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## **FROM: T J CADISCH – MILBORNE PORT**

### **Kursbuch and Kindness**

I would like to respond to Giles Baker's letter in the June issue where he comments on the availability of the Kursbuch. I too was in immediate need of the bus section when I purchased the Kursbuch at the RhB station in Ilanz during March this year. Backing a hunch I popped into the post office on the opposite side of the square to see if they could help at all.

The lady clerk behind the bus ticket window pondered the matter for a moment and then offered me her own copy, which she said was hardly ever used, in exchange for my signed coupon. Problem solved by a kind gesture on her part.

The above example leads me on to ask whether there might be an interest in recording acts of individual kindness experienced by members in their travels. Names need not be recorded. Without going into detail at this stage a good example would be that of my son and myself turning up one Saturday evening at Cschenen station to pick up a hire bike for a week's tour. Due to a misunderstanding there were only unsuitable city bikes available, and my son was bitterly disappointed. Within minutes a back office employee came up with the solution of providing his almost new bike in return for which he only accepted the price of a good meal in the local hostelry. What a supreme example of kindness and trust that we both will never forget.

If you thought fit I feel sure other members would come up with similar "kind experiences" that went beyond the call-of-duty. Such stories could make interesting reading in the all too current era of grumbles and complaints.

## **FROM: ROY NICHOLLS – MARGATE**

### **Wheelchair Access on the Glacier Express**

I am writing to give members some clarification regarding wheelchair access on the new Glacier Express stock, as it appears from the plan of the first-class Api coach published in the June magazine that there is not space for wheelchairs in the saloon.

This summer, my wife and I decided as a treat that we would travel between Brig and St Moritz on board the Glacier Express. I originally thought this might be a problem as I am disabled and have to use an electric wheelchair to travel about so when we booked up our tour operator looked into this matter.

When the day came for our trip it could not have been any easier. The station staff at Brig used a "Mobilift" to raise me to the same level as the coach. I then drove straight in and up to the first single table nearest the toilet. The seat that had been there had been unbolted and stored away. I found the carriage roomy, despite the extra space that my wheelchair takes, and that the disabled toilet is easy to access.

So if any members, or their family and friends, are not sure about travelling in a wheelchair on the Glacier Express, don't worry. When booking ensure that they know that a member of your party is wheelchair-bound and it should all be sorted.

It all made for a very pleasant trip and we were glad that we decided to embark on such an adventure.