



PANORAMIC GOURMET

THE CATERING COMPANY



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ON-BOARD CATERING SERVICE ON THE GLACIER EXPRESS
FROM 09 DECEMBER 2023 TO 12 OCTOBER 2024



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WELCOME

From Zermatt and the Matterhorn, the panoramic journey takes you over 291 bridges and through 91 tunnels across the Swiss Alps, to St. Moritz. The Glacier Express winds its way through remote valleys, past sheer rock walls and idyllic mountain villages, across the Landwasser Viaduct and through the Rhine Gorge, Switzerland's Grand Canyon. It easily ascends the highest point, the Oberalppass, at 2,033 metres. Thanks to the large panoramic windows, you are guaranteed an unimpeded view of numerous peaks, deep gorges and the UNESCO World Heritage sites of the Swiss Alps Jungfrau-Aletsch and Rhaetian Railway in the Albula/ Bernina landscapes.

CUISINE AND SERVICE ON THE GLACIER EXPRESS

A trip on the Glacier Express is also a culinary highlight. Our dishes are prepared with great care in the on-board kitchen in the middle of the train. Enjoy regional specialities whilst the Alpine panorama unfolds outside. All dishes are freshly prepared with care on board and served directly at your seat. The menu is complemented by selected wines from Valais and Grisons.

NEW SUMMER SEASON 2024

Starting with the summer season 2024, due to administrative reasons, only cashless payment methods will be accepted on the Glacier Express. The following cards will be accepted from 04 May 2024: Maestro, Visa, Master, American Express, Postcard and Twint. Thank you for your understanding.



EXCELLENCE CLASS

A dining reservation is not required for the served five-course menu in Excellence Class. A seat reservation is required in addition to your first class ticket.

SERVICE AND FACILITIES – guaranteed window seat and lounge seating

- Welcome desk and check-in
- Luggage transfer (from/to platform)
- Personal concierge for all guests
- Exclusive Glacier Bar in which to linger the time
- Tablet and headphones available for infotainment

INCLUDED SERVICES

- Excellence Class welcome drink
- Seasonal, regional multi-course lunch menu, including accompanying wines
- Afternoon tea
- Soft drinks, juices, mineral water, coffee

Menu

- 1st course Swiss smoked trout with oven-baked beetroot, apple, lettuce and horseradish soft cheese with house dressing
- 2nd course Minted pea soup with dried blossoms
- 3rd course Fillet of Swiss beef with truffled mashed potatoes, carrots, spring onions and mountain herb jus
- 4th course Cheese platter with Grisons mountain cheese, Viamala semi-hard cheese, Langwies organic sheep's cheese and Aletsch cheese, with tomato and apricot chutney, pear bread and crackers
- 5th course Chocolate cake with vanilla sauce and roasted almonds



ADDITIONAL SERVICES (CHARGEABLE)

- Cocktails
- Wine cabinet with first-class wines
- Range of high-quality spirits

MENUS OF THE DAY FOR SOLO TRAVELLERS

DISH OF THE DAY Meat, vegetables, side dishes	CHF	36.00
2-COURSE MENU Starter* and dish of the day or dish of the day and dessert	CHF	42.00
3-COURSE MENU Starter*, dish of the day and dessert	CHF	49.00
4-COURSE MENU Starter*, dish of the day, dessert and small cheese platter	CHF	54.00

* Soup or salad, options vary according to the season

SPECIAL DIETARY REQUIREMENTS

Enquiries about special dietary requirements or special requests should be directed to sales@panoramic-gourmet.ch at least 10 days in advance.

SOLO TRAVELLERS UP TO 9 PEOPLE

For organisational and capacity reasons, we recommend that solo travellers also make a reservation for their meal. Reservations for solo travellers can be made by phone +41 81 300 15 15 or e-mail sales@panoramic-gourmet.ch up to 48 hours before departure. Please note that telephone reservations are confirmed verbally. Reservations received in writing will be confirmed in writing. It is not possible to reserve a meal on the Glacier Express if you have not already reserved a seat. We reserve the right to amend the service times and menus for organisational reasons.

