

Grüezi, Ms. Ernst,

We spoke on the phone regarding the journalist visit this weekend. I announced the journalist visit, and you requested that we at least cover a personal share. I referred to the voucher. We, three people, would like to have lunch with drinks. On the phone, you mentioned a price of CHF 16.50 for the lunch menu.

Today at 10:30 AM, I spoke with you. You said we would see. I also referred a bus tour leader to you (I know the company from a bus trade fair in Austria) and thought we would receive a menu. You placed the voucher with your waiters and said that for CHF 50, at most a beer and a salad would be available. We received neither a menu nor any service/advice, and allegedly there was no drink menu available.

Supposedly you discussed this with the boss, but I do not believe you. It was your arrogant decision, and I was unable to speak with the boss. I am defending myself and gave free rein to my anger. And also anger at people's disinterest.

Journalists should be able to write about good food and a pleasant atmosphere. We work a lot, articles are hard to sell, and Aargau Tourism supported us for the press trip with three vouchers worth CHF 50 each. The public transport trip to Habsburg alone costs CHF 50.

Dr. Heilmann is visiting me, a very good and experienced travel journalist. He thought I exaggerated. I believe a travel journalist must denounce such treatment. It is true, the guests cannot help it; they want to enjoy the food and the atmosphere.

I will continue my work, but find a way to call out the arrogance of tourism service providers.

Regards,

Stephan Zurfluh