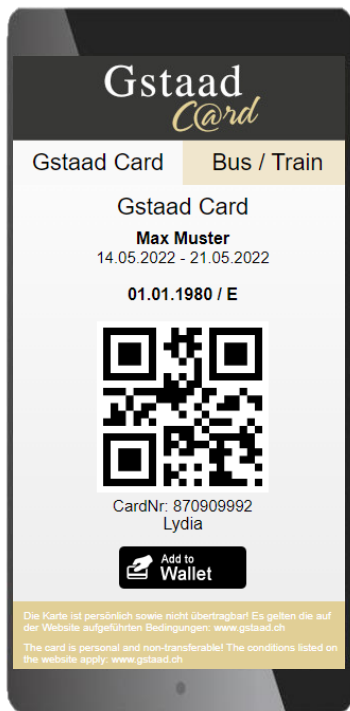


Creating guest cards (Gstaad Card) in the WebClient4



IHRE GSTAAD CARD

Herzlich Willkommen in Gstaad!
Geniessen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele attraktive Erlebnisse.

www.gstaad.ch/gstaadcard

Wir wünschen Ihnen einen genussvollen Aufenthalt in Gstaad.
In: Tourismuseum Gstaad

VOTRE GSTAAD CARD

Bienvenue à Gstaad!
Profitez de la diversité de la région avec votre Gstaad Card et découvrez de nombreuses offres attractives.

www.gstaad.ch/gstaadcard

Nous vous souhaitons un agréable séjour à Gstaad.
Votre équipe de tourisme de Gstaad

YOUR GSTAAD CARD

Welcome to Gstaad!
Enjoy the diversity of the region with your Gstaad Card and discover many tempting offers.

www.gstaad.ch/gstaadcard

We wish you an enjoyable stay in Gstaad.
Your Gstaad Tourism Team

Allgemeine Bedingungen:

Die Gästekarte ist persönlich sowie nicht übertragbar und nur gültig mit Anwesenheit (Abreisebettung, Vor- und Nachname sowie Geburtsdatum des Inhabers als auch Name des Beteiligungsverantwortlichen. Auf Verlangen des Kontrollpersonals hat sich der Gast auszuweisen. Missbrauch wird bestraft. Änderungen vorbehalten.

Conditions générales:

La carte de visiteur est personnelle et non transférable et n'est valable qu'avec la date d'arrivée/départ, le prénom, nom et la date de naissance du titulaire ainsi que le nom de l'hôte. À la demande du personnel de contrôle, l'hôte doit s'identifier. Les abus seront punis. Sous réserve de modifications sans préavis.

Terms & conditions:

The guest card is personal and non-transferable and only valid with the date of arrival/departure, first and last name as well as date of birth of the holder and name of the host. Upon request of the control staff, the guest has to identify himself. Misuse will be punished. Subject to change without further notice.



Gstaad Saanenland Tourismus | Promenade 41 | 3780 Gstaad/Switzerland
T +41 33 748 81 81 | info@gstaad.ch | www.gstaad.ch

Group accommodation (/ Travel groups)

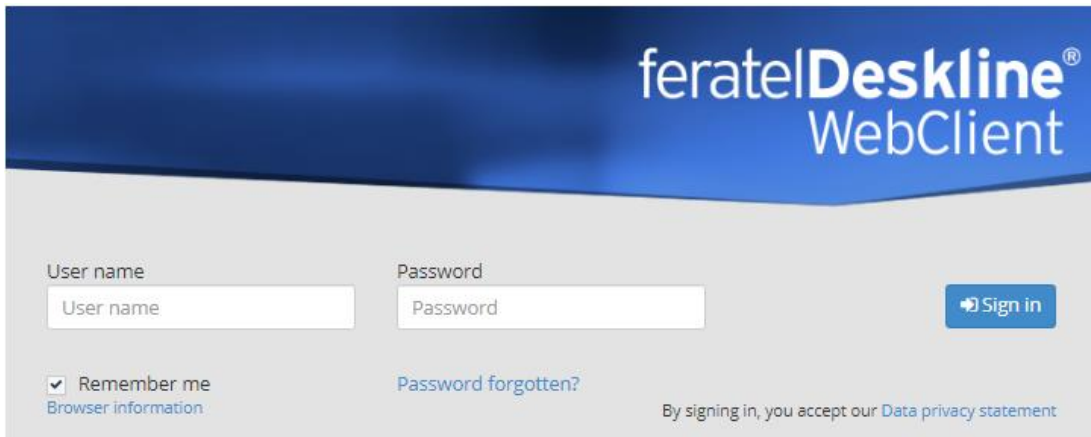
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In the first part (1-5, pages 3-12) you will find the issuing process, in the second part (6-11, from page 13) further functions and additional information.