ADDITIONAL À LA CARTE OPTIONS

SOUP OF THE DAY*	CHF	10.00
DESSERT OF THE DAY	CHF	9.00
ÄLPLER AFTERNOON SNACK with Grisons salami, Grisons mountain cheese and our pickled vegetables	CHF	24.00
CHEESE PLATTER with Viamala semi-hard cheese, Grisons mountain cheese, Aletsch cheese and Langwies organic sheep's cheese, with tomato and apricot chutney, served with pear bread and crackers	CHF	26.50
GLACIER SALAD Lettuce with ham, bacon, hard-boiled egg, strips of Grisons mountain cheese, carrots, sweetcorn, herbs and croutons with French dressing	CHF	23.00
CHILDREN'S MENUS Mashed potatoes with gravy	CHF	13.00
Minced beef and macaroni	CHF	15.00

* Only available in winter

BREAKFAST OPTIONS

Available on previous request on GEX 900 + GEX 901+ GEX 920

SWISS BREAKFAST Bread basket, two portions of butter, one portion of jam and one of honey, plus a hot drink of your choice	CHF	18.00
BUURE BREAKFAST Bread basket, two portions of butter, one portion of jam and one of honey, Grisons air-dried beef, cheese, plus a hot drink of your choice	CHF	28.00
GLACIER BRUNCH Two eggs, natural yoghurt with muesli, bread basket, cheese and ham platter, two portions of butter, one portion of jam and one of honey, plus a glass of prosecco* and a hot drink of your choice	CHF	38.00

*or a glass of orange juice

**RAILWAY CATERING SERVICE BY TRAIN
AND ROUTE**

Glacier Express 09.12.2023 - 12.10.2024

ST. MORITZ - ZERMATT

			à la Carte				Menus				Service times
			Breakfast	Coffee/Croissants	à la Carte	Snack, desserts	Dish of the day	2-course menu	3-course menu	4-course menu	
GEX 901 04.05.24 - 12.10.24	St. Moritz	Brig									Breakfast until 10:00 Lunch 11:15
	St. Moritz	Andermatt									
	St. Moritz	Chur									
	Chur	Brig									
	Chur	Andermatt									
	Andermatt	Brig									
GEX 923 09.12.23 - 03.05.24 GEX 903 04.05.24 - 12.10.24	St. Moritz	Zermatt									Lunch 1st class 11:45 2nd class 12:15
	St. Moritz	Brig									
	St. Moritz	Andermatt									
	St. Moritz	Chur									
	Chur	Zermatt									
	Chur	Brig									
	Chur	Andermatt									
	Andermatt	Zermatt									
	Andermatt	Brig									
Brig	Zermatt										
GEX 925 16.12.23 - 07.01.24 03.02.24 - 03.05.24 GEX 905 04.05.24 - 12.10.24	St. Moritz	Zermatt									Lunch 1st class 12:45 2nd class 13:00
	St. Moritz	Brig									
	St. Moritz	Andermatt									
	St. Moritz	Chur									
	Chur	Zermatt									
	Chur	Brig									
	Chur	Andermatt									
	Andermatt	Zermatt									
	Andermatt	Brig									
Brig	Zermatt										
GEX 907 04.05.24 - 12.10.24	Chur	Zermatt								●	Lunch 14:45 Dinner 17:15**
	Chur	Andermatt									
	Chur	Brig									
	Andermatt	Zermatt									
	Andermatt	Brig									
	Brig	Zermatt									

Key

- 4-course menu only for lunch available
- ** only bookable until 48 hours prior to departure

Service times are approximate and may be amended according to the local situation.

