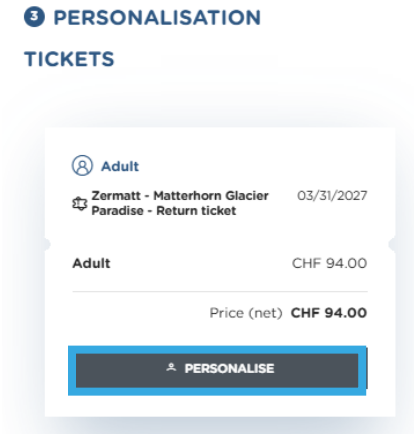
⚠ Please note: The e-mail correspondence contains the net price and is therefore not suitable for direct dispatch to the end customer.

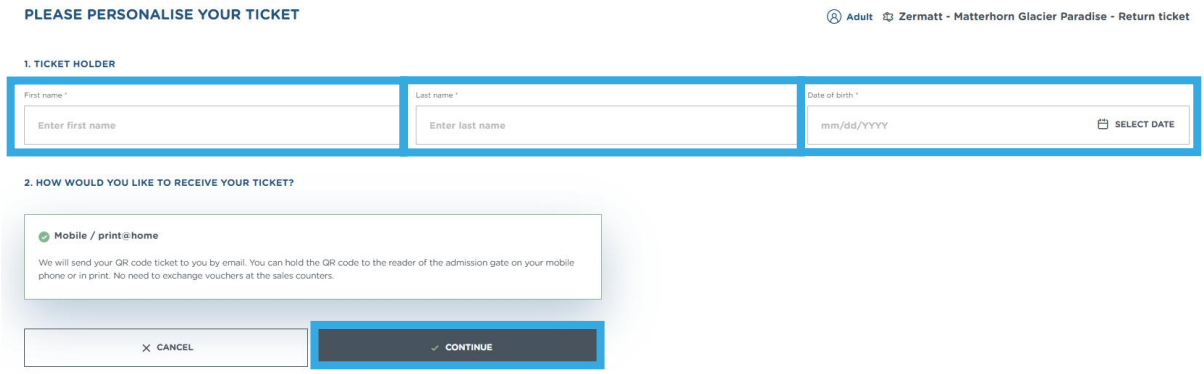


In a second step, all tickets must be personalised. To do this, enter the customer's first name, last name correctly in the relevant fields. Save the entry using the corresponding button. If the fields have been filled in completely and correctly, the ticket will be outlined in green after saving. The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

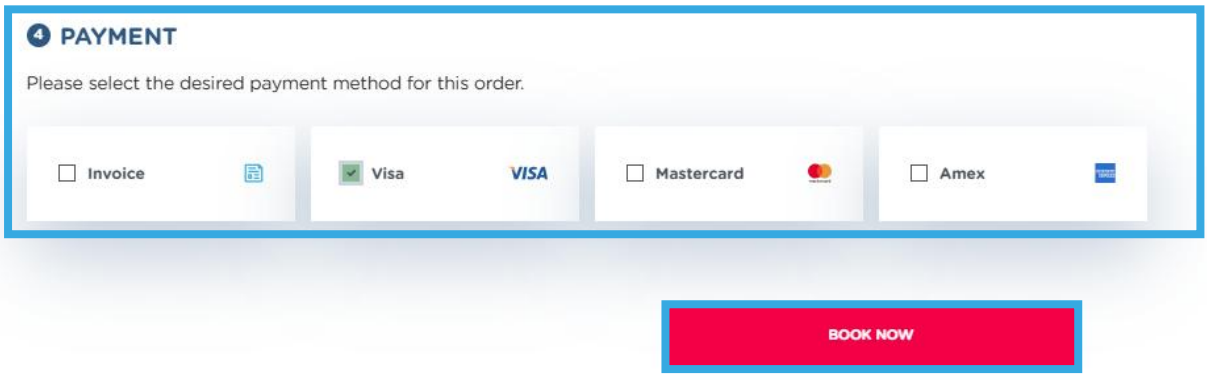


An internal note relating to the booking, such as a booking number or reference, can be entered in the "Comment" field. The comment is not transmitted to Zermatt Bergbahnen but helps to find and assign the booking more easily in the overview.

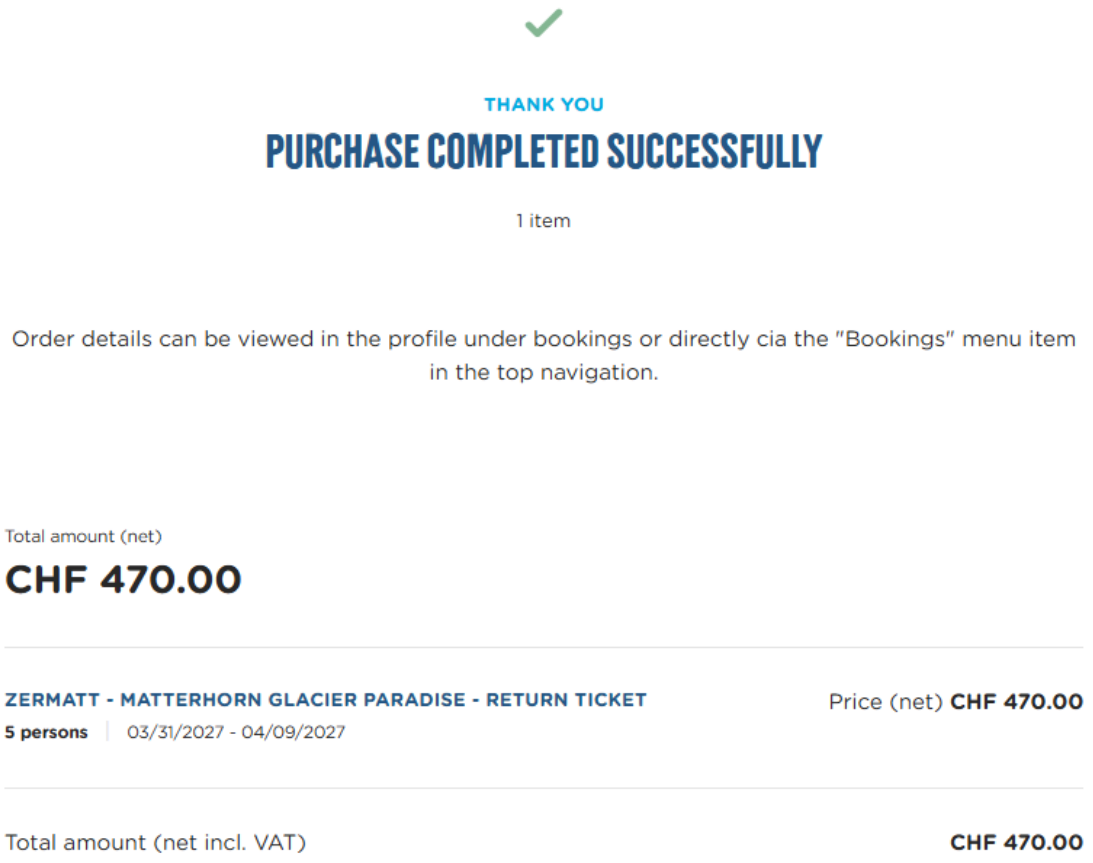




In a third and final step, specify the payment method and finalise the booking by clicking on the 'book now' with obligation to pay button.



