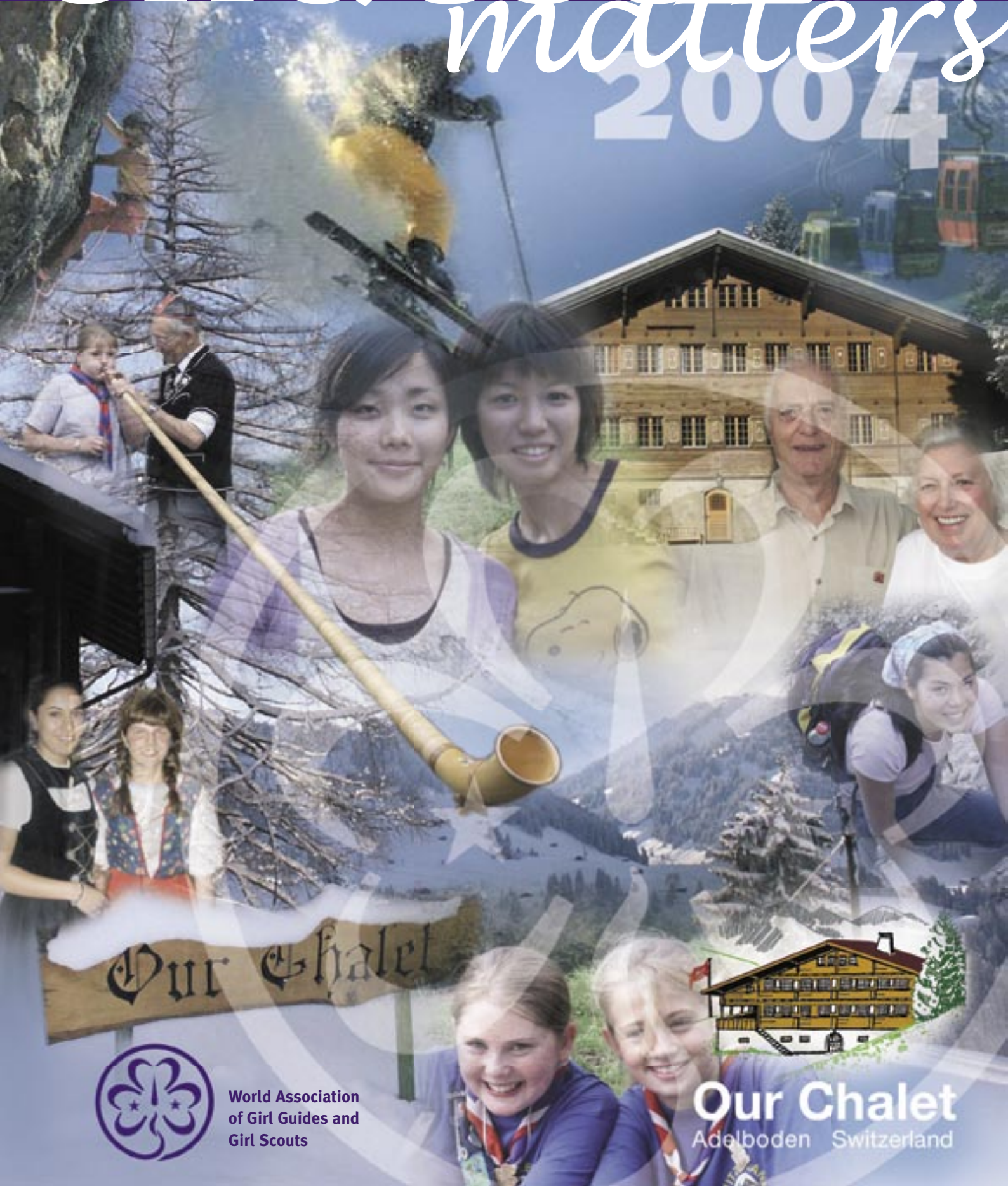


chalet

matters

2004



Our Chalet



World Association
of Girl Guides and
Girl Scouts

Our Chalet
Adelboden Switzerland

“Congratulations on running a wonderful facility. It was truly the experience of a lifetime (for the grown-ups too).”