1 Login

- Login under the following link <https://webclient4.deskline.net/GRI/en/login>
- Enter user name & password
- «Sign in»



- Menu «Visitor regist.»



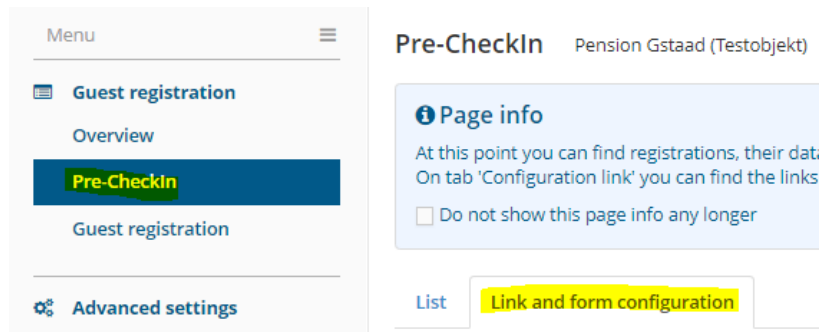
- *When logging in for the first time, it is recommended to adjust the system settings (see «9 System settings», page 19)*

2 Variant 1: Pre-CheckIn Creation of guest cards using group's self-registration → *recommended!*

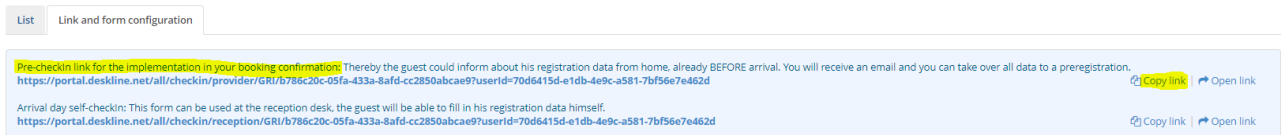
2.1. Sending the Pre-CheckIn link

→ Set up the Pre-CheckIn form - see «8», page 18

- «Visitor regist.» - «Pre-CheckIn»
- Register «Link and form configuration»



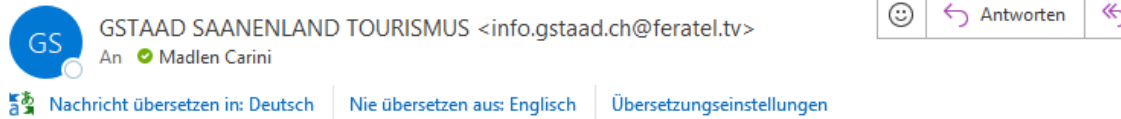
- Copy the Pre-CheckIn link and send it to the tour guide; either in a separate e-mail or incorporate into your own booking confirmation.
Timing: Recommendation: approx. 1 week before arrival
→ see «7 E-mail text template», page 17 (example)



2.2. Receipt of Pre-CheckIn & saving pre-registration

- After successful self-registration of the group you will receive a notification by e-mail:

New pre-check-in



Dear owner

The following Gstaad Card registration for Pension Feratel (Testbetrieb) has just been received, please verify and approve:

Guest: Peter Musterman
Persons: 2
Arrival: 10.06.2023
Departure: 17.06.2023

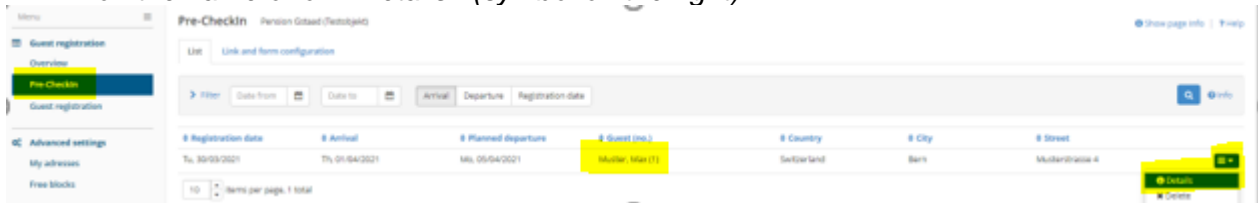
You can view the details [here](#).