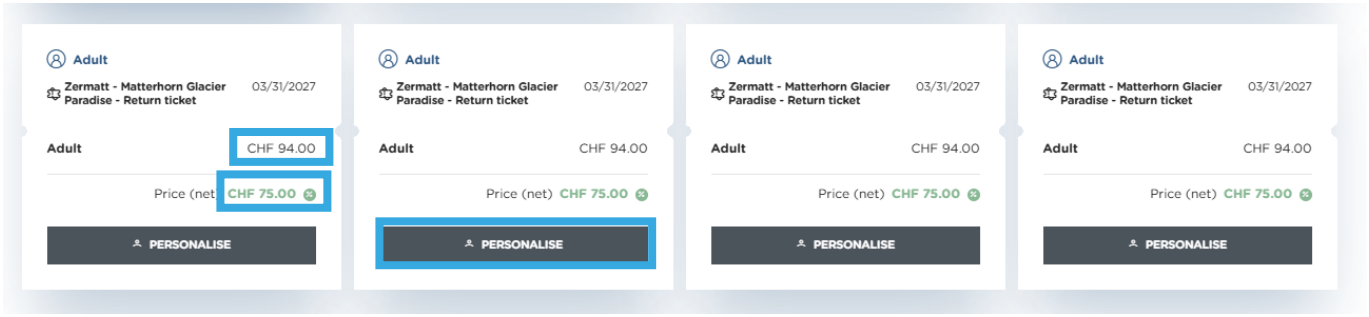
After successfully completing the booking, the following page will appear in the browser:

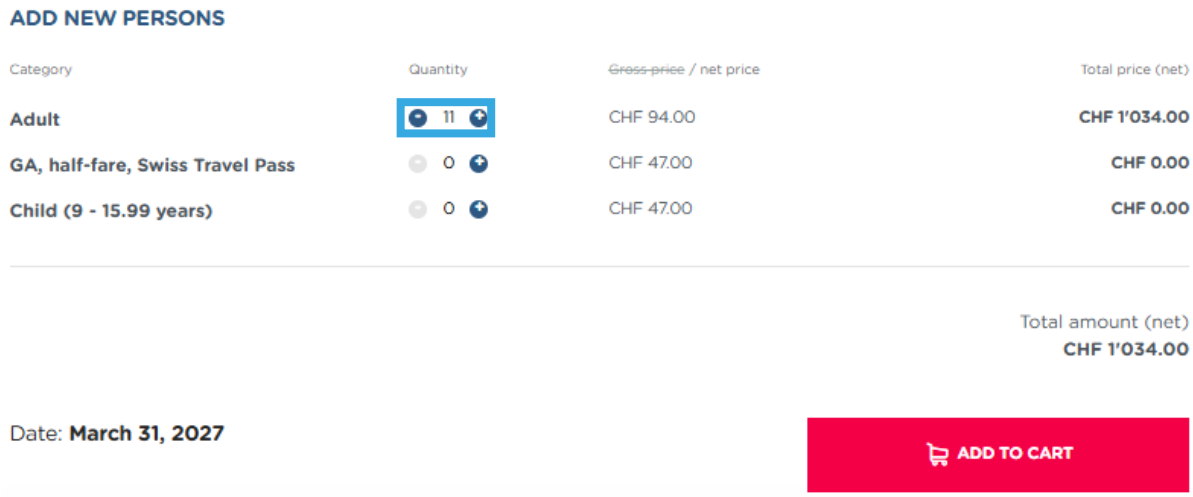


2.3.3. Group booking one way and return tickets

For groups of more than 10 guests requiring the same ticket, an additional group discount of 20% applies. According to the agreement, the group discount cannot be combined with discounts for GA, Half-Fare Card, or Swiss Travel Pass holders.

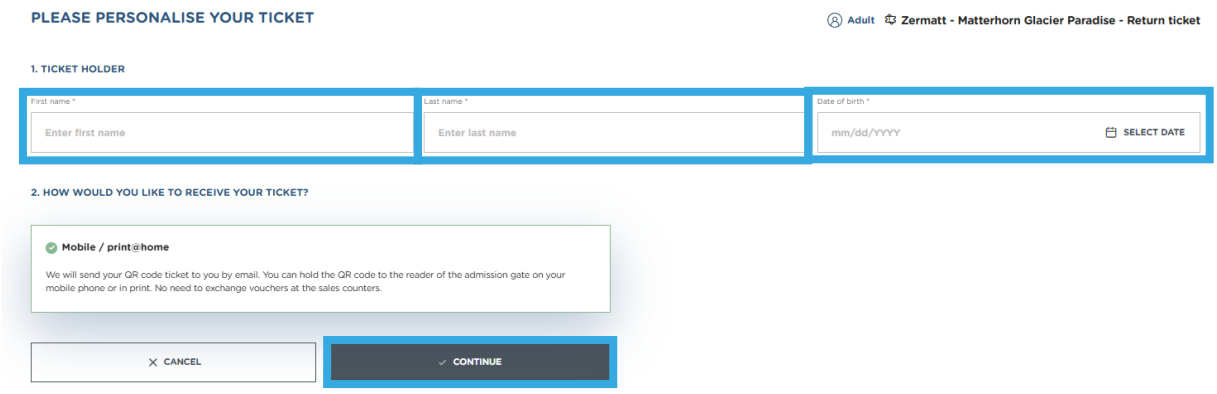
The following instructions explain how to make a group booking: First, select the start date and then the number of valid days, as described above. After that, click “Add to Cart.”





In the next step, the commissioned price is displayed in black, and further down in green, the commissioned price minus the additional group discount is shown.

Each ticket must be personalized, requiring the first name, last name, and date of birth of each person.



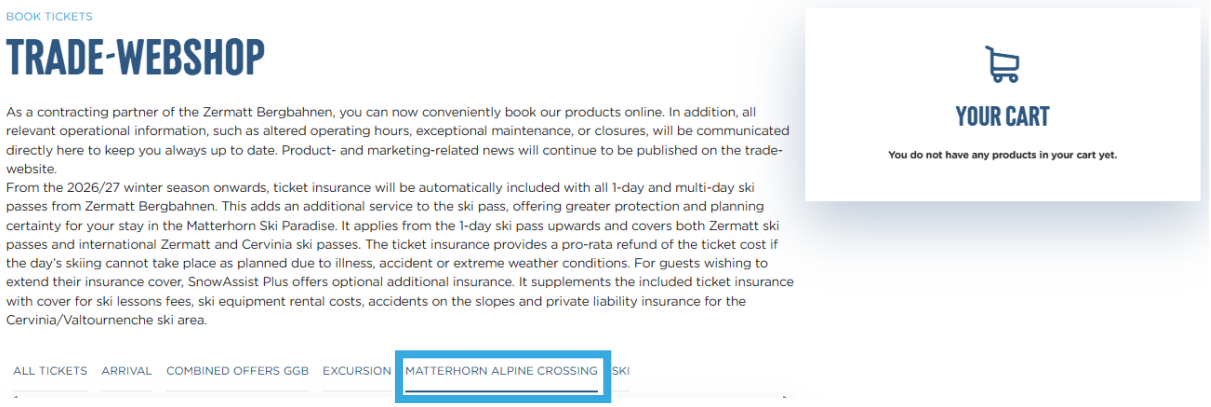
Once the details for each person have been entered, you can proceed to checkout and continue as described above.

2.4. Matterhorn Alpine Crossing

The following section relates to the booking process for all Matterhorn Alpine Crossing tickets of the Cervino S.p.A and the Zermatt Bergbahnen. The terms and conditions are governed by the agreement covering the Matterhorn Alpine Crossing segment of Cervino S.p.A and Zermatt Bergbahnen.

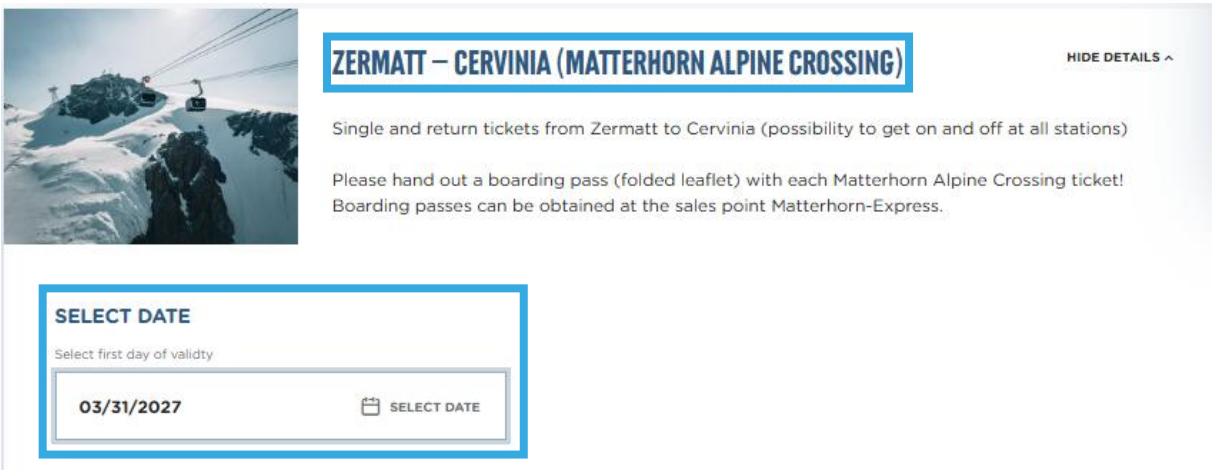
2.4.1. Book Matterhorn Alpine Crossing tickets

