



GRAND RESORT
BAD RAGAZ

SURROUND YOUR SOUL

THE MAGAZINE FOR THE 2018 FINANCIAL YEAR

150 YEARS OF QUELLENHOF:

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discusses the future of the resort

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DEAR GUESTS

The year 2019 is an important year for the Grand Resort Bad Ragaz. With the construction of the Grand Hotel Quellenhof 150 years ago, the foundation was laid for today's outstanding resort. To celebrate our anniversary, we are investing in the future. Once the renovations in the first half of 2019 are complete, the Quellenhof will shine with a new splendour – as one of Europe's most luxurious Grand Hotels.

And our Quellenhof is not the only reason to pay us a visit. In recent months, the entire resort has been modernized; the Hof Ragaz has been renovated; the Children's Villa has been redecorated; the family spa has opened; the stunning sauna village in the Tamina Therme has been extended; and a visionary culinary world has been created.

We are proud to welcome you to the new Grand Resort Bad Ragaz, and we hope you are as excited about it as we are. A lot of things are new, but the unmistakable atmosphere that makes it so easy to feel at home here – that touch of magic that has enchanted guests since the Quellenhof opened its doors 150 years ago and began one of the most glamorous chapters in the history of Swiss hotels – remains unchanged.

Welcome!



Patrick Vogler
CEO



Marco R. Zanolari
General Manager Grand Hotels





Pulling out all the stops to pamper the guests: here in 1880 with the hotel's own horse-drawn-carriage service.

IN PURSUIT OF SUCCESS

The Grand Hotel Quellenhof has been one of the world's finest hotels for 150 years. And this isn't set to change. To celebrate the 150th anniversary, the heart of the Grand Resort Bad Ragaz is being updated for the future. Rarely have 45 million Swiss francs been so well invested.

By Karl Wild

THE INEXORABLE ASCENT TO THE TOP OF EUROPE

Many years have passed since we drove from Chur to Bad Ragaz to "go bathing" on a winter's Sunday. My parents swore by thermal water throughout their lives. Perhaps that is also why they lived to be nearly a hundred. As a little boy, I was interested in neither the water's composition nor its healing powers. What did fascinate me, however, was the hotels. Of course I never dared to enter them, but I was always confident that this would change one day. And so it did. In fact, I was able to experience everything that happened there first-hand for a quarter of a century.

And a lot happened. The last 25 years were doubtless the most eventful in this unique resort's long history. First of all, the Quellenhof was renovated. Then, the Grand Hotel Hof Ragaz was given a facelift and its fifth star. Ten years ago, the fabulous Quellenhof & Spa Suites in the new tower caused a sensation far beyond the borders of Switzerland. The same is true of the magnificent conver-

sions and new construction projects in the spa and wellness areas. The stately old Kursaal was transformed into a state-of-the-art Meeting & Events Center, and the new Medical Center acquired an international reputation. Subtly separated from the hotel operations, the rehabilitation clinic is the most luxurious facility of its kind in Switzerland. A second golf course was built, followed later by an impressive new clubhouse. A charming boutique hotel situated atop the Adlerhorst and overlooking the resort was added in the form of Hotel Schloss Wartenstein. And a wonderful family spa and a Children's Villa offering first-class childcare underline the resort's new focus on three generations. Although this list is incomplete, it can be said with certainty that no comparable competitor has invested as much in the future in recent years as the Grand Resort Bad Ragaz. And the clearly defined goal has been achieved: the quaint and rural St. Gallen Rhine Valley is now home to Europe's Leading Wellbeing & Medical Health Resort.

"Our values remain the same – people are always the central focus of how we think and what we do."

Marco R. Zanolari

Its clever, far-sighted investment activities, its understanding of guests' needs and the immensely important human factor have been key in helping the Grand Resort Bad Ragaz to come through the long years of industry crisis including two Swiss franc shocks in a far better economic condition than many others. The Board of Directors and operational management were aware at all times, however, that success must always be fought for. It had been clear for some time that the suites in the Grand Hotel Quellenhof were showing their age, that the grande dame's entire entrance area including the reception, bar and lobby was in need of renovation and that the culinary offer could be given a decisive upgrade with an innovative restaurant concept. The logical decision, therefore, was to subject the Quellenhof to a pioneering, comprehensive refurbishment – for 45 million Swiss francs and in time for the 150-year anniversary.