Next steps:

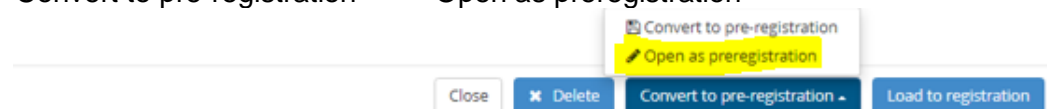
- «Open as preregistration»
- Check data
- «Save preregistration»

Best regards
 GSTAAD SAANENLAND TOURISMUS

- Click on «[here](#)» to get directly to the checkIn details
Alternatively, you can call up the data under «Pre-CheckIn» - «List» and open by clicking on the name or on «Details» (symbol on the right)



- «Convert to pre-registration» → «Open as preregistration»



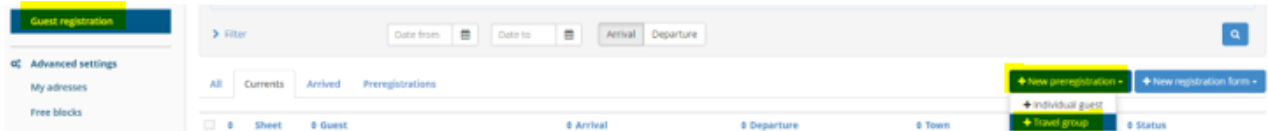
- *Note: a travel group is automatically generated for groups of 10 or more people*
- Check data and adjust if necessary
- If everything is correct, «Produce guest card»



- The system now changes into the «feratelCardSystem»
- Further see «[5 produce & send guest card](#)» (page 10)

3 Variant 2: Creation of the guest cards by direct entry of a pre-registration

- «Guest registration»
- «New preregistration» - «+ Travel group»



- Under «Main guest» (= tour guide) fill in at least all the data with * / * as well as the e-mail
 - «Agree to send personal data to card» must be activated, otherwise the guest cards will not be produced.

New pre-registration

▼ Main guest Agree to send personal data to card ⓘ

Arrival 21/08/2021 Planned departure 28/08/2021

Surname / First name Reiseleiter / Test Salutation / Language Mr with nar / English

Country / Nationality Germany / Germany Zip code / City /

Street Birthday / Age(s) 01.02.1981 / 40 Pflichtig

Email info@gstaad.ch Save in guest addresses ⓘ Consent advertising ⓘ

[More details](#)

- Record the number of guests (without guide) per group of people
 - «Pflichtige» (= adults from 17 years) / «Kinder 12-16» (= children 12-16 years) / «Kinder - 11» (= children up to 11 years)
 - ➔ Children under 6 years of age do not have to be registered (do not receive a Gstaad Card)

▼ Travel group guests (without guide)

Person group	Country	Number	
Pflichtige	Germany	12	✕ Remove
Kinder -11	Germany	2	✕ Remove
Kinder -11	Germany	4	✕ Remove

+ Add row

☰ Change to group details

- «Change to group details»

- The specified number of guest fields per group of people will now appear

▼ Group details (without guide)

⚙️ Fill and change data automatically

	Surname / First name	Birthday *				
2	Muster / Felix	01.01.1970	P		Deu ...	Edit Delete
3	Muster / Anna	01.05.1975	P		Deu ...	Edit Delete
4	Muster / Walter	01.02.1950	P		Deu ...	Edit Delete
5	Muster / Klara	01.05.1954	P		Deu ...	Edit Delete

- **For each group member, first name, last name and date of birth must be entered** (other guests: «+ Add guest»)
Important: The data must be filled in correctly. The guest cards are personal, non-transferable and only valid with the name and birthday of the holder. The guest must identify himself on request of the control staff. Therefore, a personal card in their name must be issued for each guest. Abuse is punished.
- If individual group members arrive or depart earlier / later, the arrival / departure date can be adjusted via «Edit» for the corresponding guest - «Change arr./dep.»
- «Load guest details»

▼ Guest 2 on same address Agree to send personal data to card ⓘ Change arr./dep.

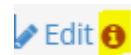
Arrival **Planned departure**

Surname / First name / Salutation

Birthday / Age(s) ⓘ /

[More details](#) Save in guest addresses ⓘ

- The deviation is indicated by the «i» next to «Edit»
- If everything is entered correctly, «Save changes and stay»



If «Save changes and close» is selected,

the pre-registration can then be called up in the submenu "Guest registration" - "Pre-registrations" and opened by clicking on the name or via "Details" (symbol on the right).