A booking can be made via the "Tickets" page (top left in the navigation) using the "Matterhorn Alpine Crossing" button. All products defined in the agreement can be booked directly through the Trade-Webshop. The navigation below helps you find the desired products more quickly:



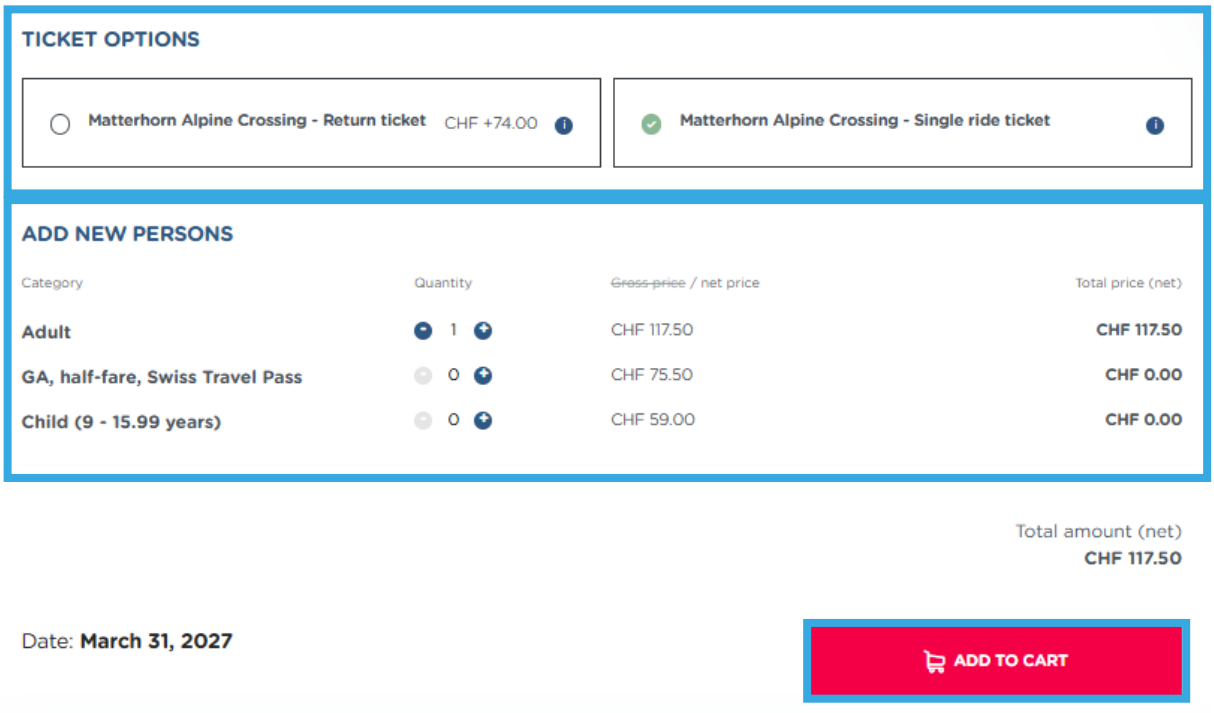
By default, "All tickets" are displayed. For booking Matterhorn Alpine Crossing tickets, we recommend selecting the "Matterhorn Alpine Crossing" button. This button is only visible if a valid agreement for the resale of these products is in place. Without such an agreement, neither the product nor the button will be shown.

Clicking on the tile of the desired ticket starts the booking process. First, the validity date for the selected ticket must be chosen:



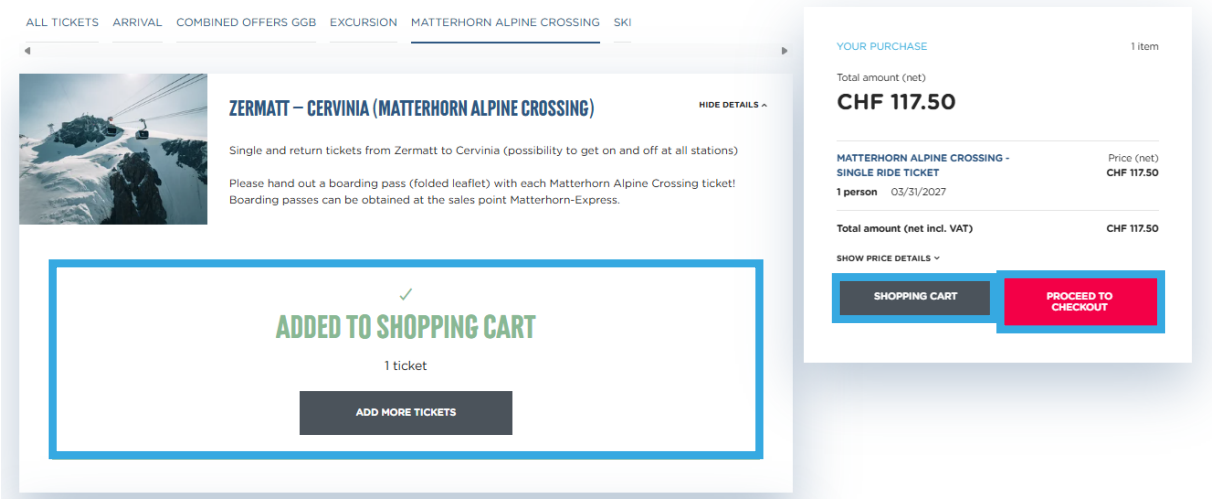
All prices shown in the Trade-Webshop are net prices (already minus the contractually agreed commission). For transparency, the gross price is also displayed in this overview.

Using the plus button, you can select the desired number of persons per age category. Clicking “Add to Cart” will then place the tickets in the shopping cart.



You now have the option to complete the purchase or add additional tickets to the shopping cart. Tickets can be personalized both in the cart and via the “Proceed to Checkout” button.

⚠ Please note that only one QR code (voucher) is generated per booking. If bookings need to be made for different customers, each booking must be created and completed separately.

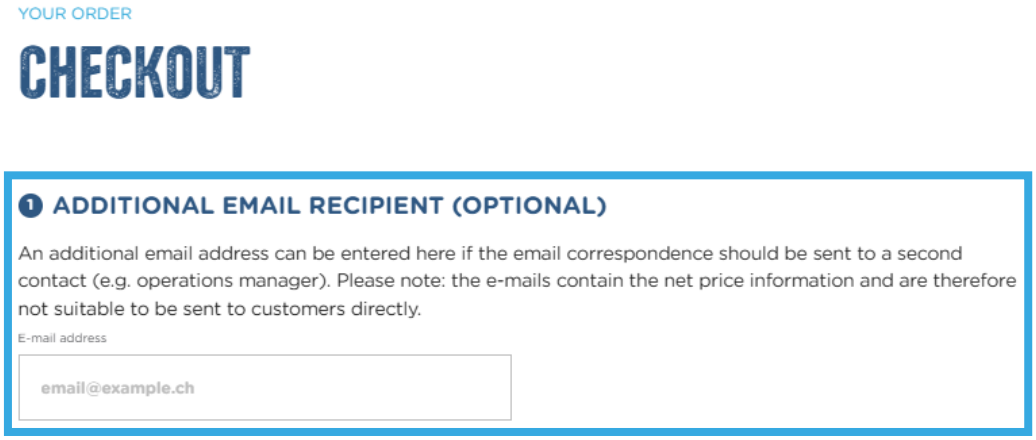


2.4.2. Recording of customer data and checkout

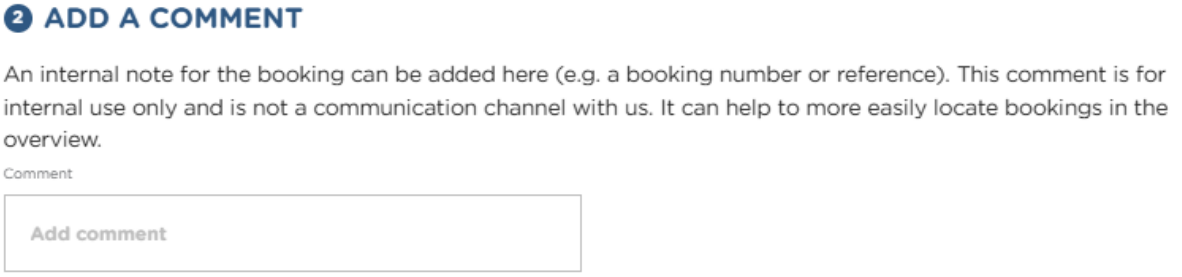
DATA PROTECTION: The customer data entered by the contractual partner will neither be used by Zermatt Bergbahnen for marketing purposes nor made available to third parties for such purposes. The customer data will only be used for general, automated correspondence (booking confirmation and ticket voucher), 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.

