

Information for day guests

IGLOO-VILLAGE ZERMATT



Please read this document carefully in order to be properly prepared for the Igloo-Village experience.

Zermatt is located at the foot of Switzerland's famous landmark, the Matterhorn, in the Pennine Alps in southern Switzerland at an altitude of 1,600m. Starting in the car-free town – where horse-drawn carriages and electromobles are the sole means of transport – you take the Gornergrat Bahn railway in the direction of the highest Igloo-Village of them all. Wild mountain romance and pure joy of iglooming in the midst of the most magnificent Alpine panorama!

During your journey

The Igloo Village Zermatt is located at the heart of the Zermatt/Gornergrat ski resort. The journey up the mountain with the Gornergrat Bahn railway takes around 30 minutes and the walk to the igloo takes around 15 minutes.

For activities with a fixed starting time, any claim to forfeited services and refund shall lapse if arrival is more than 30 minutes late. This also applies to bookings with adventure vouchers.

If you are late, please let us know immediately on +41 41 612 27 28. Please have the mobile telephone you specified on reservation with you so that we can contact you if need be (especially during your outward journey).

Ascent & mountain railway tickets

The railway station at Zermatt is easy and simple to get to by train. From Zermatt railway station, the valley station of Gornergrat Bahn is a 50 meters walk. Zermatt is fully pedestrianised. If travelling by car, you must park in Täsch and travel onwards by train. The train journey from Täsch to Zermatt takes 15 minutes. From Gornergrat Bahn railway valley station to Rotenboden station (approx. 30 minutes). Follow the signposts directly to the igloo village and announce your arrival to our staff. Guests using the railway without skiing equipment may purchase a regular mountain/valley trip. Of course, you can also travel to the Igloo-Village with a valid ski pass.

The mountain railway tickets and any parking charges incurred are not included in any package.

Further Information

At www.zermatt.ch you will find a wide range of information about Zermatt (including hotels, activities etc.). The Zermatt tourist office can also give you advice on the number +41 27 966 81 00.

If there are any changes to existing bookings, we will contact you on the mobile number you gave us.

Late Night Fondue

If you have booked the Late Night Fondue, please refer to the departure times at the order confirmation.



Equipment

The Igloo-Village nestles in the heart of nature on the mountain. Make sure you are properly equipped. Normally the temperatures in the Igloo-Village remain constant at around freezing.

Clothing and equipment:

- **Winter-proof, warm clothing (such as for skiing, see picture above)**
- Comfortable, warm winter shoes (e.g. snowboard shoes or moonboots)
- Good gloves
- Cash
- Sunglasses and sun cream

A backpack is the ideal item of luggage for the visit in the Igloo-Village.



Contact & questions

Frequently asked questions can be found on our homepage on [FAQ](#).

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Free call from CH: 0800 880 818

Free call from DE/AT: 0800 880 81 88



Are you ready?!

IGLU-DORF
HOTEL • BAR • EVENT