



# PANORAMIC GOURMET

THE CATERING COMPANY



© Glacier Express AG, Stefan Schlumpf

ON-BOARD CATERING SERVICE ON THE GLACIER EXPRESS  
FROM 10 DECEMBER 2022 TO 15 OCTOBER 2023



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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 Oberalp pass, 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 onboard 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.



### EXCELLENCE CLASS

A dining reservation is not required for the waiter service six-course menu in Excellence Class. A seat reservation is also 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 pass 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, mineral water, coffee

### Menu

- 1<sup>st</sup> course Canapés, with tartar tartlet, cheese quiche and savoury nut mixture
- 2<sup>nd</sup> course Swiss smoked trout with oven-baked beetroot, apple, lettuce and horseradish soft cheese with house dressing
- 3<sup>rd</sup> course Minted pea soup with dried blossoms
- 4<sup>th</sup> course Fillet of Swiss beef with truffled mashed potatoes, carrots, spring onions and mountain herb jus
- 5<sup>th</sup> course Cheese board with Bündner mountain cheese, Viamala semi-hard cheese, Langwies sheep's cheese and Aletsch cheese, with tomato and apricot chutney, pear bread and crackers
- 6<sup>th</sup> course Chocolate cake with vanilla custard and toasted almonds



### ADDITIONAL SERVICES (CHARGEABLE)

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

**MENUS OF THE DAY FOR SOLO TRAVELLERS**

<b>DISH OF THE DAY</b> Meat, vegetables, side dishes	CHF	36.00
<b>2-COURSE MENU</b> Dish of the day and starter* or dish of the day and dessert	CHF	42.00
<b>3-COURSE MENU</b> Starter*, dish of the day and dessert, or small cheese board	CHF	49.00
<b>4-COURSE MENU</b> Starter*, dish of the day and dessert, or small cheese board	CHF	54.00

\* Soup or salad, options vary according to the time of year

**SAMPLE DAILY MENU**

<p><b>RICHLEREN MENU</b></p> <p>Valais bread soup</p> <p>▲▲▲</p> <p>Braised beef ragout</p> <p>Macaroni</p> <p>Ratatouille</p> <p>▲▲▲</p> <p>Almond and custard slice</p>	<p><b>Solis MENU</b></p> <p>Leek and potato soup</p> <p>▲▲▲</p> <p>Chicken stroganoff</p> <p>Rice</p> <p>Carrots</p> <p>▲▲▲</p> <p>Apple tart with vanilla custard</p>
<p><b>ISLA BELLA MENU</b></p> <p>Tomato soup</p> <p>▲▲▲</p> <p>Meat loaf</p> <p>Mashed potato</p> <p>Carrots and peas</p> <p>▲▲▲</p> <p>Chocolate cake with whipped cream</p>	<p><b>SCHMITTNER MENU</b></p> <p>Broth with pancake noodles and carrot julienne</p> <p>▲▲▲</p> <p>Roast pork in red wine gravy</p> <p>Spätzle</p> <p>Vegetable medley</p> <p>▲▲▲</p> <p>Berry tart</p>

During summer, we serve a mixed salad instead of soup. On account of limited capacity in the onboard kitchen, we can only serve one of the above menus per day. We reserve the right to amend the menus for organisational reasons.

**SPECIAL DIETARY REQUIREMENTS**

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

**SOLO TRAVELLERS UP TO NINE 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 telephoning +41 81 300 15 15 or emailing [sales@panoramic-gourmet.ch](mailto:sales@panoramic-gourmet.ch) up to 24 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**