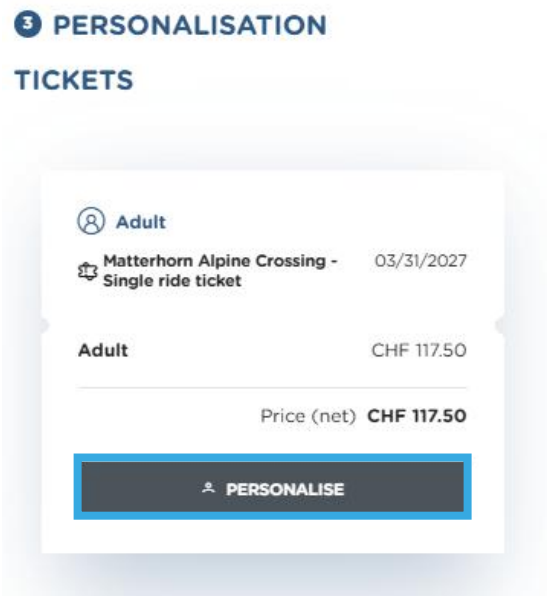
⚠ Please note: The e-mail correspondence contains the net price and is therefore not suitable for direct dispatch to the end customer.

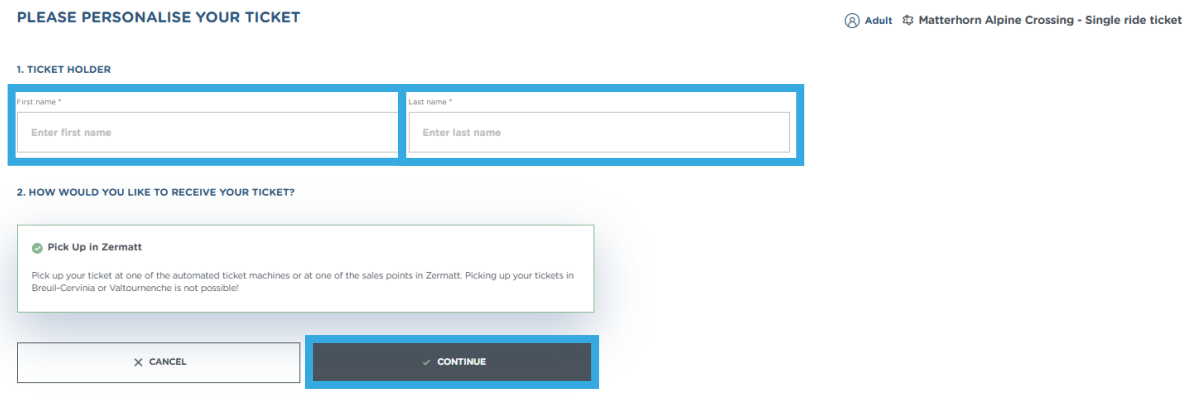


In a second step, all tickets must be personalised. To do this, enter the customer's first name, last name and date of birth correctly in the relevant fields. Save the entry using the corresponding button. If the fields have been filled in completely and correctly, the ticket will be outlined in green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

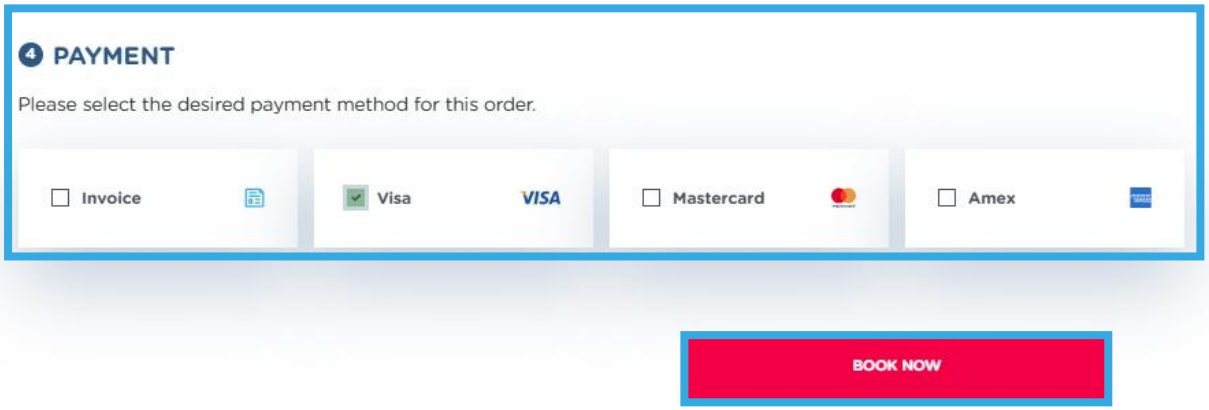


An internal note relating to the booking, such as a booking number or reference, can be entered in the "Comment" field. The comment is not transmitted to Zermatt Bergbahnen but helps to find and assign the booking more easily in the overview.

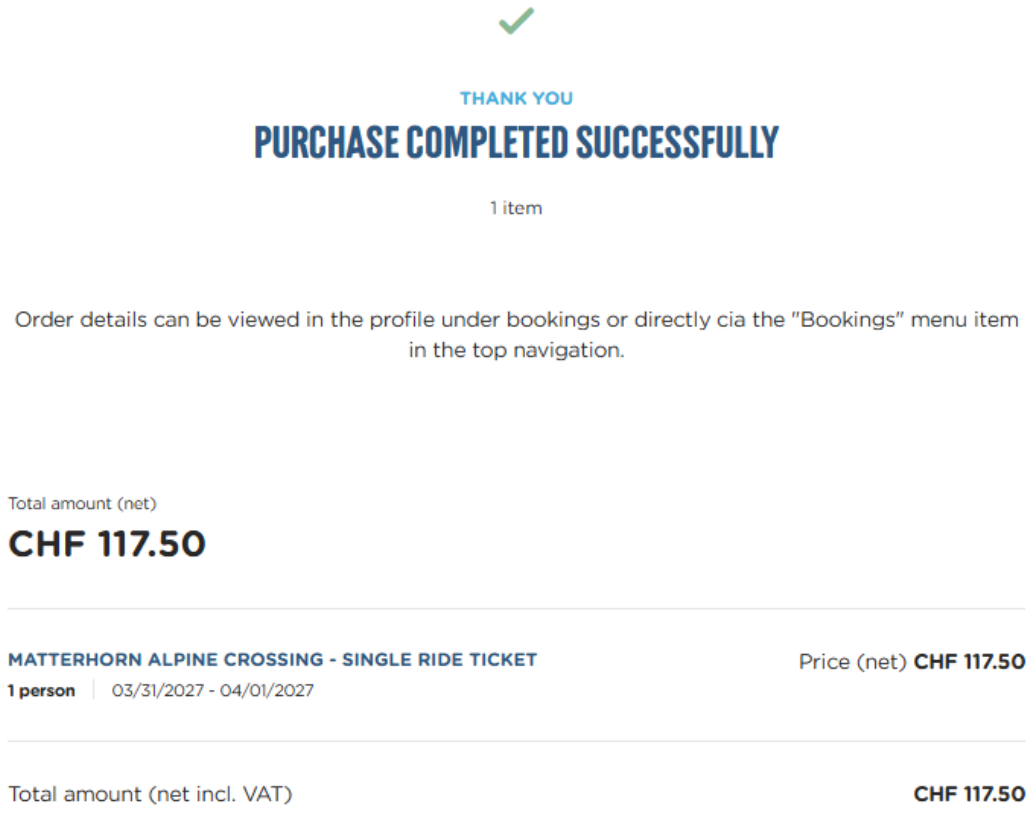




In a third and final step, specify the payment method and finalise the booking by clicking on the 'book now' with obligation to pay button.