Guest registration

Advanced settings

My addresses

Free blocks

Filter

All Currents Arrived Preregistrations

Guest	Arrival	Departure	Town	Persons	Status
<input type="checkbox"/> Muster, Max	Sa, 01/05/2021	Sa, 08/05/2021 (P)	CH - Bern	2	

- «Produce guest card»



- The system now changes into the «feratelCardSystem»
- Further see «5 produce & send guest card» (page 10)
→ for groups of more than 25 persons: 5.4 (page 12)
- **Travel groups in Hotels/Camping/B&B: «Convert to pre-registration»
The guest automatically receives the invitation link to "Concierge myGstaad", the digital holiday companion (see separate «Manual_Creating Gstaad Card», page 9)*

4 Variant 3: Self- registration on site

In the event that the group does not have the opportunity to do the Pre-CheckIn before arrival (because they has not received the link) and you cannot make the guest registration on site (see Variant 2, page 6), we recommend that you display the QR code* in your accommodation. In this way, the group has the opportunity to self-register on site.

- **Important:**
 - **After successful self-registration of the group, the Gstaad Cards must be sent out!**
 - **Therefore, check your e-mails resp. your Pre-CheckIns regularly, especially when groups arrive!**
 - Everything works exactly the same as for the pre-check-in before arrival (see «2.2 Receipt of Pre-CheckIn & saving pre-registration», page 5)

*The QR code can be ordered by e-mail info@gstaad.ch or phone +41 33 748 81 81

5 Produce and send guest cards

→ The CardSoftware is in German

5.1. Send cards to the same e-mail address

- «Alle Karten merken» (= «Memorize all cards»)

Aktion	Info	Karten-Nr	Vorname / Nachname	Karten-ID	Meldeschein-Nr	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Kartentyp
<input type="checkbox"/>		623017260	Felix Muster		-1	Pension Gstaad (Testobjekt)	Gstaad	31.03.2021 01.04.2021	Gstaad Card Erwachsene
<input type="checkbox"/>		1349110563	Lukas Muster		300000527	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Saani Card Kinder
<input type="checkbox"/>		1493391841	Livia Muster		300000526	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Saani Card Kinder
<input type="checkbox"/>		201517778	Marta Muster		300000525	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Gstaad Card Erwachsene
<input type="checkbox"/>		1496111675	Max Muster		300000524	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Gstaad Card Erwachsene

- ...or, if not all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
for the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)

- Go to the register «Merkliste» (= «Memory List»)
- Aktion für alle gelisteten Karten (= Action for all listed cards):
Select «MobileCards senden» (= «Send MobileCards»)

- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)

5.2. Send card individually to an e-mail address

- Click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») menu



Kartenausgabe

Zu produzierende Karten | Aktive Karten | Karte suchen | Merkliste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

Suchfilter

Karten-Nr.: Vorname:
 Gültig von: Gültig bis:

Suchergebnis

Aktion	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein
<input type="checkbox"/>	1874878968	Mara Muster		
<input checked="" type="checkbox"/>	1223295681	Max Muster		

Anzahl: 2

- Check respectively enter the e-mail address
- «Mobile Card versenden» (= «Send MobileCard»)



Karte bearbeiten - Pension Gstaad (Testobjekt) GSTTVB01 (Pension Gstaad (Testobjekt) GSTTVB01)

Kundendaten

Armede: Herr | Titel:
 Nachname: Muster | Meldeschein-Nr.: -1
 Vorname: Max
 Geburtsdatum: 01.01.1980
 Email:

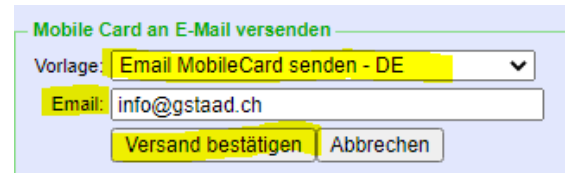
Kartendaten

Kartentyp: GSTAAD Card Erwachsene
 Gültig von: 15.05.2021 | Gültig bis: 22.05.2021
 Anz. Tage: 0

Karten-Nr.: 1223295681 | Karten-ID:
 Berechtigung: _Default
 Bemerkung: 12.03.2021 08:42:37 Karte erstellt, gültig von 15.05.21 bis 22.05.21 (CS)

[Mobile Card versenden](#) | [Drucken](#) | [Für PIA aktivieren](#) | [Speichern](#) | [Abbrechen](#)

- «Vorlage» (= «Template»): select the desired language
- Check email address (adjust if necessary)
- Click on «Versand bestätigen» (= «Confirm sending»)