THE SUCCESSFUL LEADERSHIP STYLE OF THE NEW GENERATION OF HOTELIERS

"The Quellenhof needs to be given a clear identity and to be guided into a new age in the best possible condition," says Marco R. Zanolari, General Manager of the Grand Hotels since the end of 2016. As with all profound changes, the great challenge lies in not losing current guests while simultaneously gaining and impressing new ones. "Our values remain the same – people are always the central focus of how we think and what we do," Zanolari says. "But a new clientele is emerging, and we want and have to impress them with new concepts." It is no surprise that the 41-year-old from Chur enjoys a great deal of goodwill. His career alone is impressive. Zanolari started out at the very bottom, doing an internship in the kitchen and on the service team. After studying at the Hotel Management School in Lausanne (EHL), he worked in management at various luxury hotels in Europe, Asia and the Middle East. Before returning to Switzerland, he was employed as Resort Manager at Four Seasons Resort Maui in Hawaii. When the role of General Manager of the Grand Resort Bad Ragaz was advertised two years ago, applicants got in touch in their droves. The job was one of the most sought-after positions in the international luxury hotel industry. The fact that Zanolari has settled in so well at the Grand Resort Bad Ragaz is due in large part to his cooperative, motivating leadership style and the fact that he treats all employees as equals.

The restaurants also have a central role to play in reinvigorating the Quellenhof. In this respect, big hopes are being pinned on high-flying chef Sven Wassmer. He too has an outstanding track record. As Head Chef of the 7132 Silver Restaurant in the Graubünden Oberland village of Vals – in the back of beyond, in other words – Wassmer's cuisine won 2 Michelin stars and 18 GaultMillau points. And that was at the relatively tender age of 31. Never before has a chef hit the big time so quickly in the brutal battle for stars and points. Wassmer was schooled by big names such as Andreas Caminada, Marcus G. Lindner, Nenad Mlinarevic and Nuno Mendes.

AN INNOVATIVE GASTRONOMIC CONCEPT

He aims to tell stories, bring back old memories and create new experiences with his cuisine. It is about "walking a fine line between nostalgia and avant-garde," says Wassmer. Anyone who dined in this talented young star's restaurant in Vals knows that he actually exceeds his high aspirations. The dishes he conjures up are pure poetry. Wassmer's wife, sommelier Amanda Wassmer Bulgin, has also moved to Bad Ragaz to take up the role of Quellenhof Wine Director.

With the gastronomic concept developed by Wassmer, the Quellenhof is beginning a completely new chapter. The main Bel-Air restaurant, a true institution, no longer exists. It has now been broken down into two units. The Bel-Air red zone is a health-food restaurant with a bar and a spectacular wine cellar that focuses on health-conscious nutrition. "We could have opened another restaurant serving French cuisine," says Zanolari, "but we

didn't want to." Wassmer's job is to turn the term health into "something cool" – a healthy cuisine of the future that is not in any way condescending or based on some New Age philosophy. The second restaurant – the Bel-Air blue zone with its separate entrance, show kitchen and wine cellar – is where Wassmer brings all his creativity to bear. But despite all the changes, the resort's regular guests will still feel at home in their world of indulgence. Everything is as it was at the Restaurant Olives d'Or. The same goes for Namun, Zollstube and Hotel Schloss Wartenstein. These restaurants will remain the responsibility of Renato Wüst, who has been cherished by guests for 40 years. And there certainly will be no changes at IGNIV by Andreas Caminada. The breathtaking cuisine of Silvio Germann, awarded with 1 Michelin star and 17 Gault-Millau points, is more impressive than ever.



The new health and lifestyle restaurant aims to make healthy cuisine more fun.

CARBONE INTERIOR DESIGN AG



Sven Wassmer, from Fricktal, is expanding the range of culinary experiences available at the Grand Resort Bad Ragaz with two new restaurants.

BAD RAGAZ IS THE NEW CULINARY PARADISE

With its top chefs and magnificent restaurants, the Grand Resort Bad Ragaz is Switzerland's ultimate culinary destination. And looking ahead, this could actually be the resort's big advantage and another valuable hallmark. Because today, more and more people are looking for the ultimate gourmet experience. They are prepared to travel for it – and often stay overnight.

A big name is also responsible for the architecture and furnishings of the entire conversion. Having already designed the Spa Suites and the family spa, Claudio Carbone, a Swiss interior designer of international renown, once again proves to be in top form during his work on the Quellenhof. The Grand Hotel is a breathtaking reinterpretation of the building as it was constructed 150 years ago. Everything from stucco ceilings to column ornaments and ceiling paintings has been made visible, lending the hotel unimagined charm and character. The highlight is the 270-square-metre King Suite on the second floor, which can be conjoined with a Junior Suite Deluxe. Another five suites can additionally be

booked on this floor, transforming it into the "king floor" featuring seven bedrooms. The suite is a dream come true.