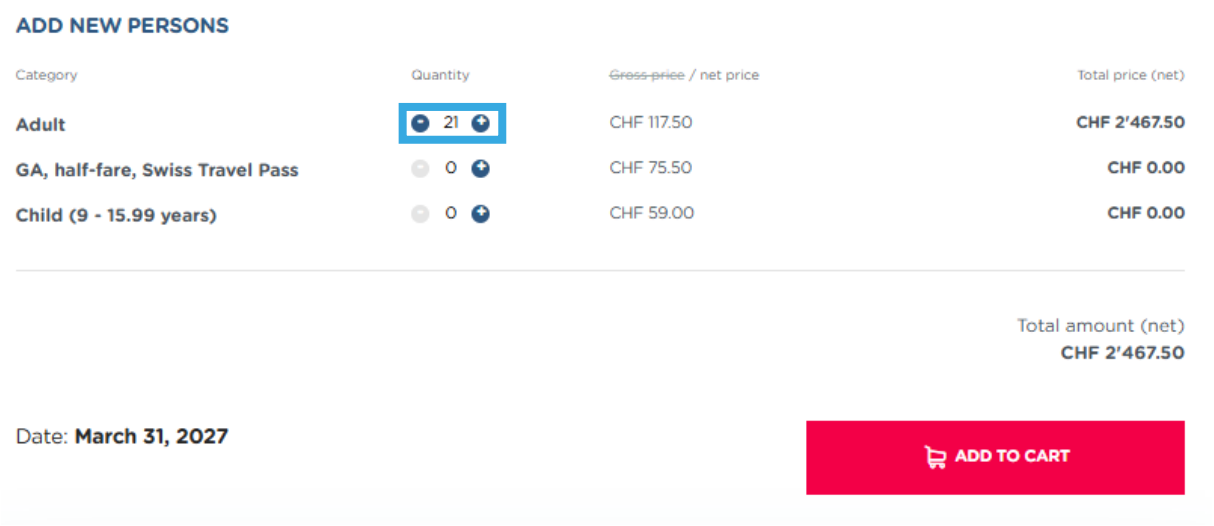
After successfully completing the booking, the following page will appear in the browser:



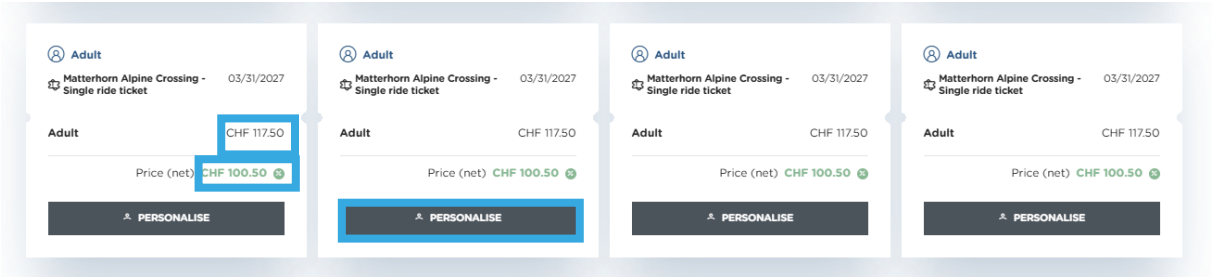
2.4.3. Group booking Matterhorn Alpine Crossing

For groups of more than 20 guests requiring the same ticket, an additional group discount of 20% applies to the Zermatt Bergbahnen section (Swiss side). According to the agreement, the group discount cannot be combined with discounts for GA, Half-Fare Card, or Swiss Travel Pass holders.

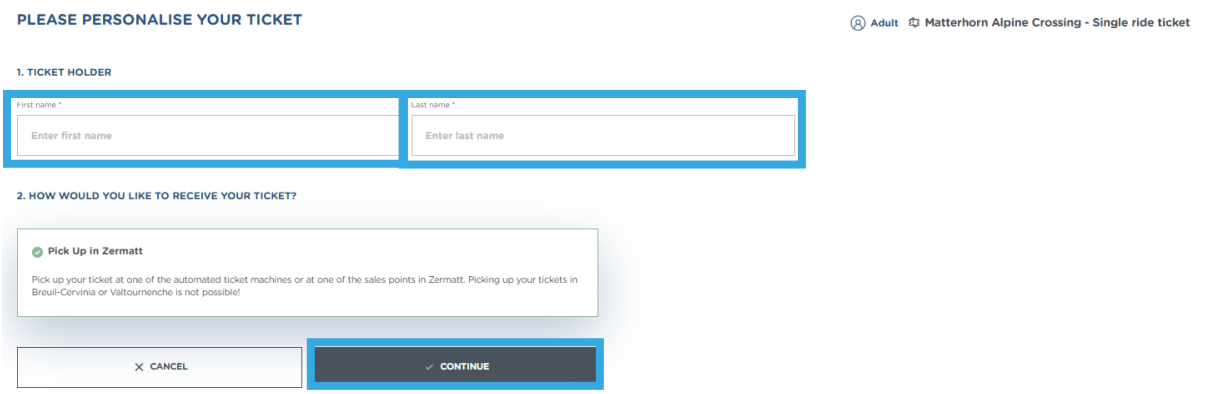
The following instructions explain how to make a group booking. First, select the start date and then the number of valid days, as described above. After that, click “Add to Cart.”



In the next step, the commissioned price is displayed in black, and further down in green, the commissioned price minus the additional group discount is shown.



Each ticket must be personalized, requiring the first name and the last name.



Once the details for each person have been entered, you can proceed to checkout and continue as described above.

3. E-Mail – correspondence

After completing the booking, the primary contact listed in the profile will first receive a booking confirmation. This email is sent both to the primary contact in the profile and to the second additional contact provided during the booking—if this field was filled in. The booking confirmation includes 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	**10/02/2026**
Order no.	**to_6abf8d97364ae**
Order ID	**5223015**
Contractual partner	**Angie's Tours GmbH**
Additional email recipient	**bastian.bieler@zbag.ch**

YOUR ORDER

PRODUCT	QUANTITY	PRICE (NET)
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00
		Total price (net)
		CHF 282.00

A PDF invoice is also attached. This serves accounting purposes and functions as a receipt when payment is made by credit card. For payment by invoice, the partner receives an official consolidated invoice at the end of the month, which includes the total amount of all bookings as well as payment and bank details. Individual bookings are not listed separately on the consolidated invoice but can be exported by the contract partner via the Profile → Bookings button. Further details are provided in Chapter 6 (Managing Bookings).

MATTERHORN
ZERMATT BERGBAHNEN

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

MATTERHORN
ZERMATT BERGBAHNEN

Zermatt, 10/02/2026

RECEIPT 5223815

ORDER SUMMARY

PRODUCT	QUANTITY	PRICE (NET)
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00
Zermatt - Matterhorn Glacier Paradise - Return ticket	1	CHF 94.00

Total amount (net) **CHF 282.00**

ORDER DETAILS

ZERMATT - MATTERHORN GLACIER PARADISE - RETURN TICKET

Start date of validity	03/31/2027
Customer	Hans Muster
Category	Adult
Delivery method	Mobile / print@home

Price (net) **CHF 94.00**

Once the booking has been verified by Skidata, a second, separate email containing the ticket voucher is sent. This email is sent both to the primary contact listed in the profile and to the second additional contact provided during the booking—if this field was filled in. The ticket voucher provides a complete overview of the booking.

⚠ If the booking status is displayed in red and an error message appears, a technical issue has likely occurred, and the order was not transmitted to Skidata. In this case, the second email with the "Ticket Voucher" should 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	**10/02/2026**
Order no.	**to_6abf8d97364ae**
Order ID	**5223015**
Contractual partner	**Angie's Tours GmbH**
Additional email recipient	**bastian.bieler@zbag.ch**

3 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.