Mobile Card an E-Mail versenden

Vorlage:

Email:

[Versand bestätigen](#) | [Abbrechen](#)

5.3. Print

- If the guest only wants a printed card, click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») menu



Kartenausgabe

Zu produzierende Karten | Aktive Karten | Karte suchen | Merkliste

Zu produzierende Karten - Pension Gstaad (Testobjekt) GSTTVB01

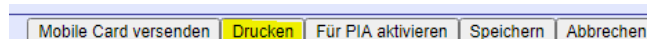
Suchfilter

Karten-Nr.: Vorname: Nachname: Karten-Nr Von:
 Gültig von: Gültig bis: Kartentyp:

Suchergebnis

Aktion	Info	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein-Nr.	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Kartentyp
<input checked="" type="checkbox"/>		310359524	Maxi Muster		-1	Pension Gstaad (Testobjekt M)	Gstaad	22.07.2021 25.07.2021	Saani Card
<input checked="" type="checkbox"/>		338359311	Max Muster		-1	Pension Gstaad (Testobjekt M)	Gstaad	22.07.2021 25.07.2021	Gstaad Card

- «Drucken» (= «Print») button on the bottom right
- Please note: As soon as the MobileCard has been sent, this «Print» button disappears. In this case, it is advisable to send the card again to your own e-mail address and to print the card from the e-mail attachment.
- Use the «Zurück» (= «Back») button (top right) to return to the WebClient.

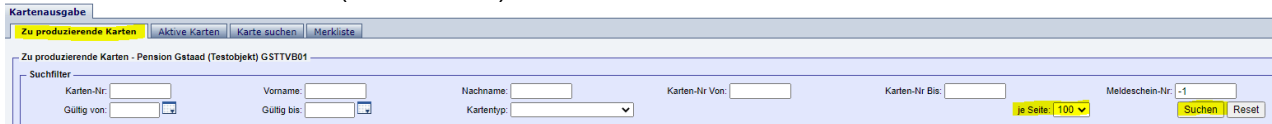


[Mobile Card versenden](#) | [Drucken](#) | [Für PIA aktivieren](#) | [Speichern](#) | [Abbrechen](#)

5.4. Send cards for groups of more than 25 persons

→ **PLEASE NOTE:** Bei mehr als 25 Personen:

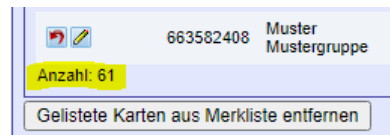
- Under «Zu produzierende Karten» («Cards to produce»), increase the number of cards of «je Seite» (= «per page») (for 25-49 persons to 50; for 50-99 person to 100; for more than 99 person to 500)
- «Suchen» (= «Search»)



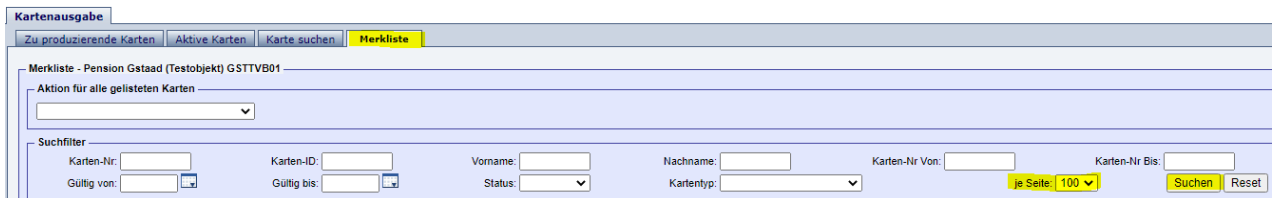
- Check at the bottom left whether the number corresponds to the size of the group*
- «Alle Karten merken» (= «Memorize all cards»)



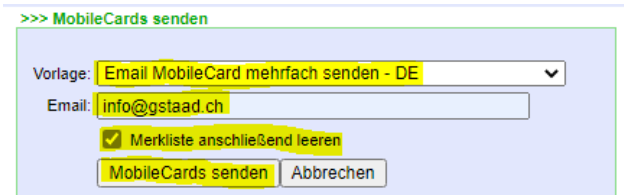
- Go to register «Merkliste» (= «Memory List»)
- Check at the bottom left whether the number corresponds to the size of the group



- If necessary, increase the number of «je Seite» (= «per page») and click on «Suchen» (= «Search»)

