

FAQ Stöckli Ski Experience Zermatt 2025

Q: What **languages** are available for the Ski Experience Zermatt?

A: German

Q: What is the **maximum number of persons** who can participate in a course?

A: Approximately 60

Q: **What is the latest** I can book the Ski Experience package?

A: Up to 7 days prior to its start.

Q: How do I proceed with a **group request**?

A: You book desired number of individual rooms separately on the [online platform](#)

Q: What are the **cancellation terms**?

A: Cancellation or rebooking of the package can only be guaranteed in exceptional cases and on request at info@zermatt.swiss or by telephone (027 966 81 00).

Q: Do I need to bring **my own skis**?

A: No Participants can arrive conveniently without skis. The current ski models from Stöckli are available for demo use. Other equipment and accessories such as boots, poles, or helmet must be provided by each participant or they can also be rented from Bayard Sport.

Q: How do I arrange a **lift pass**?

A: The guest can either load the ski pass onto an existing KeyCard, SwissPass or select 'Pickup' and collect it themselves. This is selected by the customer when booking.

Q: **Where** does the **product presentation** take place?

A: All information regarding the product presentation and the welcome aperitif will be announced at a later date.

Q: If we cannot ski due to **bad weather**, are we entitled to a **refund**?

A: If you book a package deal, the [General Terms and Conditions of Contract and Travel of Zermatt Tourismus](#) of Zermatt Tourismus and, in addition, [the GTC of Zermatt Bergbahnen AG](#) apply. In the event of contradictions, the GTC of Zermatt Tourismus take precedence.

Q: **When** am I permitted to go out onto the slopes **with Stöckli ski instructors**?

A: Stöckli ski instructors will be available to accompany groups of 10 persons maximum on two days (Saturday & Sunday, or Monday & Tuesday, as well as 2x Thursday & Friday).

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Q: **Where and how** do I book time with a **Stöckli ski instructor**?

A: Ski instructors can be booked directly at the Stöckli Test Center on Trockener Steg. If the ski instructors are already out and about with a group, the participants can contact the Stöckli person directly, who will then take over the coordination.

Q: **Where** do we meet **Stöckli ski instructors** to go onto the slopes together?

A: Start and finish of the group meet-up: Stöckli Test Center, Trockener Steg hub

Q: **What is a Z-value?**

A: A Z-value (also called release value, RV or DIN) is a setting (e.g. 8) that is necessary for a correct binding adjustment. Every time you exchange skis, the binding setting will be modified to your personal Z-value.

Q: **How is a Z-value calculated?**

A: The Z-value is determined using the following details: Age, height, weight, sole length, ski ability (beginner, advanced, expert, racer).

Q: **How & where** can I **demo Stöckli skis**?

A: Checking out skis for demo, as well as any change in skis, will take place at the Stöckli Test Center This is directly inside the Bergbahn/tramway Trockener Steg station. There, just follow the signs.

Q: How many **Stöckli skis** can I **test**?

A: Participants will have available to them the entire current Stöckli line. All models in all the various sizes will be there. We ask for your understanding if your desired model or preferred size is being used by another participant.

Q: **How many runs** may I take **with the Stöckli skis**?

A: In order to allow all participants the opportunity to demo all the various models or sizes, we request that all participants exchange their demo skis regularly (i.e. no more than 2-3 runs per pair). For this, we recommend that you make arrangements with the Test Center manager or with your Stöckli ski instructor.

Q: Can I **purchase Stöckli skis on-site**?

A: Yes, of course. The official Stöckli retail outlet in Zermatt is Bayard Sport. All Ski Experience participants also receive a discount of CHF 100.00 on any pair. This can be redeemed directly at Bayard Sport (or also at any other Stöckli retail outlet).

Q: **Who** can I ask on-site if I have any **general organizational questions**?

A: Main number for comments, issues or questions: 041 492 62 55. The Stöckli contact person will gladly assist you. Of course, all contact persons on-site (Bayard Sport Rental Station, Stöckli ski instructors, Test Center managers) will be available to you, too.

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Q: Who will I be able to turn to for information if **skiing is not possible due to bad weather** or if a portion of the ski area is closed?

A: Please inquire at the reception at your Stöckli hotel. Our Stöckli contact persons will inform hotel reception if this occurs. Otherwise, you can reach us at any time at 041 492 62 55

Q: What are the names of the **Stöckli partner hotels**?

A: Hotel Europe****, Hotel Jägerhof***, Hotel Plateau Rosa***

Q: Are these three **Stöckli partner hotels** available for booking for any course?

A: Depending on availability at these hotels, at some courses not all three partner hotels may be able to offer the needed number of rooms.

Q: Which Stöckli **partner hotels** offer the Skiplausch package including half board?

A: Hotel Europe and Hotel Jägerhof.

Q: Can I choose whether to book the package **with breakfast or half board**?

A: The partner hotel Plateau Rosa does not offer dinner, so the package is only available with breakfast there. The partner hotels, Europe and Jägerhof, offer the package exclusively with half board.

Hotel Europe: Guests staying at Hotel Plateau Rosa can have dinner at Hotel Europe for CHF 62.00 per person, provided they register at least two weeks before arrival and book for both evenings. Payment is made on-site.⁷

Hotel Jägerhof: Guests staying at Hotel Plateau Rosa can have a 4-course à la carte dinner at Hotel Jägerhof for CHF 48.00 per person per evening. Payment is made on-site.

OVERVIEW OF THE PARALLEL EVENTS

- 1) Stöckli Skiplausch Zermatt 14.11. – 23.12.2025 Stöckli is the organizer.
The participants of the event can exclusively test Stöckli skis.
[Skiplausch Zermatt | Stöckli \(stoeckli.ch\)](#)
- 2) Skifestival Zermatt 25.11. – 30.11.2025
Stöckli is CO-Partner. Participants of the event can test a total of 12 Ski brands.
<http://www.ski-festival-zermatt.ch/>