WELCOME to the third edition of *Chalet Matters*, our annual newsletter designed to keep you up to date with what's been happening at Our Chalet and what's planned for the future.

In 2003, Our Chalet exceeded previous annual records with a total of over 11,500 'bednights' (over 1000 more than in 2002).

Guests, of whom 95% came from Guiding and Scouting, were from 20 countries including (in order of participation) USA, UK, Switzerland, Norway, Canada and Germany. 25% of guests were repeat visitors. In addition, 4000 people made a trip to Our Chalet to receive a day visitors' tour.

But it's not all about statistics. Our guests constantly give positive feedback on the exceptional service provided in all areas. We are proud to be able to meet and exceed so many expectations. There are so many benefits in staying at Our Chalet – from reduced rates on lessons and equipment hire, and mountain familiarisation by our own qualified staff in the winter, to the programme of high adventure activities, excursions and hiking accompanied by our own staff acting as tour guides and walking guides in the summer.

Our morning reflections, challenge badges and unique evening activities also provide a 'full on' programme which fulfills the goals of the centre and of the World Association of Girl Guides and Girl Scouts.

Our Chalet is indebted to the hardworking and dedicated full time staff, the committed board members and the enthusiastic teams of volunteers who assisted us last year.

We also give a big thank you to all our Friends, both individuals and organisations, who have contributed with donations and grants. Your generosity has enabled us to make many improvements to the facilities over the last year and to begin the renovation programme this year.

I hope you enjoy reading about the highlights of Our Chalet's year, and the programme of work ahead. We look forward to welcoming you at Our Chalet again soon.

Peter Neurauter
Centre Manager
Our Chalet

What happened at Our Chalet in 2003

GUEST SERVICES

One of the main aims of all staff at Our Chalet is to ensure guest satisfaction through providing a personal, efficient and professional service.

In the busy summer season, various improvements were made to the welcome pack and the programme information, and the format of the leaders' welcome meeting was changed to make it easier for leaders to decide on programme options. Daily reflections were held throughout the summer and much use was made of the new laptop and beamer, which were purchased this year to enhance Our Chalet as a fully-equipped seminar venue.

Throughout the year, the Chalet minibus offered guests a valuable service, and in the winter the new ski rack proved useful when transporting guests to and from ski lifts. The Internet corner, with its additional computer, was popular and the new pay phone in Spycher provided a second (more private) guest telephone. An ice bar made by the volunteers out of snow enabled winter guests to enjoy hot drinks on their return from skiing, while a new range of shop products in the summer proved extremely popular as did the new ice cream freezer and the picnic tables.

Over 4,000 day visitors were given a guided tour of Our Chalet last summer, including a slide show presentation of the Chalet's history, a tour of the buildings and a visit to the shop. Many groups also took the opportunity to perform Bridging ceremonies and to renew their Promise by the flagpole.



Breathtaking hikes lead by Our Chalet staff

FINANCES AND DONATIONS

Our Chalet operated within budget in the last financial year. A total of 11,746 bed nights were occupied, which exceeded the previous year's challenging figures in seven out of the 10 months of operation. General donations received in 2002/3 totalled CHF 6,460, specific donations and grants totalled CHF 43,120 and legacies of CHF 12,559 were also received. Expenditure in all areas was regularly evaluated to seek out further savings.

Thank you to everyone who contributed in any way to Our Chalet last year.

FRIENDS OF OUR CHALET



Friends of Our Chalet

The support and commitment of all our Friends worldwide is very much appreciated, and we acknowledge that without this valuable assistance, many of the improvements made at the Centre last year would not have been possible. Membership remained constant throughout the year with approximately 2,500 Friends in 42 countries worldwide.