**RAILWAY CATERING SERVICE BY TRAIN
AND ROUTE**

Glacier Express 09.12.2023 - 12.10.2024

ZERMATT - ST. MORITZ

			à la Carte				Menus				Service times
			Breakfast	Coffee7Croissants	à la Carte	Snack, desserts	Dish of the day	2-course menu	3-course menu	4-course menu	
GEX 900 04.05.24 - 12.10.24 GEX 920 16.12.23 - 07.01.24 03.02.24 - 03.05.24	Zermatt	Chur								Breakfast until 10:00 Lunch 11:15	
	Zermatt	Andermatt									
	Zermatt	Brig									
	Brig	Chur									
	Brig	Andermatt									
	Brig	St. Moritz					◆	◆			
	Andermatt	Chur									
	Andermatt	St. Moritz					◆	◆			
GEX 902 09.12.23 - 12.10.24	Zermatt	St. Moritz								Lunch 1st class 11:30 2nd class 12:00	
	Zermatt	Chur									
	Zermatt	Andermatt									
	Zermatt	Brig									
	Brig	St. Moritz									
	Brig	Chur									
	Brig	Andermatt									
	Andermatt	St. Moritz									
	Andermatt	Chur									
Chur	St. Moritz										
GEX 904 04.05.24 - 12.10.24	Zermatt	St. Moritz								Lunch 1st class 12:15 2nd class 12:45	
	Zermatt	Chur									
	Zermatt	Andermatt									
	Zermatt	Brig									
	Brig	St. Moritz									
	Brig	Chur									
	Brig	Andermatt									
	Andermatt	St. Moritz									
	Andermatt	Chur									
Chur	St. Moritz										
GEX 906 04.05.24 - 12.10.24	Brig	St. Moritz								Lunch 16:00	
	Brig	Chur									
	Brig	Andermatt									
	Andermatt	St. Moritz									
	Andermatt	Chur									
	Chur	St. Moritz									

Key

◆ only on GEX 920

Service times are approximate and may be amended according to the local situation.

I. GENERAL

I.1. Scope

These General Terms and Conditions of Business of Panoramic Gourmet AG (limited company), with registered office in Chur, shall apply to all bookings with Panoramic Gourmet AG and its partners. In booking with Panoramic Gourmet AG, the customer acknowledges the validity of these General Terms and Conditions of Business. Please read these terms and conditions carefully and contact us if you have any questions or uncertainties. By using our services, you agree to these terms and conditions.

II. MEAL RESERVATIONS

II.1 Solo travellers and up to nine people

For organisational and capacity reasons, we recommend that solo travellers make a reservation for their meal. We reserve the right to amend the service times and menus for organisational reasons.

III. PAYMENT TERMS

Panoramic Gourmet AG services are billed in Swiss francs (CHF). Panoramic Gourmet AG shall be entitled to amend prices at any time and to request advance payment from customers. Statutory taxes and duties shall be charged separately and may also result in amendment of the prices at any time.

Starting with the summer season 2024, due to administrative reasons, only cashless payment methods will be accepted on the Glacier Express. The following cards will be accepted from 04 May 2024: Maestro, Visa, Master, American Express, Postcard and Twint.

III.1 Payment by credit card

When paying by credit card (VISA, Mastercard, etc.), the credit card number, expiry date and card verification value (CVC) number must be given.

III.2 Payment by invoice

The customer is obliged to pay the sum invoiced by the agreed deadline. When the deadline has expired, the customer shall automatically be in default and shall pay default interest of 5%. Panoramic Gourmet AG (limited company) shall be entitled to request payment on account, payment of a guarantee deposit or provision of a credit card number. Complaints about invoices must be directed in writing to Panoramic Gourmet AG in Chur within 10 days of receipt of invoice. Complaints after this date will no longer be considered.

III.3 Vouchers

If Panoramic Gourmet AG customers acquire vouchers for its services, the service must be used by the expiry date printed on the voucher at the latest. There will be no cash substitute for vouchers and they cannot be exchanged or refunded.

III.4 Customer's obligations

The booking details requested by Panoramic Gourmet AG at the time of booking must be given in full and be correct (e.g. first name and surname, current address (not a PO box) and telephone number, credit card details and a valid e-mail address).

