

FAQ Stöckli Ski Experience Zermatt 2026

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 conveniently arrive without skis. The latest ski models will be provided by Stöckli for testing. The remaining equipment, such as ski boots and a helmet, must be brought by the participant or can be rented from Bayard Sport. Ski poles can be borrowed at the Trockener Steg test centre.

Q: How do I arrange my **ski pass**?

A: The ski pass can either be loaded onto an existing **KeyCard** or **SwissPass**, or you can select the **"Pickup"** option and collect your ticket conveniently from one of the ticket machines or sales points in Zermatt. The preferred option is selected during the booking process. After booking, the customer will receive a **QR code** in the confirmation email. This QR code is required on site if the **"Pickup"** option has been chosen.

Q: **Where** will the **welcome aperitif** take place?

A: The Welcome Apéro and all event-related information will be provided at Bayard Sport.

Courses 1–12: Welcome Apéro from 6:00 p.m. to 6:45 p.m.

Course 13: Welcome Apéro from 3:30 p.m. to 4:15 p.m.

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 and, in addition, the GTC of Zermatt Bergbahnen AG apply. In the event of contradictions, the GTC of Zermatt Tourism 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: This depends on the partner hotel you choose.

The Plateau Rosa partner hotel does not offer dinner. Therefore, the package is available with breakfast only.

The Europe and Jägerhof partner hotels offer the package either including breakfast or including half board. The preferred meal option can be selected directly during the booking process.

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.

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 06.11. – 20.12.2026 Stöckli is the organizer.
The participants of the event can exclusively test Stöckli skis.
Skiplausch Zermatt | Stöckli (stoeckli.ch)
- 2) **Skifestival Zermatt** 24.11. – 29.11.2026
Stöckli is CO-Partner. Participants of the event can test a total of 12 Ski brands.
<http://www.ski-festival-zermatt.ch/>