<b>SOUP OF THE DAY</b>	<b>CHF</b>	<b>10.00</b>
<b>DESSERT OF THE DAY</b>	<b>CHF</b>	<b>9.00</b>
<b>ÄLPLER AFTERNOON SNACK</b> with Bündner salami, Bündner mountain cheese and our preserved vegetables	<b>CHF</b>	<b>24.00</b>
<b>CHEESE BOARD</b> with Viamala semi-hard cheese, Bündner mountain cheese, Aletsch cheese and Langwies organic sheep's cheese with tomato and apricot chutney, served with pear bread and crackers	<b>CHF</b>	<b>26.50</b>
<b>GLACIER PLATTER</b> with Valais dried beef and pancetta, Bündner salami and mountain cheese, Aletsch cheese, served with tomato and apricot chutney and our preserved vegetables	<b>CHF</b>	<b>32.00</b>
<b>GLACIER SALAD</b> Lettuce with ham, pancetta, hard-boiled egg, strips of Bündner mountain cheese, carrots, sweetcorn, herbs and croutons with French dressing	<b>CHF</b>	<b>23.00</b>
<b>CHILDREN'S MENUS</b> Mashed potato with caramelised onions	<b>CHF</b>	<b>13.00</b>
Minced beef and macaroni	<b>CHF</b>	<b>15.00</b>

\* Only available in winter

**BREAKFAST OPTIONS**

Only on trains 900 + 901 until 10.00 am, from 13 May to 15 October 2023

<b>SWISS BREAKFAST</b> Bread basket, two portions of butter, one portion of jam and one of honey plus choice of hot drink	<b>CHF</b>	<b>18.00</b>
<b>BUUREZ BREAKFAST</b> Bread basket, two portions of butter, one portion of jam and one of honey, Bündner air-dried beef, cheese, plus choice of hot drink	<b>CHF</b>	<b>28.00</b>
<b>GLACIER BRUNCH</b> 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 choice of hot drink	<b>CHF</b>	<b>38.00</b>

\*Or a glass of orange juice

**RAILWAY CATERING SERVICE BY TRAIN  
AND ROUTE**
**Glacier Express 10.12.2022 – 15.10.2023**
**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	
<b>GEX 901*</b> 13.05.23 15.10.23	St. Moritz	Brig									Breakfast bis 10:00  Lunch  11:15
	St. Moritz	Andermatt									
	St. Moritz	Chur									
	Chur	Andermatt									
	Chur	Brig									
	Andermatt	Brig									
<b>GEX 923</b> 10.12.22 12.05.23  <b>GEX 903</b> 13.05.23 15.10.23	St. Moritz	Zermatt									1st class 11:45  2nd class 12:15
	St. Moritz	Chur									
	Chur	Andermatt									
	Chur	Brig									
	Andermatt	Brig									
	Brig	Zermatt									
	Chur	Brig									
	Andermatt	Zermatt									
<b>GEX 925</b> 06.04.23 12.05.23  <b>GEX 905</b> 13.05.23 15.10.23	St. Moritz	Zermatt									1st class 12:45  2nd class 13:00
	St. Moritz	Chur									
	Chur	Andermatt									
	Chur	Brig									
	Andermatt	Brig									
	Brig	Zermatt									
	Chur	Brig									
	Andermatt	Zermatt									
<b>GEX 907*</b> 13.05.23 15.10.23	Chur	Zermatt									Lunch 14:45  Dinner 17:15
	Chur	Andermatt									
	Chur	Brig									
	Andermatt	Brig									
	Andermatt	Zermatt									
	Brig	Zermatt									

**Key**

- \* TOs must notify Panoramic Gourmet AG in good time (at least 2 weeks before travel) of the service required – breakfast, lunch or dinner. The right to make changes according to demand/capacity is reserved.