Donations made by Friends of Our Chalet enabled new items to be purchased, including toasters, wine glasses, candle holders, kettles and a coffee machine, table tennis bats, picture frames, toilet seats, a football table, wooden coat hangers, garden tools, a vacuum cleaner, mirrors, a travel cot and high chair, sun-umbrellas, a high pressure cleaner, towels, an electric fly killer, fire alarms, a digital video camera, a weather station, rubber non-slip mats, a kitchen fan and other kitchen equipment. *Thank you.*

OUR CHALET'S STAFF

Throughout 2003, Our Chalet's core management team comprised just three people: Peter Neurauter, Centre Manager, Louise Berry, Deputy Centre Manager and Nicola Baker, Office Assistant. Other long-term staff included Susi Marmet, a local bookkeeper and Alison Neurauter who manages the Centre's PR and Marketing on a voluntary basis.



Staff and volunteers Winter 2003

28 volunteers aged between 18 and 62 worked for up to three months each, carrying out many of the day-to-day house, kitchen and guest-programme duties. A total of 115 applications were received for the 28 positions, and 23 of the 28 volunteers were young women from WAGGGS Member Organizations including Australia, Finland, Switzerland, UK, Sweden, Japan, Canada, USA, New Zealand, Poland, South Korea and Russia. The other five were male Scouts from Portugal, Switzerland and Poland.

All volunteers received comprehensive training in team building, health and safety, work policies and practices, customer care and public relations. They also gained a certificate of competence at the end of their stay. A strong emphasis is placed on volunteers' personal and professional development, and one volunteer was selected to represent WAGGGS at the World Bank meeting in Paris last September.

WORKING WITH THE COMMUNITY

Our Chalet has excellent relations with suppliers and neighbours in Adelboden, and the Centre and its staff are valued members of the community. For many local businesses, a large part of their income comes from Our Chalet guests, and our second annual Open Day for local businesses attracted over 130 people, while the annual Neighbours' Party at Christmas was attended by many local families.

Our Chalet is becoming a popular venue in the village for special events. In March, a local septuagenarian chose Our Chalet as the venue for his birthday celebrations and several local families hired a room in the Chalet for their New Year celebrations.

Many staff and volunteers last year took on a local community project as part of the new 'Staff Challenge'. Some helped to build a new path near the Engstligen waterfall and one volunteer used her artistic talents to draw local churches.

During the summer, Adelboden received an award from Tourism Europe for the best family resort in the Alps, and Peter Neurauter and his family were chosen to demonstrate many of the local amenities (including Our Chalet) for a worldwide video and radio report.



A summer volunteer digging a new path to the Engstligen waterfall



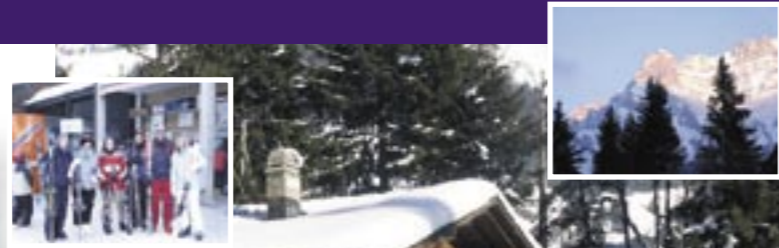
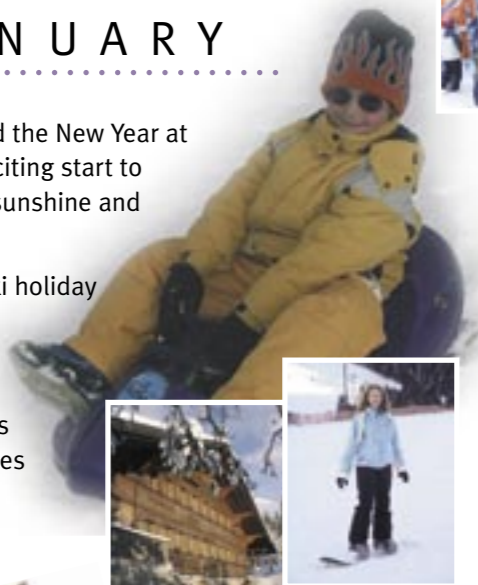
chalet matters

Highlights of the year 2003

JANUARY

Over 100 people celebrated the New Year at Our Chalet, enjoying an exciting start to a perfect season of snow, sunshine and winter sports.