IV. REFUND AND CANCELLATION

IV.1 Refund

If the customer has booked a service but is not present on the agreed date or otherwise does not use a product or service, the customer has no claim to discount, reduction, substitute service.

There shall also be no entitlement to refund or extension in the event of illness, accident or interruption to operations, with the exception of IV.3 below.

IV.2 Cancellation by the customer

No charges will be applied to solo travellers for cancellation of services up to eight days before the date of travel. Thereafter, or from seven days, the service booked will be invoiced in full.

If the customer is prevented from travelling due to illness or accident and is able to produce a valid medical certificate, the customer shall be reimbursed in full.

IV.3 Cancellation by Panoramic Gourmet AG

If Panoramic Gourmet AG has to cancel a booked service due to an event that cannot be ascribed to force majeure, the customer shall have the choice of a comparable alternative (if available) or a refund. There shall be no duty of compensation in the event of force majeure.

IV.4 Insurance

We recommend that customers take out travel, accident and/or cancellation insurance.

V. INTOLERANCES AND DIETS

V.1 Customer intolerances

Panoramic Gourmet AG accepts no liability for customer intolerances that may occur due to allergies, intolerances or other health restrictions. It is the customer's responsibility to provide Panoramic Gourmet AG with all relevant information about his or her intolerances.

V.2 Service staff to provide information

Panoramic Gourmet AG service staff are obliged, at the customer's request, to inform the customer about the ingredients of the food and beverages offered. However, it is the customer's responsibility to verify the information and make a decision based on his/her individual needs and intolerances.

V.3 Exclusion of liability

Panoramic Gourmet AG is not liable for any damage to health or consequences resulting from the consumption of food or beverages that are incompatible for the customer. The customer bears full responsibility for his or her own health and should consult a doctor or nutritionist in case of doubt.

V.4 Personal responsibility of the client

The customer is responsible for providing Panoramic Gourmet AG with all relevant information about his intolerances and diets. Panoramic Gourmet AG cannot accept responsibility for any misunderstandings or missing information that could lead to health problems.

V.5 Changes and special requests

Panoramic Gourmet AG makes every effort to accommodate individual needs and special requests. However, it cannot be guaranteed that all requirements can be met. The customer should discuss his special requirements with Panoramic Gourmet AG in advance in order to avoid possible misunderstandings.

VI. CONCLUDING PROVISIONS

VI.1 Coming into force

The GTC shall come into force on 1 November 2022.

VI.2 Reservation office opening hours and contact information

Monday–Friday	09.00–12.00 and 14.00–17.00
Saturday, Sunday, public holidays	09.00–12.00

In mid-season (November) closed on Saturdays, Sundays and public holidays. The right to change opening hours is reserved.

Contact information

Panoramic Gourmet AG
Gürtelstrasse 20
Postfach 516
7001 Chur, Switzerland

Tel. +41 (0)81 300 15 15
Tel. +41 (0)81 300 15 16

info@panoramic-gourmet.ch
www.panoramic-gourmet.ch

VI.3 Applicable law and jurisdiction

But for any operation of law this agreement shall be subject to Swiss law. Disputes arising from this agreement shall be subject to the jurisdiction of the ordinary courts at the registered office of Panoramic Gourmet AG, in Chur, Switzerland. In the event of ambiguities in foreign-language versions, this German version shall be authoritative. The General Terms & Conditions (GTC) of Panoramic Gourmet AG shall also apply, if these GTC do not take precedence because of their speciality. All correspondence should be directed to the following address:

Panoramic Gourmet AG, Gürtelstrasse 20, Postfach 516, CH-7001 Chur, Switzerland.

Panoramic Gourmet AG - Gürtelstrasse 20 - 7001 Chur, Switzerland.
Tel +41 (0)81 300 15 15 - info@panoramic-gourmet.ch - www.panoramic-gourmet.ch

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