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

RAILWAY CATERING SERVICE BY TRAIN  
AND ROUTE

Glacier Express 10.12.2022 – 15.10.2023

## ZERMATT – ST. MORITZ

			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	
<b>GEX 900*</b> 13.05.23 15.10.23	Zermatt	Chur									Breakfast up to 10:00  Lunch 11:15
	Zermatt	Brig									
	Zermatt	Andermatt									
	Brig	Andermatt									
	Brig	Chur									
	Andermatt	Chur									
<b>GEX 902</b> 10.12.22 15.10.23	Zermatt	St. Moritz									1st class 11:30 2nd class 12:00
	Zermatt	Brig									
	Zermatt	Andermatt									
	Brig	Andermatt									
	Brig	Chur									
	Andermatt	Chur									
	Chur	St. Moritz									
<b>GEX 904</b> 13.05.23 15.10.23	Zermatt	St. Moritz									1st class 12:15 2nd class 12:45
	Zermatt	Brig									
	Zermatt	Andermatt									
	Brig	Andermatt									
	Brig	Chur									
	Andermatt	Chur									
	Chur	St. Moritz									
<b>GEX 906*</b> 13.05.23 15.10.23	Brig	St. Moritz									Lunch 16:00  Dinner 19:00
	Brig	Andermatt									
	Brig	Chur									
	Andermatt	Chur									
	Chur	St. Moritz									

## Key

■ to Tiefencastel

\* TOs must notify Panoramic Gourmet AG in good time (at least 2 weeks before travel) of the service required – breakfast, lunch or dinner. The right to make changes according to demand/capacity is reserved.

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

### GROUPS OF 10 OR MORE PEOPLE

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. A processing fee of CHF 200.00 will be charged for reservations at short notice, seven days or less before the date of travel.

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

Group reservations must be sent by e-mail to Panoramic Gourmet AG at [gruppen@panoramic-gourmet.ch](mailto:gruppen@panoramic-gourmet.ch).

Panoramic Gourmet AG must be informed in writing of reservations, cancellations and amendments. Any reservation, cancellation or amendment shall only take effect following 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 500 ml mineral water	with 500 ml mineral water and coffee or tea	with 200 ml wine, 500 ml mineral water and coffee or tea
<b>PACKAGE DISH OF THE DAY</b>	Package 1a 40.00	Package 1b 41.00	Package 1c 46.00	Package 1d 54.00
<b>PACKAGE 2-COURSE MENU</b>	Package 2a 46.00	Package 2b 47.00	Package 2c 52.00	Package 2d 60.00
<b>PACKAGE 3-COURSE MENU</b>	Package 3a 53.00	Package 3b 54.00	Package 3c 59.00	Package 3d 67.00
<b>PACKAGE 4-COURSE MENU</b>	Package 4a 58.00	Package 4b 59.00	Package 4c 64.00	Package 4d 72.00

**MENU OVERVIEW****RICHLEREN MENU**

Valais bread soup



Braised beef ragout

Macaroni

Ratatouille



Almond and custard slice

**Solis MENU**

Leek and potato soup



Chicken stroganoff

Rice

Carrots



Apple tart with vanilla custard

**ISLA BELLA MENU**

Tomato soup



Meat loaf

Mashed potato

Carrots and peas



Chocolate cake with whipped cream

**SCHMITTNER MENU**Broth with pancake noodles  
and carrot julienne

Roast pork in red wine gravy

Spätzle

Vegetable medley



Berry tart

During summer, we serve a mixed salad instead of soup. On account of limited capacity in the onboard kitchen, we can only serve one of the above menus per day. We reserve the right to amend the menus for organisational reasons.

**SPECIAL DIETARY REQUIREMENTS**

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

**LUNCHBOX SERVICE****ÄLPLER LUNCHBOX****CHF 28.00**

With Bündner salami, Bündner mountain cheese, preserved vegetables,  
two slices of bread, one portion of butter, one 500 ml bottle of sparkling mineral water,  
one Grisons nut slice (100 g), 80 g cocktail mix

**CHEESE LUNCHBOX****CHF 29.00**

With Viamala semi-hard cheese, Bündner mountain cheese, Aletsch cheese,  
organic Langwies sheep's cheese with tomato and apricot chutney,  
two slices of bread, one portion of butter, one 500 ml bottle of sparkling mineral water,  
one Grisons nut slice (100 g), 80 g cocktail mix

**GLACIER LUNCHBOX****CHF 36.00**

With Valais dried beef, Bündner salami, Bündner mountain cheese,  
preserved vegetables, two slices of bread, one portion of butter,  
one 500 ml bottle of sparkling mineral water, one 200 ml bottle of Spiegelberg Pinot noir,  
one Grisons nut slice (100 g), 80 g cocktail mix