3.1. Ticket-Voucher (exchange required)

A ticket voucher is issued when purchasing the following products:

- ski passes
- Peak Passes
- Matterhorn Alpine Crossing tickets
- One way and return tickets for the route Zermatt – Testa Grigia

This voucher contains a QR collection code and entitles the holder to collect the tickets at all ticket machines, as described in Chapter 5 (Ticket Collection / Voucher Redemption). In this case, the acquisition type is indicated as “Collection Code”:

MATTERHORN
ZERMATT BERGBAHNEN

PRODUCTS & DETAILS

MATTERHORN ALPINE CROSSING - SINGLE RIDE TICKET

Validity	03/31/2027 - 04/01/2027
Client name	Hans Muster
Category	Adult
Acquisition type	Pick Up
Pick Up	Pick up code
	R9H5TXYM

OPEN TICKET VOUCHER

The ticket voucher can be saved as a PDF and shared digitally with the end customer. The voucher does not contain any prices, and we recommend sharing it with the customer without modification or editing. If the acquisition type on the ticket voucher is marked as “Pick up code,” an exchange at the ticket machines is always required, and the QR code does not allow direct access through the turnstiles.

⚠ The pickup codes for all tickets in a single order are identical. Each QR code therefore entitles the holder to collect all tickets in that order. For multiple tickets in one order, only one QR code needs to be opened and sent to the customer. If individual collection vouchers are required, separate bookings must be created.

MATTERHORN
ZERMATT BERGBAHNEN

MATTERHORN ALPINE CROSSING - SINGLE RIDE TICKET

Valid for: 03/31/2027 - 04/01/2027

Pick up code **R9H5TXYM**

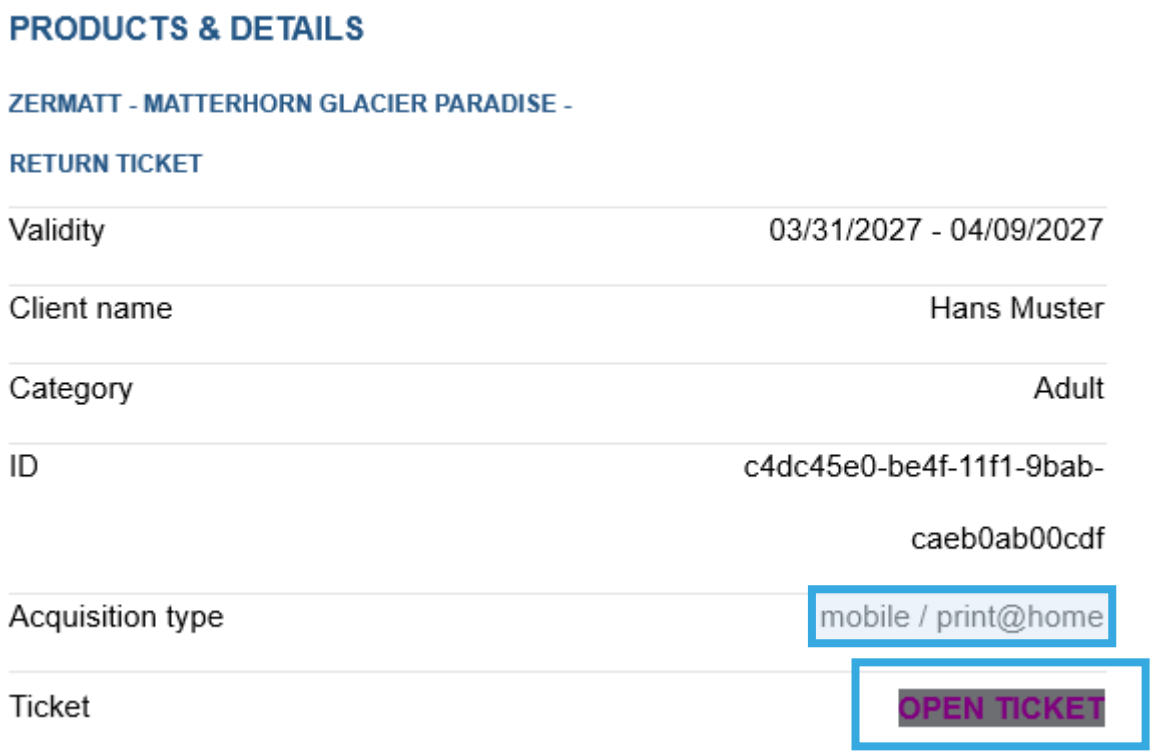
Order nr. **to_6abf9560bc5f8**

3.2. Ticket (no exchange required)

When purchasing the following products, a ticket voucher is issued. The QR code contained in this voucher allows direct access through the turnstiles and does not require an exchange at the ticket machines:

- One way and return tickets on the route between Zermatt to Rothorn
- One way and return tickets on the route between Zermatt to Matterhorn Glacier Paradise

In this case, the acquisition type is indicated as “Mobile / Print@Home”:



PRODUCTS & DETAILS

ZERMATT - MATTERHORN GLACIER PARADISE -

RETURN TICKET

Validity	03/31/2027 - 04/09/2027
Client name	Hans Muster
Category	Adult
ID	c4dc45e0-be4f-11f1-9bab-caeb0ab00cdf
Acquisition type	mobile / print@home
Ticket	OPEN TICKET

The ticket can be saved as a PDF and shared digitally with the end customer. The ticket does not contain any prices, and we recommend sharing it with the customer without modification or editing. Each ticket in the order is unique and personalized with the customer’s name and date of birth. Once the name and date of birth are displayed on the PDF and a permission number is printed, it is considered a valid ticket. In this case, no exchange at the ticket machines is required.



4. Cancel tickets

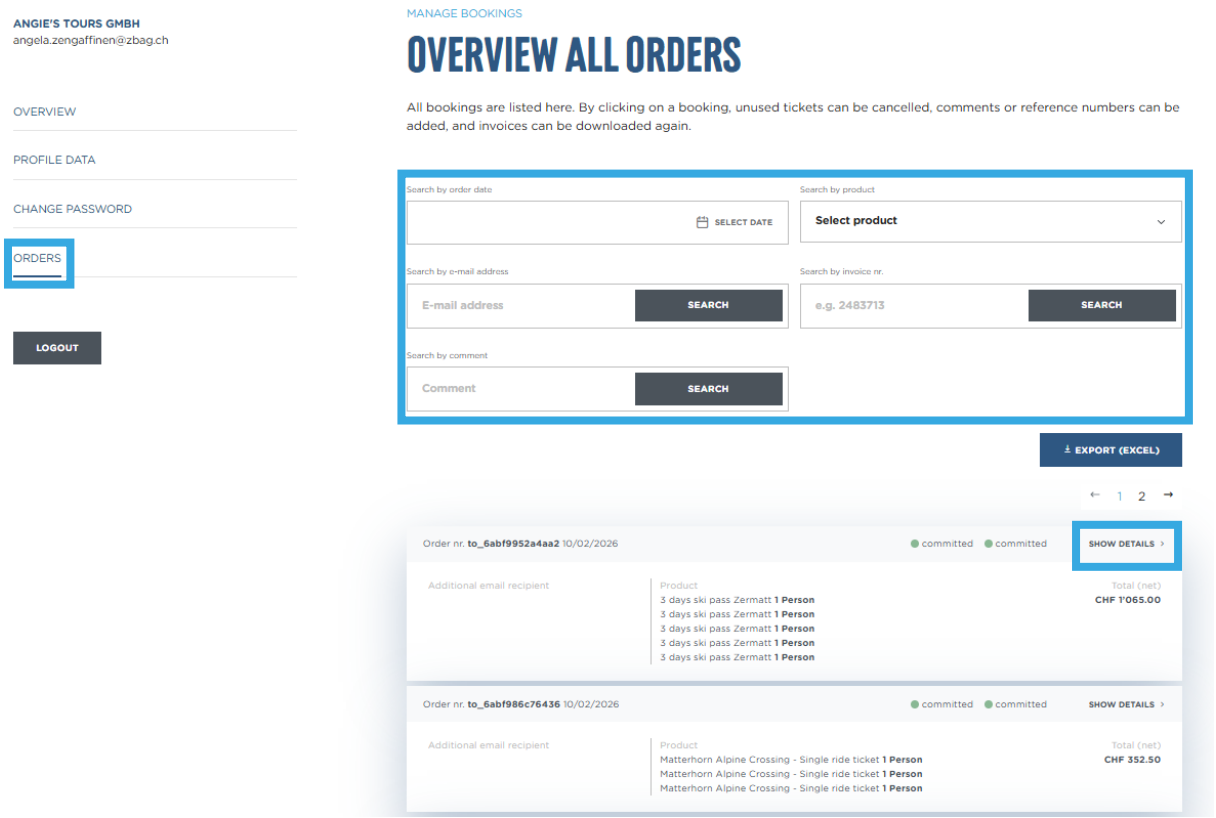
Tickets can be cancelled directly in the Trade-Webshop, subject to the following conditions:

