



INTERLAKEN
winterheart

THE HOME OF WINTERFEELING

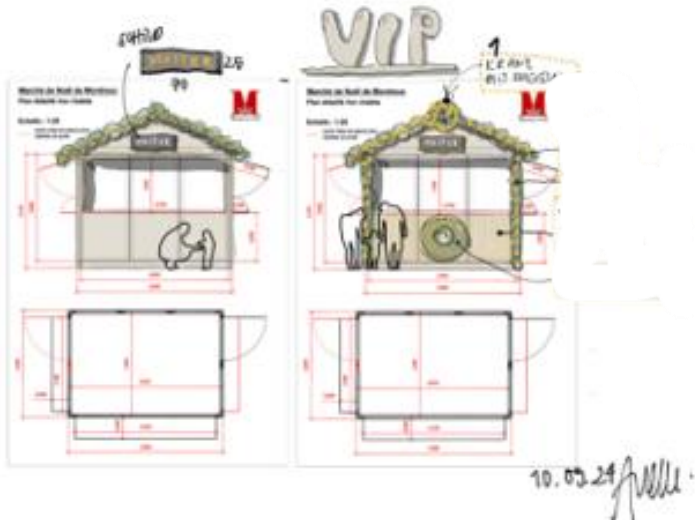
Factsheet für Chalet Betreiber

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Chalet Bilder:



1. Venue

Congress Kursaal Interlaken AG, Strandbadstrasse 44, 3800 Interlaken

2. Contact Congress Kursaal Interlaken AG (hereinafter referred to as CKI)

For general information, please contact:

☎ +41 33 827 61 23

✉ event@congress-interlaken.ch

2.1. Contact person / site manager

The site manager is your direct contact person on site and can be recognized by a navy blue Winterheart jacket. The instructions of the groundsman, including verbal instructions, are binding and must be followed immediately.

On site, you can reach the site manager via:

☎ +41 33 827 61 23

2.2. Webshop

If you have any questions about the webshop, please contact:

✉ webshop@congress-interlaken.ch

You can conveniently place your orders today via the webshop link. Orders placed by the day before the desired delivery time are free of charge. Express orders on the same day are subject to a fee of CHF 20.00.

You can access the webshop via QR code:



3. Operating hours «Winterheart»

Winterheart will be open daily from Friday, November 29 to Sunday, December 22, 2024.

Monday to Wednesday: 16:00 - 21:00

Thursday to Sunday: 11:00 a.m. - 10:00 p.m.

The chalets must be open daily from the beginning to the end of the official operating hours.

3.1. Access to the chalets during operating hours

Monday to Wednesday:

1. Access for chalet operators until 3:30 p.m.
2. Set up chalet until 3:45 p.m.
3. Opening "Winterheart" at 4:00 p.m.
4. Last serving / serving drinks/food at 8:30 p.m.

Thursday to Sunday:

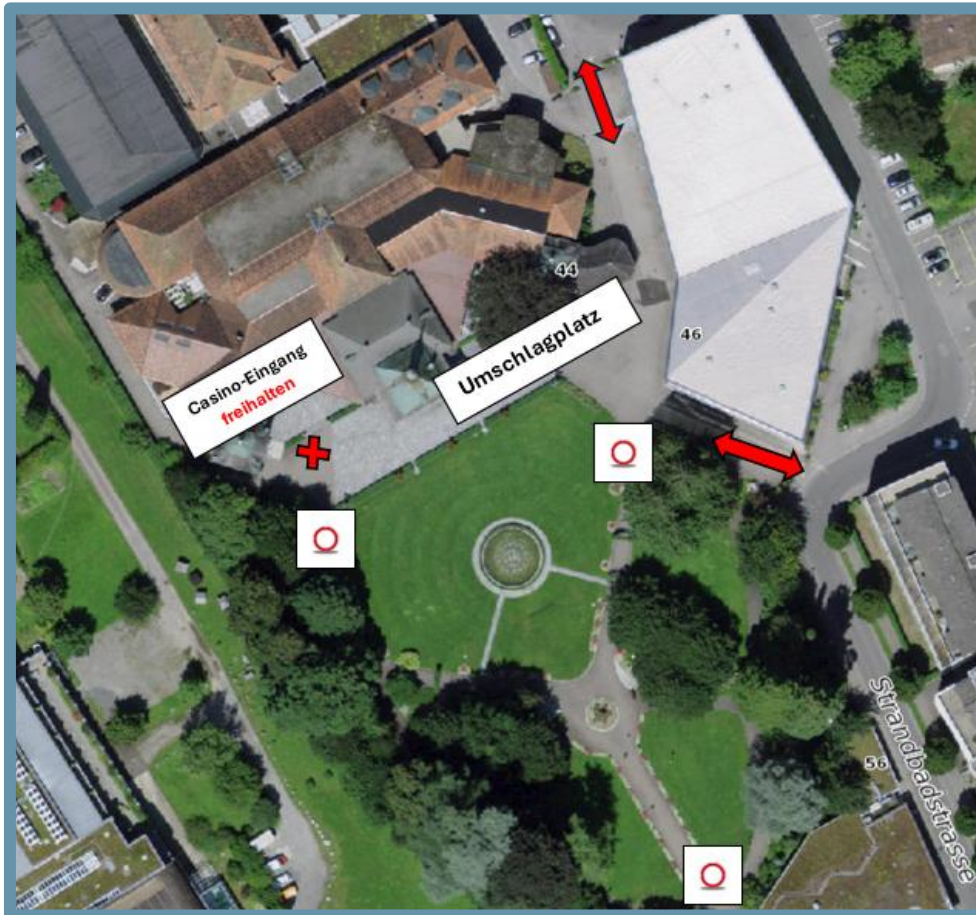
5. Access for chalet operators until 10:30 a.m. (exception: 29.11.2024 no access permitted)
6. Set up chalet by 10:45 a.m.
7. Opening of "Winterheart" at 11:00 a.m.
8. Last serving / serving drinks/food at 9:30 p.m.