**OPTIONAL**

330 ml Michel orange juice

CHF 7.00

200 ml Spiegelberg Riesling-Silvaner white wine  
AOC Schaffhausen, von Salis, Maienfeld

CHF 12.00

200 ml Spiegelberg Pinot Noir red wine  
AOC Schaffhausen, von Salis, Maienfeld

CHF 12.00

200 ml Strada Extra Dry sparkling wine  
AOC Schaffhausen, von Salis, Maienfeld

CHF 18.00

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

CHF 1.50

**RAILWAY CATERING SERVICE BY TRAIN AND ROUTE**  
**Glacier Express 10.12.2022 – 15.10.2023**
**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)	
<b>GEX 901*</b> 13.05.23 15.10.23	St. Moritz	Brig					Breakfast bis 10:00  Lunch  11:15
	St. Moritz	Andermatt					
	St. Moritz	Chur					
	Chur	Andermatt					
	Chur	Brig					
	Andermatt	Brig					
<b>GEX 923</b> 10.12.22 12.05.23  <b>GEX 903</b> 13.05.23 15.10.23	St. Moritz	Zermatt					1st class 11:45  2nd class 12:15
	St. Moritz	Chur					
	Chur	Andermatt					
	Chur	Brig					
	Andermatt	Brig					
	Brig	Zermatt					
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	Andermatt	Zermatt					
<b>GEX 925</b> 06.04.23 12.05.23  <b>GEX 905</b> 13.05.23 15.10.23	St. Moritz	Zermatt					1st class 12:45  2nd class 13:00
	St. Moritz	Chur					
	Chur	Andermatt					
	Chur	Brig					
	Andermatt	Brig					
	Brig	Zermatt					
	Chur	Brig					
	Andermatt	Zermatt					
<b>GEX 907*</b> 13.05.23 15.10.23	Chur	Zermatt					Lunch 14:45  Dinner 17:15
	Chur	Andermatt					
	Chur	Brig					
	Andermatt	Brig					
	Andermatt	Zermatt					
	Brig	Zermatt					

**Key**

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

**RAILWAY CATERING SERVICE BY TRAIN AND ROUTE**  
**Glacier Express 10.12.2022 – 15.10.2023**
**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)	
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	Zermatt	Brig					
	Zermatt	Andermatt					
	Brig	Andermatt					
	Brig	Chur					
	Andermatt	Chur					
	Chur	St. Moritz					
<b>GEX 904</b> 13.05.23 15.10.23	Zermatt	St. Moritz					1st class 12:15 2nd class 12:45
	Zermatt	Brig					
	Zermatt	Andermatt					
	Brig	Andermatt					
	Brig	Chur					
	Andermatt	Chur					
	Chur	St. Moritz					
<b>GEX 906*</b> 13.05.23 15.10.23	Brig	St. Moritz					Lunch 16:00  Dinner 19:00
	Brig	Andermatt					
	Brig	Chur					
	Andermatt	Chur					
	Chur	St. Moritz	■	■	◆		

**Key**

- ◆ Only possible for groups and by prior arrangement
- to Tiefencastel
- \* TOs must notify Panoramic Gourmet AG in good time (at least 2 weeks before travel) of the service required – breakfast, lunch or dinner. The right to make changes according to demand/capacity is reserved.

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.

## 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.

### II.2 Groups of 10 or more people

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. A processing fee of CHF 200.00 will be charged for reservations at short notice, seven days or less before the date of travel. 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.

### 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 against invoice

The customer shall undertake 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. We regret that 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 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 shall not be entitled to payment for the service or a 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**

#### **IV.2.1 Solo travellers**

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.2.2 Group travel**

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 good time. Receipt of your written notification sent to [gruppen@panoramic-gourmet.ch](mailto: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. CONCLUDING PROVISIONS**

### **V.1 Coming into force**

The GTC shall come into force on 1 November 2022.

### **V.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 to March) 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](mailto:info@panoramic-gourmet.ch)

[www.panoramic-gourmet.ch](http://www.panoramic-gourmet.ch)

### **V.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.