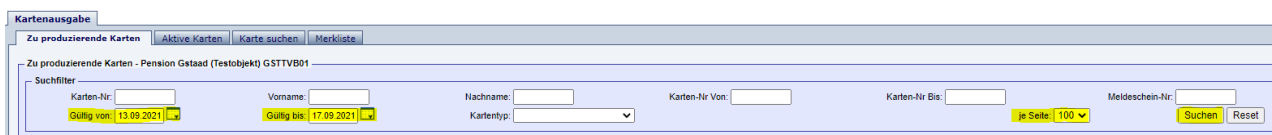


- Aktion für alle gelisteten Karten (= Action for all listed cards): Select «MobileCards senden» (= «Send MobileCards»)
- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)



→ * If several groups are listed under «Zu produzierende Karten» (= «Cards to produce»):

- Filter by date of stay: «Gültig von/bis» (= «Valid from/until») (select date via calendar!)
- «Suchen» (= «Search») This will only display the cards to be sent in the corresponding group.



FAQ

→ Clicking on the question (text) will redirect you to the relevant point.

- Can guest reports be adjusted?
 - Departure date, date of birth, first name, surname, e-mail, more/less individual guests
 - Date of arrival
 - What happens when the group or individual guests cancel at short notice or do not arrive (no show)?
- Is there a text template for sending the Pre-CheckIn link?
- Can the Pre-CheckIn form be designed by the user?
- Which system settings have to be made?
- Is there a hotline for questions and problems?
- What does the Pre-CheckIn form look like for the guest?

6 Can guest reports be adjusted?

6.1. Departure date*, date of birth, first name, surname, e-mail, more/less individual guests

- Adjustments to the departure date, date of birth, surname, first name, (country/nationality, address) and e-mail as well as the addition and deletion of individual guests can be made in the pre-registration (or in the registration form), even if the card has already been sent by e-mail or printed.
 - By clicking on «Save pre-registration» (respectively «Save changes» in the registration form), the changes are automatically updated in the CardSystem and new cards can be issued.

6.1.1. *Attention when extending a Gstaad Card

- If the Gstaad Card(s) has (have) already been sent/printed, a duplicate must be issued and the card(s) sent/printed again so that the validity of the public transport QR code is also updated and the guest can thus use public transport throughout their stay.

- «→ Open guest card system» (top right)
- «Karte suchen» (= «Search card»)
- If the card(s) you have just extended does/do not appear at the top, search by surname

Print Messages Configuration Pension Gstaad (Test)

[Open guest card system.](#)



The screenshot shows the 'Gstaad Card' management interface. At the top, there are navigation tabs: 'Zu produzierende Karten', 'Aktive Karten', 'Karte suchen' (highlighted), and 'Merkliste'. Below the tabs is a search filter section with fields for 'Karten-Nr.', 'Karten-ID', 'Vorname', 'Nachname' (set to 'Muster'), 'Karten-Nr. Von', 'Karten-Nr. Bis', 'Gültig von', 'Gültig bis', 'Status', and 'Kartentyp'. A 'Suchen' button is located to the right of the filter fields. Below the search filters is a table with the following columns: 'Aktion', 'Info', 'Karten-Nr.', 'Vorname / Nachname', 'Karten-ID', 'Meldeschein-Nr.', 'Mitgliedsbetrieb', 'Ortscode', 'Gültig-Von / -Bis', 'Status', and 'Kartentyp'. The table contains one entry with the following data:

Aktion	Info	Karten-Nr.	Vorname / Nachname	Karten-ID	Meldeschein-Nr.	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Status	Kartentyp
		81984108	Tester Muster	9742850960781494223	-1	Pension Gstaad (Testobjekt M)	Gstaad	04.07.2022 09.07.2022	aktiv	Gstaad Card

- Click on the desired card (name)
- «Duplikat produzieren» (= «Produce duplicate») (previous card is blocked as a result)

- **Begründung** (= Reason):
 - select «Aufenthalt verlängert» (= «Stay extended»)
- «Duplikatdruck bestätigen» (= «Confirm duplicate print»)
- If a printout is desired: print Print@Home version
- If a MobileCard is desired:
 - «Mobile Card versenden» (= «Send MobileCard»)
 - (Check email address (adjust if necessary))
 - «Versand bestätigen» (= «Confirm sending»)