- 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

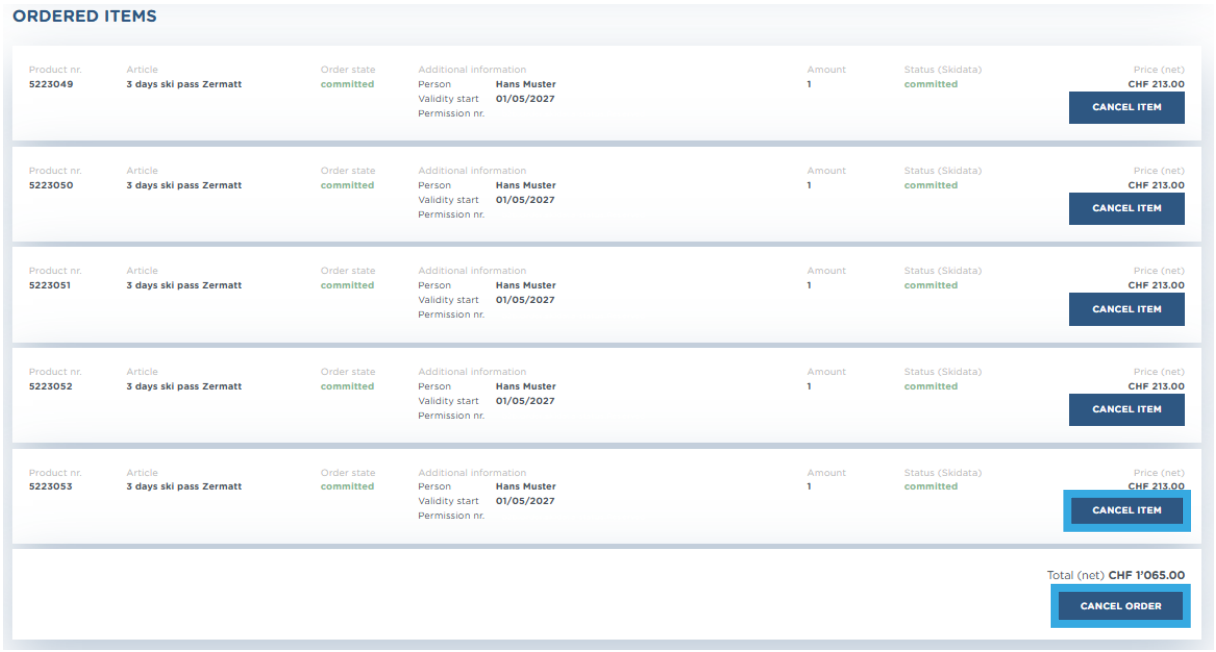
To cancel tickets, use the ‘orders’ button at the top of the menu.



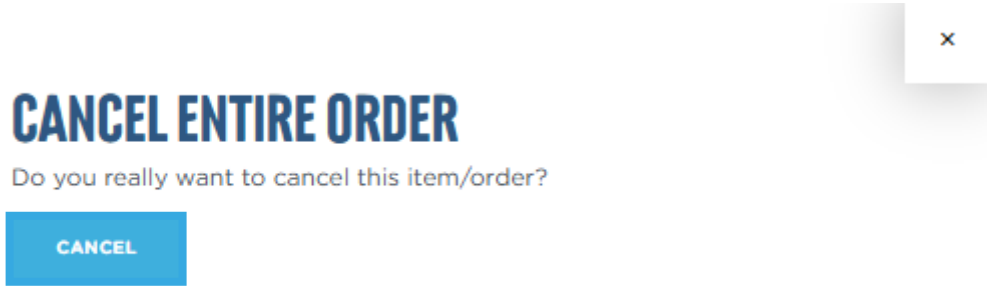
Search for the relevant order using the filter functions. Once the booking has been found, continue the process by clicking ‘show details’.



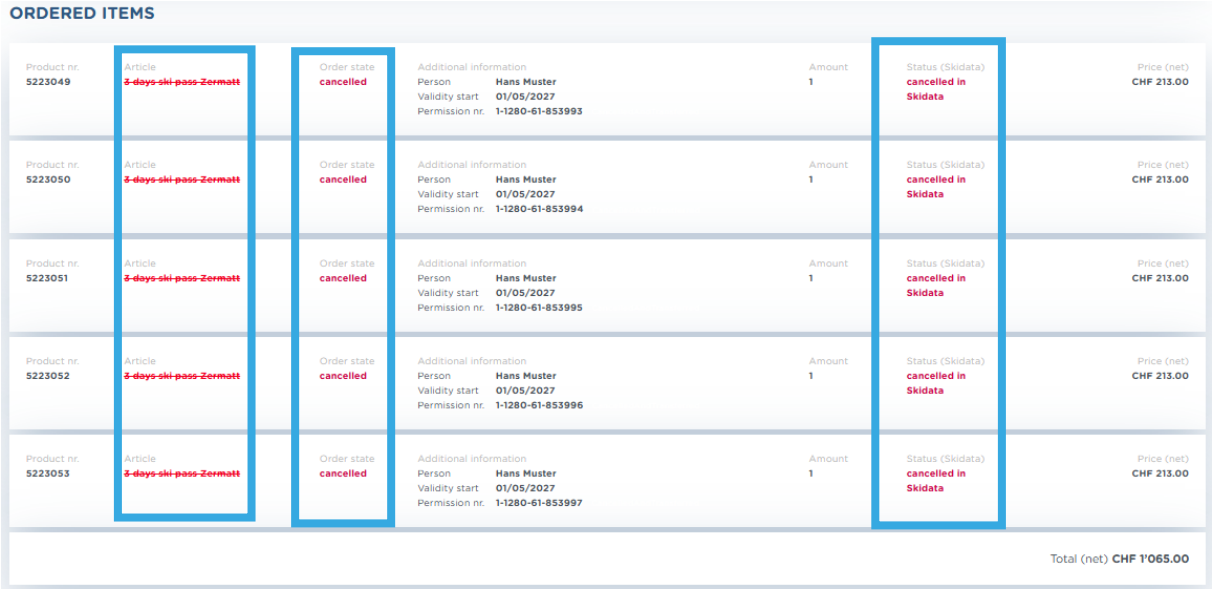
If the two requirements above are met, it is now possible to cancel individual tickets of the booking or the entire booking. Either the 'cancel item' or 'cancel order' button can be used, depending on your preference.



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:



In addition, the cancellation is also sent by email to the primary contact and to the additional contact (if provided during the booking). From that point on, the QR vouchers can no longer be redeemed at the ticket machines, and tickets become invalid at the turnstiles. Tickets that have already been collected but not used also lose their validity at the turnstiles.

⚠ The cancellation email includes a summary of the booking, including net prices. Therefore, it is not recommended to list the end customer as the additional contact during the booking.

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

CONTRACTUAL PARTNER

Order date	**10/02/2026**
Order no.	**to_6abf9560bc5f8**
Order ID	**5223023**
Name	**Angie's Tours GmbH**
Additional email recipient	**bastian.bieler@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 Collection / Voucher Redemption (exchange required)

As described above, the QR code voucher can be provided digitally to the end customer. For ski passes, Peak Passes, Matterhorn Alpine Crossing tickets, and the Zermatt – Testa Grigia ticket, the QR code serves only as a voucher and does not allow direct access through the turnstiles. The QR code voucher can be exchanged for valid tickets by scanning it at the machines at the following locations:

- Valley station Sunnegga – Rothorn
- Valley station Matterhorn Express (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 Express (Matterhorn Glacier Paradise)
- At the sales points, ski passes and Peak Passes are loaded onto a keycard, with a deposit of CHF 5 per pass collected on-site from the customer. Matterhorn Alpine Crossing tickets and the Zermatt – Testa Grigia ticket, however, are printed on paper cards, so no deposit is required.