Many families enjoyed a ski holiday together at Our Chalet, while the Centre also organised several activity weekends for young Guides and Scouts and their families from military bases around Europe.



FEBRUARY

Guests and staff completed a 'Ski for the World' 75km ski challenge to celebrate WAGGGS' 75th anniversary, while Our Chalet's staff and volunteers organised a church service in Adelboden, attended by 65 guests, to commemorate World Thinking Day.

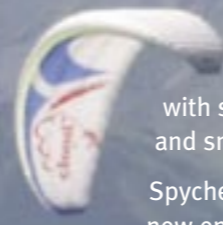
The winter volunteers made a birdhouse in the shape of Our Chalet and a number of nest boxes to attract birds to nest in the Chalet grounds.



MARCH

Paragliding continued to be a popular activity with Chalet guests, along with skiing, snowboarding, snowtubing and snowshoe rambles.

Spycher attic was refurbished with new en-suite facilities, bedside cabinets and wardrobe. The original floors in the Library and American Room were restored, and both rooms were reorganised to preserve their authentic 1932 character.



APRIL

Spring weather and longer evenings brought opportunities for moonlight tobogganing and night skiing, whilst a full house of guests over Easter enjoyed a wide range of winter sports, as well as horse sleigh rides, Eisstockschiessen and visits to the woodcarver.

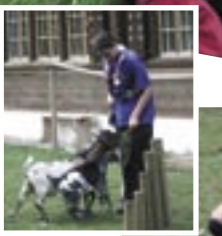
A fantastic tree house with ladders and ropes was built by one of the volunteers for younger guests to enjoy in the summer.



MAY

May heralded the start of a very hot summer, when guests and day visitors alike enjoyed an ice cream or cup of tea whilst sitting on the Chalet's new outdoor picnic tables.

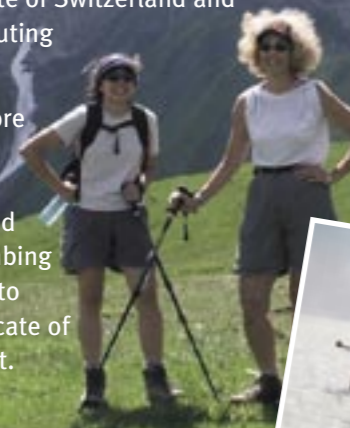
The Our Chalet farm, including two dwarf goats (mother and baby), four rabbits, six chickens and a cockerel, proved popular with young and old, as did a range of new mountain bikes and helmets available for hire.



JULY

The Swiss Experience sessions continued to offer the ultimate alpine challenge for Girl Guides and Girl Scouts, along with an all-round taste of Switzerland and unforgettable Guiding/Scouting friendship.

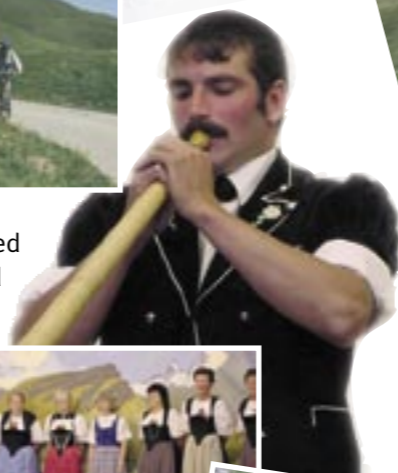
More guests than ever before completed level 9 and 10 hikes, involving using ladders and chains and climbing over glaciers, to earn a certificate of achievement.



JUNE

The Swiss Experience Sessions got off to a successful start with new adventure activities such as hot air ballooning and canyoning, being tried for the first time by guests. Other favourites included paragliding, white water rafting and scootering.