6.2. Date of arrival

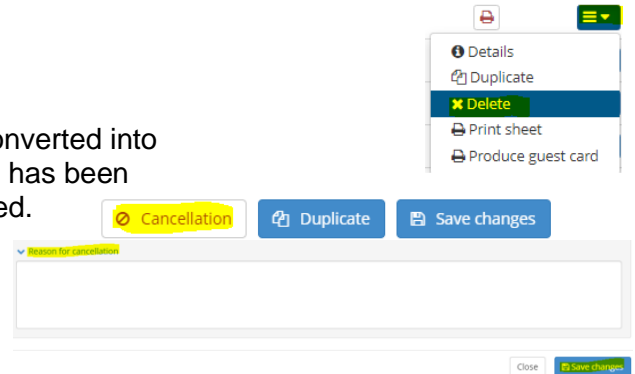
- The date of arrival can only be adjusted before the card is printed/sent. sent by e-mail or printed, the pre-registration must be deleted (respectively the registration form cancelled) and recreated if the date of arrival is changed.

6.3. What happens when the group or individual guests cancel at short notice or do not arrive (no show)?

6.3.1. Entire group

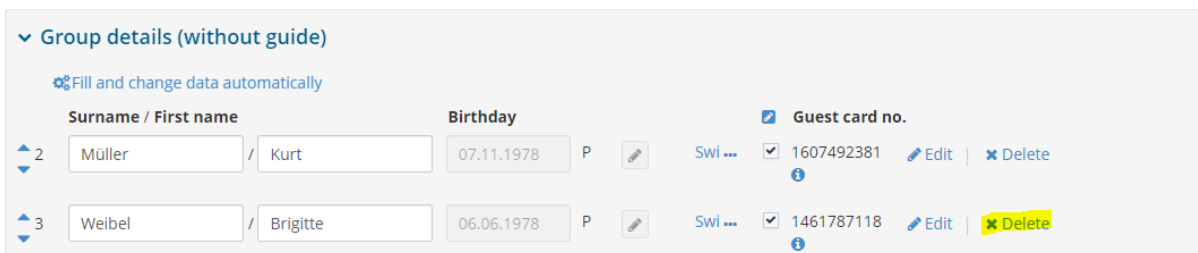
- If a group, for which a preregistration has already been saved, does not arrive, the preregistration can be deleted:

- Call up the pre-registration
- Symbol on the right – «Delete»
- If a pre-registration has already been converted into a registration form or a registration form has been created directly, it must then be cancelled.
- Open the registration - «Cancellation»
- Enter the reason for cancellation
- «Save changes»



6.3.2. Individual guest

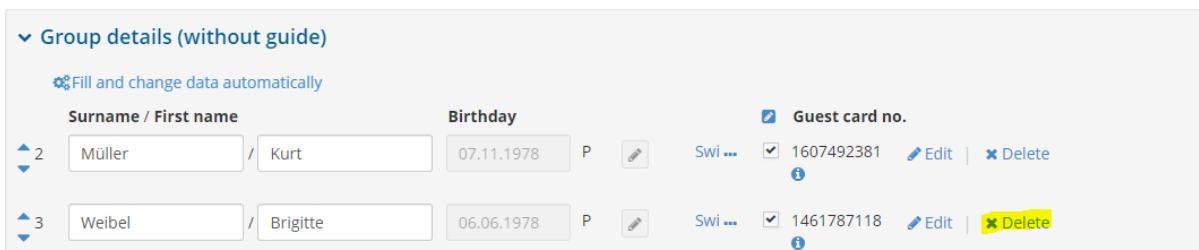
- Open pre-registration (Double click or symbol on the right – «Details»)
- For the non-arriving guest: «x Delete»



- «Save preregistration»



- If a pre-registration has already been converted into a registration form or a registration form has been created directly, open it.
- For the non-arriving guest: «x Delete»



- «Save preregistration»



7 E-mail text template

English

As guests paying a visitor's tax, you receive the Gstaad Card (digital guest card) for the duration of your stay. Enjoy the diversity of the region with your Gstaad Card and discover many exciting offers and experiences. Various discounts or free services are included in the Gstaad Card. You will find an overview of all the benefits at: www.gstaad.ch/en/gstaadcard. You can sign up here for your group: **xxx***
Once your data has been verified, the Gstaad Cards will be sent by email.

German

Als kurtaxenzahlender Gast erhalten Sie für die Dauer Ihres Aufenthaltes die Gstaad Card (digitale Gästekarte). Geniessen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele spannende Angebote und Erlebnisse. Diverse Vergünstigungen oder kostenlose Leistungsbezüge sind in der Gstaad Card inbegriffen. Die Übersicht aller Leistungen finden Sie unter: www.gstaad.ch/gstaadcard.
Unter folgendem Link können Sie Ihre Gruppe selbst registrieren: **xxx***
Nach Verifizierung Ihrer Daten erhalten Sie per E-Mail die Gstaad Cards.