6. Managing orders

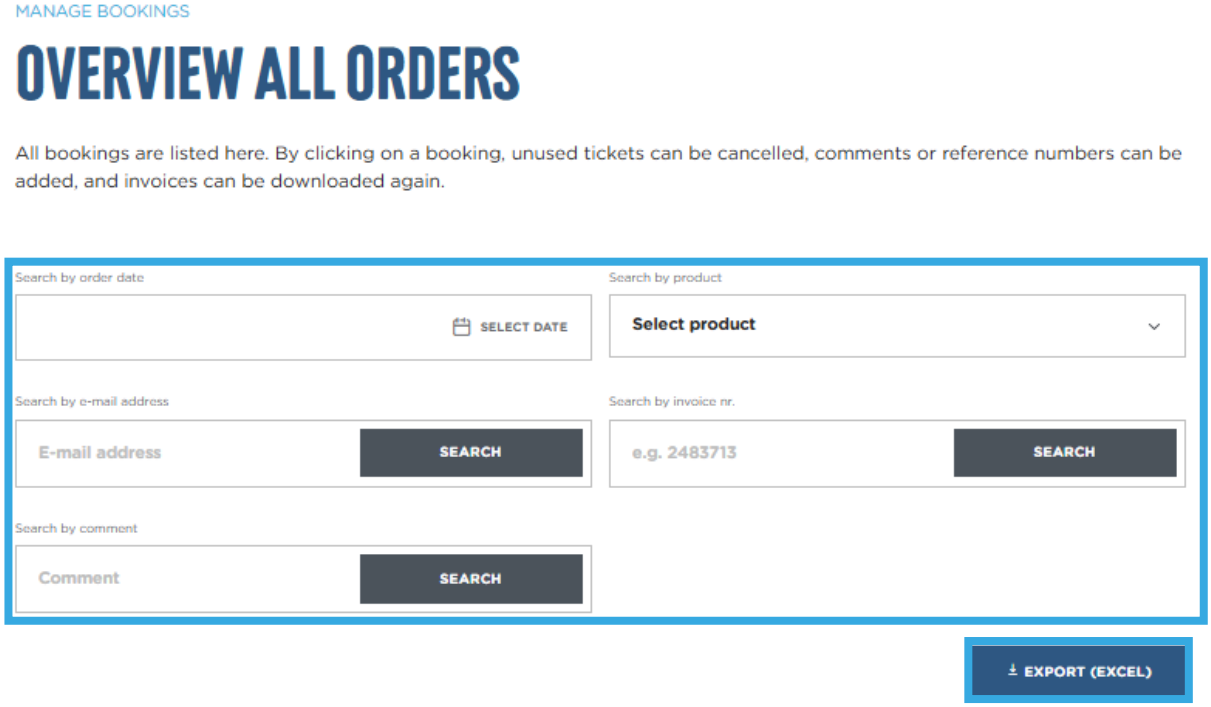
Orders can also be viewed, managed and downloaded via the 'orders' button in the menu at the top.



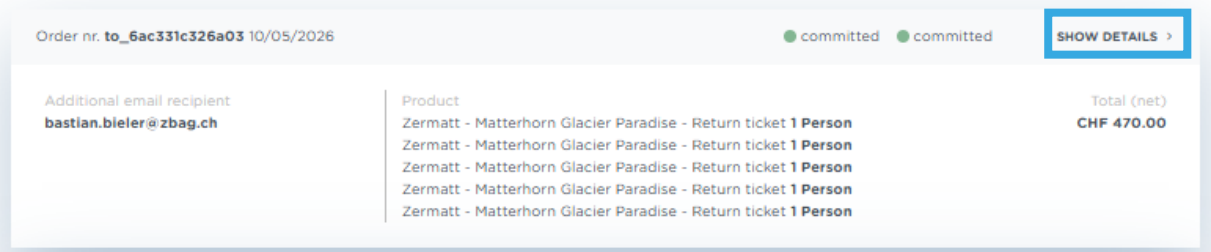
The following filter functions are available for this

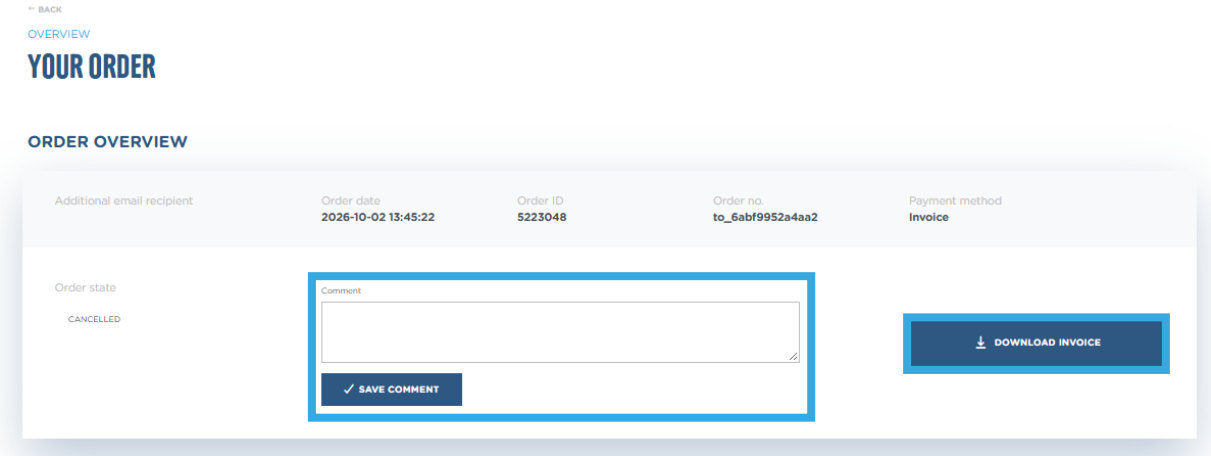
- Filter by order date (⚠ not by validity date)
- Filter by product
- Filter by stored additional contact for sending the e-mail correspondence
- Filter by invoice number

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



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.





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

Zermatt Bergbahnen AG issues a consolidated invoice to the contract partner on a monthly basis for the services sold. This consolidated invoice includes the total amount of all bookings and cancellations made during that month, regardless of the validity of the purchased tickets. The invoice does not provide a breakdown of individual bookings; these can be exported via Profile → Bookings. If invoices are not paid within the contractually agreed period, this payment method will be blocked in the Trade-Webshop for future bookings. In principle, payment by invoice is reserved exclusively 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.

8. Good to know

8.1. Redion insurances

Zermatt Bergbahnen AG offers various insurance products in cooperation with Redion (Switzerland) Versicherungen AG:

Ticket Insurance: From the 2026/27 winter season onwards, this insurance is automatically included with all 1-day and multi-day ski passes. It provides a pro rata refund of unused ticket costs in the event of illness, accident, death or extreme weather conditions. The insurance also applies to international ski passes.

SnowAssist Plus: Additional insurance can be purchased for CHF 5.– per day. In addition to reimbursement of ticket, ski lesson and rental costs, it also covers certain costs incurred as a result of an accident on the slopes. Liability insurance for the slopes in Cervinia/Valtournenche is also included.

Insurance for summer products: For the Peak Pass and summer ski pass, SkipassAssur is available from a validity period of two days for CHF 4.– per day. For the summer ski pass, SnowAssist can additionally be purchased from the first day for CHF 6.– per day.

⚠ Redion provides its insurance benefits on a subsidiary basis to all other existing insurance policies and claims against third parties. This means that the insurance only covers losses for which no claim can be made against another insurer or a liable third party.

Further information:

- Ticket Insurance
- Additional Insurance
- Insurance Terms and Conditions 2026
- Overview of Ticket Insurance and SnowAssist Plus

As these insurance services are provided by a third-party provider, no commission is granted on the insurance premiums.

Claims can be submitted directly by the end customer via the Redion online form or by telephone on +41 (0) 22 939 22 32. The booking confirmation from the Trade Webshop and the required supporting documents must be attached to the claim.

8.2. 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

9. Contact / support

9.1. 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.

9.2. 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.

9.3. 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.