Popular evening activities included Our Chalet's own Swiss Culture Night, international evenings, campfires and night walks, as well as a visit to Adelboden's folklore evening.



OCTOBER

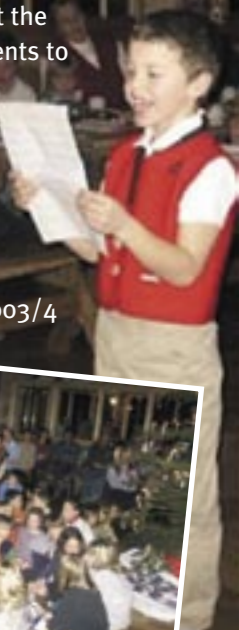
Following a busy summer season, staff and volunteers cleaned and polished every room, made new curtains and completed a stock check in the shop. New fire exit signs were erected, picnic tables, tents and bikes stored for the winter and the laundry room painted.

NOVEMBER / DECEMBER

Our Chalet launched its new web site to reflect the recent improvements to the facilities and services at the Chalet.

Annual meetings of the Our Chalet Foundation and Centre Team were held, and work began on the major renovations planned for the Chalet during the winter 2003/4 season.

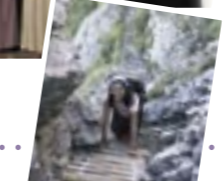
Over 60 local people attended the annual Neighbours Christmas party, which included singing performances by many of the children.



SEPTEMBER

The summer Swiss Experience sessions drew to a close and Our Chalet welcomed a large group of adult Finnish Guides and an even larger group of Trefoil Guild members celebrating their Diamond Jubilee. Along with various hikes and walks around the Adelboden area, day trips were organised to Oeschinensee, Bern, Interlaken and Swiss cheese, glass and chocolate factories.

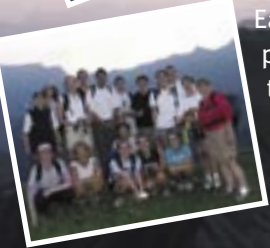
Several volunteers completed the 'Staff Challenge' that involved mountain climbing, a glacial dip and community service.



AUGUST

Each Swiss Experience session included a popular overnight hike that involved hiking to the base of a mountain late in the evening, before sleeping for a few hours in a hayloft in a cheesemaker's hut. Rising at 2am, the groups then climbed to the top of the mountain to watch the sun rise.

A barbecue evening meal preceded the overnight hike, making the most of the fine summer evenings and allowing guests to wave the hikers on their way.



chalet matters

Programme of activities 2003

Flexibility and choice were again the key words to describe Our Chalet's programme of activities last year. A full programme was offered in both the winter and summer seasons, and day and evening activities were tailored to the guests' individual needs and wishes.



S U M M E R

From May to September, Our Chalet was full each day with the sound of laughter and chatter from over 100 Girl Guides and Girl Scouts from all over the world. The summer Swiss Experience sessions, designed specifically for girls aged 11-18, were based on the theme of challenge, adventure and international friendship.

Walking and hiking around the beautiful mountains of Adelboden was again one of the main activities. A record number of guests completed the highest level hikes, and many guests also enjoyed the thrill of watching the sun rise over the top of the mountains on the Early Bird and Overnight hikes.

A wide range of coach trips to nearby towns and tourist attractions was again offered, with the introduction of several new trips including excursions across the border to France, Germany and Italy. The Chalet minibus was used on many occasions to run smaller trips.

Trips and hikes were lead by Our Chalet staff, who acted as tour guides, offering useful and interesting information en-route about local sights, history, wildlife and culture.

Many guests also chose to include at least one high adventure activity in their programme, with white water rafting, paragliding, kayaking and rock climbing proving popular choices.

An optional entertainment programme was offered every evening, and was a highlight for many guests. The international night, Swiss cultural evening (with Swiss crafts, music, costumes and a Swiss quiz), barbecue, campfire and an updated version of the Chalet Challenge were especially popular.