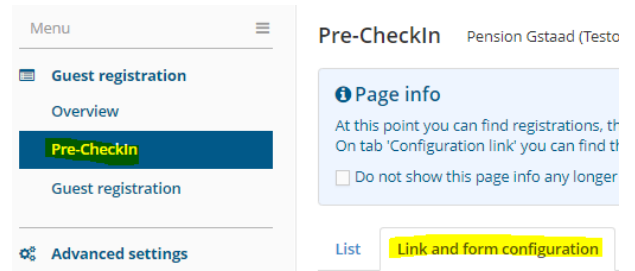
French

En tant qu'hôte s'acquittant d'une taxe de séjour, vous recevez la Gstaad Card (carte d'hôte numérique) pour la durée de vos vacances. Profitez de la diversité de la région avec votre Gstaad Card et découvrez de nombreuses offres et expériences intéressantes. Diverses réductions ou services gratuits sont inclus dans la Gstaad Card. Vous trouverez un aperçu de tous les avantages à l'adresse suivante: www.gstaad.ch/fr/gstaadcard
En cliquant sur le lien suivant, vous pouvez enregistrer vous-même votre groupe: **xxx***
Une fois vos données vérifiées, les Gstaad Cards sera envoyés par e-mail.

**) please insert the Pre-CheckIn link here.*

8 Set up the Pre-CheckIn form

- «Pre-CheckIn»
- Register «Link and form configuration»




- Here you can create a logo, host photo as well as introduction text, which will later be displayed to the guest during self-registration.
These settings can be changed at any time.
- **ATTENTION:** *The closing text is inserted everywhere by GST. These texts must not be changed!*

▼ **Logo and host picture**

Logo

Gstaad_3f_RGB_Scre...



Edit | Delete

Host picture

▶ Click to upload

▼ **Change colors**

Leading color Preview

▼ **Link to guest: Introduction- and complimentary close text**

Introduction text

▼ Deutsch

Herzlich Willkommen!

English + Add description for language

Complimentary close text

Viele... ung.

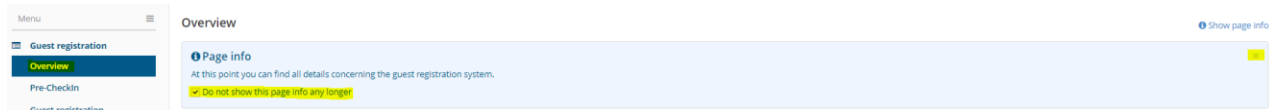
Wir fre... unschen Ihnen

9 System settings

- «Configuration» (top right)
- «Visitor registration settings»

9.1. Hide page information

- «Overview»
- Do not show this page info any longer
- Hide page information by clicking on «X» (does not appear afterwards)



9.2. Check and adjust system settings

Print Messages **Configuration**

- «Configuration» (top right)
- «Visitor registration settings» (in the left menu)

General settings:

- The default is «for Guest1: save in guest addresses»
i.e. : the data of the main guest is saved in your guest addresses (menu item «My addresses») *This function does not necessarily have to be activated, because the guest data is automatically saved when a guest registration is entered and can so be reused for returning (regular) guests (see Variant 2, page 8).*
 - If you do not want to save the addresses twice, remove
- The standard country (origin of the guests) can be defined on request



10 Hotline for questions

If you have any questions about the application or if you have any problems, please contact our hotline:

Gstaad Saanenland Tourismus
Tel. +41 33 748 81 81
info@gstaad.ch

11 Appendix

This is what the Pre-CheckIn looks like for the guest:

*Only the fields marked with * and the e-mail address of the main guest (to receive the Gstaad Card(s)) must be filled in.*

Separate e-mails are now also possible per guest



Gstaad Card - your digital guest card

Register yourself and your fellow travellers (children from 6 years) for the Gstaad Card now. Every guest receives a personalised Gstaad Card.

Arrival Departure

Select date

Pension Feratel (Testbetrieb)
Gstaad Saanenland Tourismus
3780 Gstaad, Promenade 41
Phone: +41 33 748 81 81



Your personal data

Salutation* <input type="text"/>	First name* <input type="text"/>	Surname* <input type="text"/>
Birthdate* <input type="text"/>	Country* <input type="text"/>	Nationality* <input type="text"/>
Zip* <input type="text"/>	City* <input type="text"/>	Street* <input type="text"/>