The difficult years of the recent past were an enormous challenge for the industry. And at times it was highly amusing to see what advisers, experts and various "faith healers" attempted in all seriousness to sell as future recipes for success. A certain man by the name of César Ritz also had a recipe for success: sophisticated architecture planned down to the very last detail, always taking into account all of the guest's wishes, a feel for societal developments and trends, luxury and creative, first-rate cuisine. That was the short and succinct advice given by the king of hoteliers entirely free of charge 125 years ago. He stressed repeatedly that a hotel's soul is the people who work there, and the Grand Resort Bad Ragaz has always followed this philosophy – just like all the other legendary beacons of the global hotel industry. That is precisely why they have been so successful, and why they will continue to thrive in the future.



ABOUT THE AUTHOR

Karl Wild is Switzerland's leading hotel tester. Established in 1997, his hotel rating for Switzerland is published in the Sonntags-Zeitung every year and also appears as a book titled "Die 150 besten Hotels der Schweiz" (The 150 Best Hotels in Switzerland).



A look at the newly refurbished library of the Grand Hotel Quellenhof.

Three-generation resort



The Caviezel family (left to right: Colin, Cédric, mum Denise, dad Reto) enjoying the family spa at the Grand Resort Bad Ragaz.



UNIQUE EXPERIENCES EVERY DAY

Whether you are 6 or 76, the Grand Resort Bad Ragaz has something to offer for every age group. The Caviezel family loves spending their weekend here and taking advantage of the spa oases, the wide selection of different cuisines and the medical services and sports activities on offer.

By Daniel Herz



In the Children's Villa, Colin (left) and Cédric can draw, craft and paint to their hearts' content.

"I love spending a few days here with my family. But I also enjoy coming here on my own – to clear my mind or play golf."

Reto Caviezel

The discussions begin at the breakfast table. Nine-year-old Cédric would like to have a golf lesson. As if to underline this, he takes a much-too-large bite from his pancake with maple syrup. "I want to go to the Family Spa," replies his six-year-old brother, Colin. Nutella smeared around the corners of his mouth, he looks at mother Denise with the most loving expression he can muster. "And what if I would rather go jogging today?" she asks.

The children glance at each other, aware that their mother is unlikely to give up on the chance to go jogging along the river Tamina, just 10 minutes from the hotel. It is her favourite route because it gives her free choice of how far to jog and the river banks are pleasantly flat. "Then we'll just go to the minigolf course with daddy – and afterwards we'll go swimming or go to the Children's Villa ... Please!" says Colin, cleaning the corners of his mouth with a napkin. Father Reto observes the whole scene in silence and takes one final sip of his cappuccino. The former radio presenter knows for sure that everyone will be satisfied come dinner time this evening.

The scene is taking place at the Restaurant Olives d'Or in the Grand Resort Bad Ragaz. The Caviezel family stays here approximately four times a year. And even if it is just for a weekend, the hotel complex has everything that is required to keep a family of three generations happy. The countless wellness facilities are unrivalled and the wide selection of excellent restaurants leaves

nothing to be desired – one of the restaurants even has a Michelin star. "The wine menus are also pretty impressive," Reto Caviezel adds. The Children's Villa, the medical treatments and the adjacent golf course complete the offer.

As soon as the Caviezels enter the Quellenhof's stylish lobby on a Friday afternoon and are personally greeted by the staff, their everyday concerns just fall away. You could almost say it is like coming home, because Heidi Caviezel, the grandmother of the family, already worked here as companion to a duchess in the 1950s. Reto Caviezel, now CEO of an events agency, is a member of the Golf Club Bad Ragaz. In addition, he undergoes a thorough medical check-up by the doctors at the Medical Center once a year. And to put the icing on the cake, he and his wife, Denise, got married here and had their children christened in the beautiful park – with local spring water, which the grandmother fetched herself from the 36.5-degree spring in the Tamina gorge. That is why the 76-year-old usually joins them when the family spends a weekend at the Grand Resort. For her, nothing is more relaxing than swimming a few lengths in the picturesque, nineteenth-century Helena pool.

It is now 2 p.m. There is not a cloud in the sky, and Reto Caviezel is on the golf course, placing the ball on the tee ready for his next drive. After he spent a whole three hours with the children in the wonderful, bubbling water of the Tamina Therme that morning, Denise (who did indeed go jogging for an hour) is now looking after the kids. In all likelihood, the father thinks to himself as he raises his driver ready for the next shot, the children will now be making pizza in the Children's Villa. Afterwards, the whole family will meet up and go to the Family Spa. Although the children are almost too old for it, they still love the deeper of the two pools in this large facility, which features water jets that massage the back, legs and feet. In this respect, they are just like the grown-ups. The parents will then lie on beach chairs, with Denise reading a few pages of her Paulo Coelho novel. Until it is time for the next round of discussions at the end of the afternoon. This time, the question will be which of the numerous restaurants they are going to choose for dinner today.