T H E G U I D I N G S P I R I T

Our Chalet, like all the World Centres, offers guests challenge, adventure, spirit and international friendship. The spirit of Girl Guiding/Girl Scouting can be seen throughout the year in the atmosphere of warmth, friendship, tolerance, understanding and cooperation. Reflections on themes such as peace, love, uniqueness, challenge and leadership, lead by Chalet staff, and the daily sung graces and readings before the 'family-style' evening meal instill a sense of belongingness and sharing that encourages everyone to feel part of the Our Chalet family.

All summer and winter activities encourage guests to 'stretch to reach their potential', gaining personal confidence and inner strength that can later be transferred to their home lives. Through this wide and multi-faceted programme, Our Chalet's mission mirrors that of the World Association of Girl Guides and Girl Scouts in aiming 'to enable girls and young women to develop their fullest potential as responsible citizens of the world'.

Our Chalet's calendar of events highlights different weeks that are tailored to different groups. The Swiss Experience sessions are specifically for Girl Guides and Girls Scouts, while other weeks are specifically aimed at adults or families, allowing members of the Movement to bring their friends and families to share the beauty of Our Chalet and learn more about the mission of WAGGGS.

"Our Chalet is a magical place where dreams come alive and we can learn to believe in ourselves."

W I N T E R

Guests last winter enjoyed an active winter programme of alpine skiing, snow shoeing, snow tubing, cross-country skiing, snow blading, ice climbing, sit skiing, sleigh rides, tobogganing, snowboarding and paragliding. The most popular day-time activity was again alpine skiing, with many guests taking lessons with Adelboden Ski School, whilst others skied with qualified Chalet staff who provided a mountain familiarisation programme.

A wide variety of winter evening programme options included fondue evenings, night skiing and tobogganing, snow Olympics, Eisstockschiessen, DVD presentations, campfires, moonlight walks to ice cream restaurants, Karaoke nights and discos.



Building work 2003-2004

R E N O V A T I O N W O R K

A large number of additions and improvements were made to Our Chalet over the last year. Amongst these were:

- renewing the path from Baby Chalet to the main house, built by 12 Swiss Scouts, and now complete with solar lighting (right)
- extending the car park
- installing a wooden ceiling, carpet and lighting in the T-Bar
- adding new beds, lighting, cupboards, toilet and sink in Spycher attic
- creating an animal enclosure for the two dwarf goats (mother and baby), four chickens, rooster and three rabbits, aka 'the Chalet farm'
- sanding and varnishing of the floors in the Library and American Room



- erecting an adventure tree house (left), using unwanted beams and timber from a local neighbour
- installing sensor lighting for the kitchen, shop and Stöckli pathways

- making new curtains for many of the bedrooms
- painting external and internal walls
- planting new trees and adding potted trees in the entranceway of Spycher
- providing a colourful flower display between the two houses
- tidying and pruning the woodland in the Chalet grounds.

F U T U R E P L A N S

At the end of 2003, a major building/renovation programme was started to improve the facilities at Our Chalet for the comfort and convenience of future guests. The projects include:

Heating system

Current Swiss regulations require that the existing oil burner, which provides heating and hot water to the main house, must be replaced to satisfy environmental legislation for exhaust gases. A new, eco-friendly woodchip burner will be installed to service both the main house and the staff house. The work involves digging trenches and laying pipe-work between the two houses, and creating a large woodchip storage area in the current food cellar. This major project should be completed in late spring.

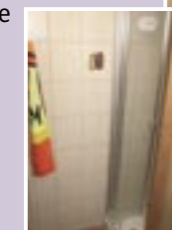
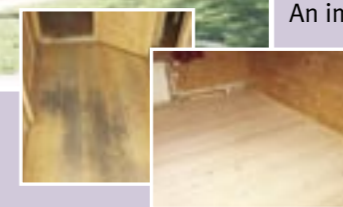
Shop

The small but abundant Our Chalet shop (right) will double in size enabling a wider range of products to be offered to guests. A large storage area has been designed underneath the shop to carry additional stock. Work on digging the foundations for the extension started in November before the first snow came, and is expected to be completed in spring 2004.