3.2. Parking / Driveway

Access is only permitted before and after opening hours - there is an absolute ban on driving and parking during operating hours.

Public parking is available around the Kursaal area for a fee. Further parking spaces can be found in the parking garage Zentrum Interlaken (PZI).

Please note that some chalets are not directly accessible by vehicle. Therefore, organize the transport of your goods with trolleys.



1. Chalets

4.1. Assembly and dismantling

Option 1, 29.11.-22.12.2024

Set-up: On Thursday, 28.11.2024 from 09:00-17:00 the rented chalets can be occupied. Please note that you will not be able to access on 29.11.2024.

Dismantling: On Sunday, 22.12.2024 from 22:00-06:00

Option 2, 29.11.-10.12.2024

Set-up: On Thursday, 28.11.2024 from 09:00-17:00 the rented chalets can be occupied. Please note that you will not be able to access on 29.11.2024.

Dismantling: On Tuesday, 10.12.2024 from 21:00-06:00

Option 3, 11.12.-22.12.2024

Set-up: On Wednesday, 11.12.2024 from 08:00-15:30 the rented chalets can be occupied.

Dismantling: On Sunday, 22.12.2024 from 22:00-06:00

4.2. Handover / Acceptance

When you arrive, your chalet is open and ready to move into. Please move into your chalet independently. The site manager will then fill out the handover protocol together with you and hand over the key.

To inspect the chalet on your departure, it is necessary to make an appointment in advance with the site manager or the responsible security staff on site. The chalet must be returned in a clean condition. The condition of the chalet is recorded in the acceptance protocol and signed by both parties.

4.2. Equipment, lettering & electricity

The chalet (2x 3m) is rented without any basic equipment. The booths are labeled with the respective booth numbers and company names. Furniture, such as tables and chairs, can be ordered in the webshop.

Please specify the required electricity connection in the contract. On site, additional connections can be requested from the site manager and paid for directly.

4.3. Stand Expansion & Stand Rental

Extensions or extensions of the stands are not permitted.

The operators of the food stalls, whether they serve drinks or not, are responsible for the correct storage and storage of their goods. Refrigerators and freezers must be stored inside the chalet. If a refrigerated truck is set up without prior approval, the organizer reserves the right to have it removed from the site.

4.4. Decoration

The exterior decorations of the chalet can be ordered when signing the contract (please select in the contract). Here there are the possibilities of "basic" decoration and "extra" decoration. You can see a simplified representation below.

Please note that it is not allowed to bring your own outdoor decorations.

4.5. Empties storage

The storage of empties next to or behind the stand is prohibited. Due to the limited space available in the house, no reservations can be accepted for this. Please take care of the storage of empties yourself.

4.6. Waste disposal

The cleanliness of the stalls is to be ensured by the chalet operator. The organizer will provide waste bins at several points on the event site. The chalet operators are obliged to dispose of their waste in the designated containers in the courtyard of the CKI.

4.7. Music

The organizer provides the Christmas background music, which is why no own music may be played in the chalets.

4.8. Payment methods

Each operator of a chalet is responsible for the selection of payment methods and their processing.

The only exception is the "Interlaken-Taler". These are handed over to the site manager at the chalet inspection. The sum will then be transferred to you (see contract).

1. Food & Drink

5.1. Restaurant Spycher

For a warm meal, we recommend the [Spycher restaurant](#), which is located right at the east entrance.

5.2. Exclusive rights

CKI owns the exclusive catering right. The chalet operator can order food and drinks for his own consumption via the CKI webshop. The chalet operators are not permitted to sell food and beverages (exceptions are licensed food trucks and food chalets).

Specialties are exempt from this regulation, but must be approved by the organizer. Serving and serving open food by the glass are not permitted.

5.3. Mulled wine

The serving of mulled wine is reserved exclusively for the CKI, the organizer of Winterheart. The chalet operators are prohibited from offering mulled wine for sale.

5.4. Protection of minors

The sale and distribution of alcoholic beverages to young people under the age of 16 is prohibited. The sale and sale of distilled alcoholic beverages and tobacco products to young people under the age of 18 is also prohibited.

Appropriate youth protection shields must be clearly visible.

5.5. Tableware & Depot Concept

A deposit on cups and plates is not charged, as only disposable tableware is used.

The Winterheart porcelain cups are an exception. Please refer guests to the mulledwine stands.

1. Toilets

The fee-based toilet facilities on Strandbadstrasse are intended for both visitors and stall operators.

2. Safety

7.1. Terrain monitoring

The area will be guarded during the night from 28 November to 22 December 2024, from 10:00 p.m. to 7:00 a.m. each day. The organizer assumes no liability for theft and/or damage. All insurance is the responsibility of the stall operator. The chalets can be locked with a key/lock. Please note that security staff or CKI employees will gain access to the chalets in an emergency. The costs incurred are at the expense of the chalet operator.

7.2. Fire

No open fires are allowed to burn, gas heating is prohibited.

3. Side Events

Find [more information about events at the CKI during Winterheart](#) here.

4. Casino Entrance

The casino entrance must be kept clear at all times. Any photo and video recordings as well as their public distribution are prohibited.