



PANORAMIC GOURMET

THE CATERING COMPANY



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ON-BOARD CATERING SERVICE ON THE GLACIER EXPRESS
FROM 9 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. Food is freshly prepared in the on-board kitchen and served in comfort at your seat.

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.



GROUPS OF 10 OR MORE PEOPLE

A reservation at least 10 days prior to departure is obligatory for groups of 10 or more people. Meals cannot be served to groups without a reservation.

For a group reservation, the required service must be stated for the whole group as well as the payment method (if not specified). For logistical reasons, a group order must also be placed as one order. Confirmations given by Panoramic Gourmet AG are valid.

Group reservations must be sent by e-mail to Panoramic Gourmet AG: gruppen@panoramic-gourmet.ch.

Panoramic Gourmet AG must be informed in writing of reservations, cancellations and amendments. Any reservation, cancellation or amendment is only valid with a confirmation by Panoramic Gourmet AG.

We reserve the right to amend the service times and menus for organisational reasons.

PACKAGES FOR GROUPS OF 10 OR MORE PEOPLE

	with coffee or tea*	with 50 cl mineral water*	with 50 cl mineral water and coffee or tea*	with 20 cl wine, 50 cl mineral water and coffee or tea* **
PACKAGE DISH OF THE DAY	Package 1a 40.00	Package 1b 41.00	Package 1c 46.00	Package 1d 54.00
PACKAGE 2-COURSE MENU	Package 2a 46.00	Package 2b 47.00	Package 2c 52.00	Package 2d 60.00
PACKAGE 3-COURSE MENU	Package 3a 53.00	Package 3b 54.00	Package 3c 59.00	Package 3d 67.00
PACKAGE 4-COURSE MENU	Package 4a 58.00	Package 4b 59.00	Package 4c 64.00	Package 4d 72.00

* an exchange of drinks on the train is not possible, the included drinks are binding.

** red wine or white wine have to be selected uniformly in advance

SPECIAL DIETARY REQUIREMENTS

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

MENUS OF THE DAY FOR GROUPS

DISH OF THE DAY CHF 36.00
Meat, vegetables, side dishes

2-COURSE MENU CHF 42.00
Starter* and dish of the day or dish of the day and dessert

3-COURSE MENU CHF 49.00
Starter*, dish of the day and dessert

4-COURSE MENU CHF 54.00
Starter*, dish of the day, dessert and small cheese platter

* Soup or salad, options vary according to the season

ADDITIONAL OFFER

GEHACKTES & HÖRNLI CHF 27.50
Minced beef with elbow macaroni, grated cheese, roasted onions and apple compote (served separately)

LUNCHBOX SERVICE

ÄLPLER LUNCHBAG CHF 28.00
With Grisons salami, Grisons mountain cheese, pickled vegetables, two slices of bread, one portion of butter, one 50 cl bottle of sparkling mineral water, one Grisons nut slice (100g), 80g nut mix

CHEESE LUNCHBAG CHF 29.00
With Viamala semi-hard cheese, Grisons mountain cheese, Aletsch cheese, organic Langwies sheep's cheese with tomato and apricot chutney, two slices of bread, one portion of butter, one 50 cl bottle of sparkling mineral water, one Grisons nut slice (100g), 80g nut mix

GLACIER LUNCHBAG CHF 36.00
With Valais dried beef, Grisons salami, Grisons mountain cheese, pickled vegetables, two slices of bread, one portion of butter, one 50 cl bottle of sparkling mineral water, one 20 cl bottle of Spiegelberg Pinot noir, one Grisons nut slice (100g), 80g nut mix

OPTIONAL FOR LUNCHBAG

33 cl Michel orange juice CHF 7.00

20 cl Spiegelberg Riesling-Silvaner white wine CHF 12.00
AOC Schaffhausen, von Salis, Maienfeld

20 cl Spiegelberg Pinot Noir red wine CHF 12.00
AOC Schaffhausen, von Salis, Maienfeld

20 cl Strada Extra Dry sparkling wine CHF 18.00
AOC Schaffhausen, von Salis, Maienfeld

Seasonal fruit (banana, apple, pear, orange, etc.) CHF 1.50

RAILWAY CATERING SERVICE BY TRAIN AND ROUTE
Glacier Express 09.12.2023 - 12.10.2024

ST. MORITZ - ZERMATT

			Packages				Service times
			Dish of the day package (1a-1d)	2-course menu package (2a-2d)	3-course menu package (3a-3d)	4-course menu package (4a-4d)	
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					
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 available on request until 10 days 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 09.12.23 - 12.10.24

ZERMATT - ST. MORITZ

			Packages				Service times
			Dish of the day package (1a-1d)	2-course menu package (2a-2d)	3-course menu package (3a-3d)	4-course menu package (4a-4d)	
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 possible on GEX 920

** only available on request until 10 days prior to departure

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 Groups of 10 or more people

A reservation at least 10 days in advance is obligatory for groups of 10 or more people. Meals cannot be served to groups without a reservation. 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

Generally, the following cancellation terms shall apply to groups of 10 or more people:

The following cancellation fees shall be charged if booked services are not cancelled or partly cancelled in time. Receipt of your written notification sent to gruppen@panoramic-gourmet.ch shall be authoritative for determining the date of cancellation or amendment. The next working day shall apply at weekends (Saturday/Sunday) or on public holidays.

Cancellation, non-appearance and reduction in number of group participants:

Free of charge up to eight days before the date of travel

From seven days before the date of travel or non-appearance of the group, the cost of the booked service 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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