

IGLU-DORF ZERMATT INFORMATION FOR OVERNIGHT GUESTS



Discounted mountain railway tickets are available upon presentation of the order confirmation. CHF 65.60 for adults, CHF 32.80 for children 6-16 years or holders of Half-Fare or GA travelcards.



Dear guests,

Soon we will be able to welcome you to the Iglu-Dorf in Zermatt, which lies 2,700 metres above sea level. To ensure you are properly prepared and equipped, please note the following information to help you enjoy the igloo experience to the fullest.



ARRIVAL

We are committed to sustainability. Please play your part and travel to the Iglu-Dorf by public transport. Arrive relaxed, on time, avoiding the traffic jams and in a climate-friendly way.

Take the train to Zermatt station. The valley station of the Gornergrat Bahn is just 50 metres away, directly on the opposite side of the road from the station.

By Car: Zermatt is a car-free zone. If you arrive by car, drive to Täsch and switch to the train there. The train journey from Täsch to Zermatt takes 15 minutes. Please take a train that leaves Täsch by no later than 3.30 pm. Information about train connections can be found at: www.sbb.ch.

With the mountain railway (Gornergrat Bahn): Buy the Igloo Ticket at the valley station (*Zermatt - Rotenboden return ticket*). If you have a valid ski pass, you do not need to buy a separate ticket. You take the 4.00 pm cogwheel railway and travel for about 30 minutes to Rotenboden station. There you will find the meeting point for your igloo experience.



[Google Maps / Link to the car park](#)



MEETING POINT & PROCEDURE

Please allow enough time for your arrival because you have to travel up to us with the mountain railway. **The time and place for the meeting point are fixed** and apply to all guests equally. It is not possible to travel directly to the Iglu-Dorf and no individual arrangements can be made.

If you do happen to be late, please inform us immediately by calling +41 41 612 27 28.

- **4.00 pm:** departure with the Gornergrat Bahn to Rotenboden
- **4.30 pm: Meeting point at Rotenboden station.**
After the welcome and instructions a walk of approx. 15 minutes, steep in parts down the mountain, to the Iglu-Dorf
- **5.00 pm:** Arrival, aperitif, room check-in
- **6.00 – 9.00 pm:** dinner
- Snowshoeing, wellness and a relaxed get-together
- **7.30 am:** morning tea served to you in your sleeping bag
- **8.00 am:** a 15-minute hike downhill to the Hotel Riffelhaus
- Breakfast buffet at Hotel Riffelhaus until 9.30am, individual departure



LUGGAGE STORAGE

Only take as much luggage as you really need or want to carry with you to the mountain. For all other luggage there are chargeable lockers at the train station in Zermatt. There are no facilities to store luggage at the Hotel Riffelhaus meeting point. Skis/snowboard can be left in front of the Iglu-Dorf. There is a warm room for shoes.



CLOTHING & EQUIPMENT

The Iglu-Dorf is in a remote location on the mountain. Equip yourself appropriately for the outdoors. The temperature in the igloo is relatively constant, around freezing point.

- Warm clothing suitable for winter (*think what you would wear for skiing*)
- Warm, lined winter shoes
- Good gloves (*ideally two pairs*)
- Dry socks
- Long underwear to change into (we recommend the products from [penguin](#)), pyjamas if necessary
- Two hats
- Towel, swimwear, flip-flops for wellness activities if necessary
- Head torch or flashlight
- Toothbrush & toothpaste
- Sunglasses & sunscreen
- Ski goggles (*in case of wind and snow*)

The ideal piece of luggage is a backpack. Suitcases with wheels are not suitable.

We will provide you with an expedition sleeping bag (*suitable up to -14°C*) with a hygienic sleeping bag liner for the night.



**Keeps you warm,
even in ice and snow**

15% discount with promo code "iglu-dorf15"
Order online at www.penguin.swiss



MORE INFORMATION

Should there be any changes or important information at short notice regarding an existing booking, we will contact you via the mobile number you have provided.

Travel cancellation insurance

We warmly recommend that you take out travel cancellation insurance during the cold season, for example with [Allianz Global Assistance](#). This also covers the costs if you fall ill with COVID-19 or are personally ordered to self-isolate by the authorities.

Not included in the price are travel to and from the destination, the mountain railway tickets, drinks, visitor's tax and any souvenirs.



CHECKLIST

- Equipment packed as described in the Clothing & Equipment list
- I have read and understood the safety instructions
- Planning your arrival: weather, allow extra time
- You will be carrying and are contactable on the mobile phone indicated at the time of reservation
- Adequate insurance: cancellation costs, travel cancellation, rescue, foreign insurance if applicable



USEFUL LINKS

www.zermatt.ch

Zermatt Tourism will also be happy to provide you with further information about Zermatt by telephone: +41 27 966 81 00



FAQ

CONTACT & QUESTIONS

Contact & Questions

You will find the answers to most questions on our website under [FAQ](#). Otherwise, feel free to call or write to us.

www.iglu-dorf.com
info@iglu-dorf.com

+41 41 612 27 28

Toll-free from CH: 0800 880 818

Free of charge from DE/AT: 0800 880 81 88



IGLU-DORF
HOTEL • BAR • EVENT

SAFETY INFORMATION FOR OVERNIGHT STAYS IN THE IGLU-DORF

High alpine hazards

Iglu-Dorf GmbH herewith expressly draws the attention of its overnight guests to the environment of the Iglu-Dorf in remote, high alpine nature. Even a short walk can entail high alpine risks. High alpine hazards refer to concrete phenomena such as strong winds, cold, altitude, visibility conditions, snow and ice, sudden changes in the weather, unknown terrain, amongst others.

As the weather cannot be influenced, this can affect the activities during the overnight stay. Activities in the open air (for example visiting the whirlpool) are adapted to the weather situation, i.e. not carried out in the worst case.

Respect nature!

Coordinate your activities to your abilities and physical condition and the high alpine environment. Stay overnight only if you are in good health.

Emergency management

A safety concept exists if accidents occur. Rescue transportation may take some time given the exposed location and the weather, and may even be impossible in exceptional circumstances. No rescue transport will be carried out for minor injuries. The client is responsible for any costs for rescues.

In the Iglu-Dorf, there is an AED (defibrillator), emergency chemists with disinfectant, ointment, compresses, materials for dressings, tweezers. We are not allowed to stock or issue any other materials or medicines. The guest is responsible for such items.



COVID-19

The health and safety of our guests and staff is our highest priority. We adhere to the guidelines & recommendations of the Swiss [Federal Office of Public Health](#) and the [canton](#). You can find our safety concept and the guest information [here](#). Please also note the safety measures and restrictions of the mountain railways en route to the Iglu-Dorf.

www.zermatt.ch/covid-19

Concluding remarks

Iglu-Dorf GmbH makes every endeavour to ensure that incidents can be avoided. To this end, we also rely on the cooperation of our overnight guests. Please follow the instructions and advice of the igloo guides.

The need to leave the Iglu-Dorf on account of avalanche detonations is on average necessary 2-3 nights per season, based on experience from the past three years.

Restrictions to the offer do not justify any price reduction.

We finally wish to point out that after meanwhile more than 130,000 overnight guests, incidents can be counted on one hand. We shall do our utmost to make sure this remains the same. We thank you for your cooperation and look forward to enjoying a pleasant and relaxed atmosphere with you in the Iglu-Dorf. Thank you for your understanding.

Warm regards,

Iglu-Dorf GmbH