'Stöckli' Staff house

The staff house (left) has been in desperate need of modernisation. The old electricity wiring system will be totally replaced, worn floors have already been sanded and the old sanitation system is being upgraded. An improved kitchenette and new curtains for all rooms will complete this project.

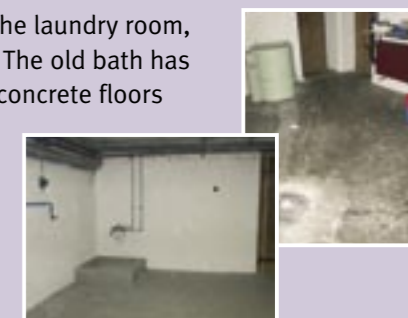


Kitchen

The design of the kitchen does not allow for much storage space, so most food is stored in the cellar below, with the only access being via the main stairs. An additional stairwell is now being built, creating direct access from the kitchen to the food cellar. When complete, the new stairs will improve working practices and provide easy access to the fridges, freezers and food stores.

Laundry room

Work started in November 2003 on renovating the laundry room, which is now used by guests for drying clothes. The old bath has been replaced by a soak-away unit and the old concrete floors have been laid with clean, modern tiles. The walls have also been given a fresh coat of paint by one of our volunteers. Funding for this entire project has been provided by the Schweizer Pfadistiftung.



chalet matters

World class skiing, or hiking and adventure sports... the choice is yours!

2004 - 2005 Calendar of Events



Swiss Experience 2004 & 2005

Our Chalet welcomes Girl Guides and Girl Scouts, Boy Scouts, leaders, families, adults, children, members and non-members, men, women, boys and girls.

Bookings can be made for any period of time during the year, except for the Swiss Experience sessions when set dates must be kept to. Prices start from CHF50 (approx. £22/US\$40) per person per night including bed, breakfast and evening meal.

WINTER & SPRING



The winter wonderland that surrounds Our Chalet offers a host of exciting programme opportunities for all ages. With options such as skiing, snowboarding and horse sleigh rides, as well as more original forms of entertainment such as curling, snowtubing and

paragliding, there is something for everyone. Alternatively, if you are simply after a relaxing vacation in a friendly, peaceful environment, then this is the place to come.

SUMMER & AUTUMN

Our Chalet's summer season is full of excitement, challenge and adventure. Hikes for all abilities are on offer, along with sightseeing trips and cultural excursions both within Switzerland and across the border. For those in search of the ultimate adventure, our exciting activity programme includes opportunities to go white water rafting, horse riding, hot air ballooning and much more.



Special Autumn 2004 promotions

High Adventure week	4 - 11 September
Adults and Friends	12 - 19 September
Wellness session	9 - 16 October
Family week	23 - 30 October

During the summer months of June, July and August, Our Chalet organises a series of Swiss Experience Sessions, designed specifically for Girl Guide and Girl Scout troops from around the world. The flexible programme of activities on offer is tailored at the beginning of each session to suit the requests of that session's participants. A wide variety of options is available including many challenging hikes through stunning mountain scenery, exciting day trips within Switzerland and beyond, adventure activities and interactive evening programmes. Groups are requested to book for the exact session dates.

Dates of the Swiss Experience Sessions:

2004	2005
7-16 June	6-15 June
18-24 June	17-23 June
26 June-5 July	25 June-4 July
7-13 July	6-12 July
15-24 July	14-23 July
26 July-4 August	25 July-3 August
6-12 August	5-11 August
14-21 August	13-22 August
23 August-2 September	24 August-2 September

Book early for 2005

Bookings are now open for 2005.
Winter season: 16 December 2004 to 25 April 2005.
Summer season: 21 May to 31 October 2005.

Look on our web site for more details www.ourchalet.ch



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World Association of Girl Guides and Girl Scouts