ABOUT THE PERSON

Reto Caviezel (49) is the CEO of Carré Event AG, which he established 25 years ago. It organizes such prestigious events as the Art on Ice festival and the annual final of Elite Model Look Switzerland. He originally trained in commerce and worked for some time as a presenter and editor at Radio Zürisee and Radio 24. Later, he spent several years as a member of the Executive Board of Radio 24, with responsibility for marketing, sponsorship and advertising. He lives with his family in Egg in the canton of Zurich.

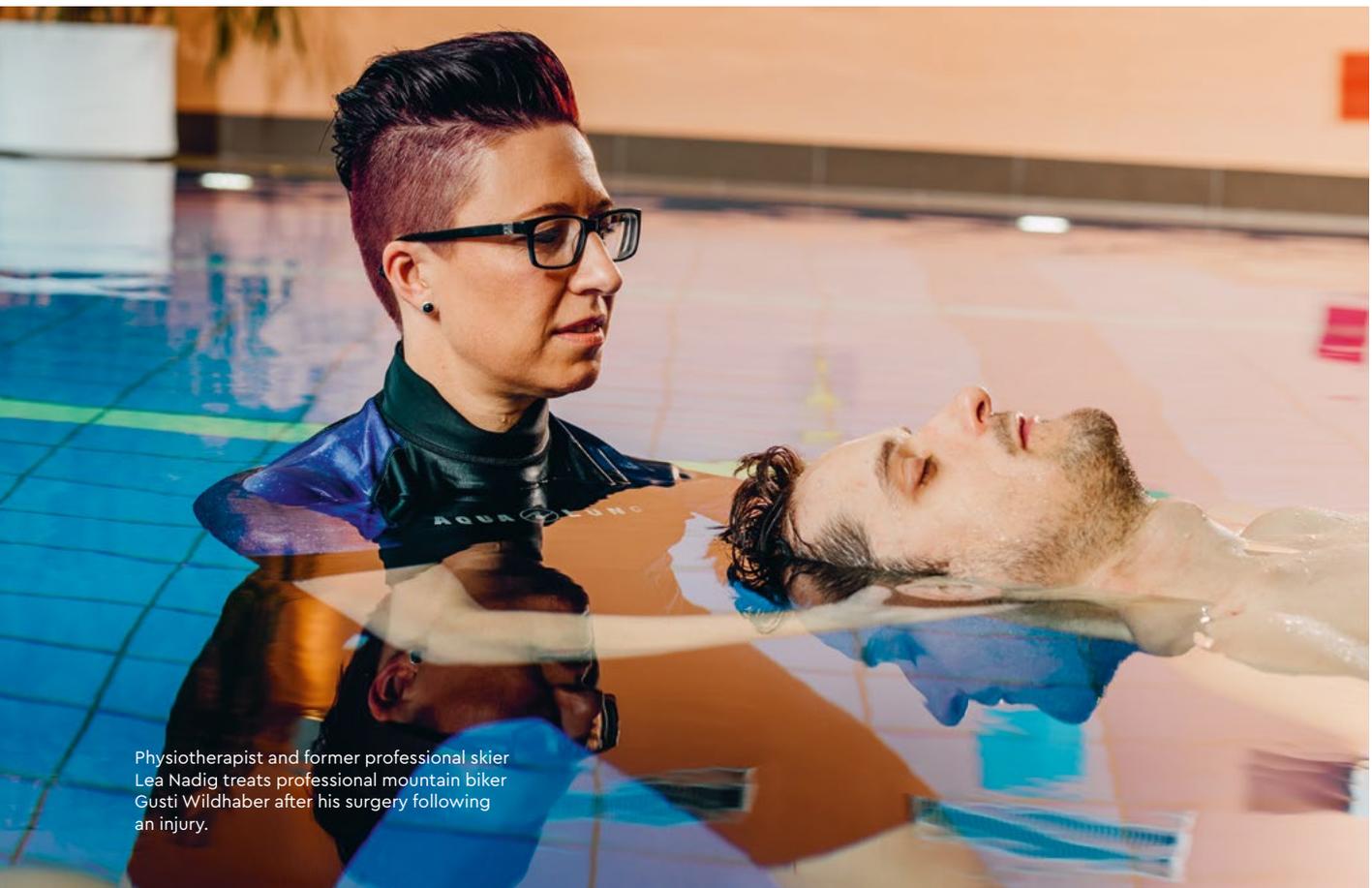


Colin creates a pizza with his own favourite toppings and feels like a grown-up head chef.

THE HEALING POWERS OF WATER

When it comes to convalescing and staying healthy, water has played a vital role since time immemorial. Thanks to modern insights, water therapy can now be used in a targeted manner as an elementary component of an effective training and rehabilitation program.

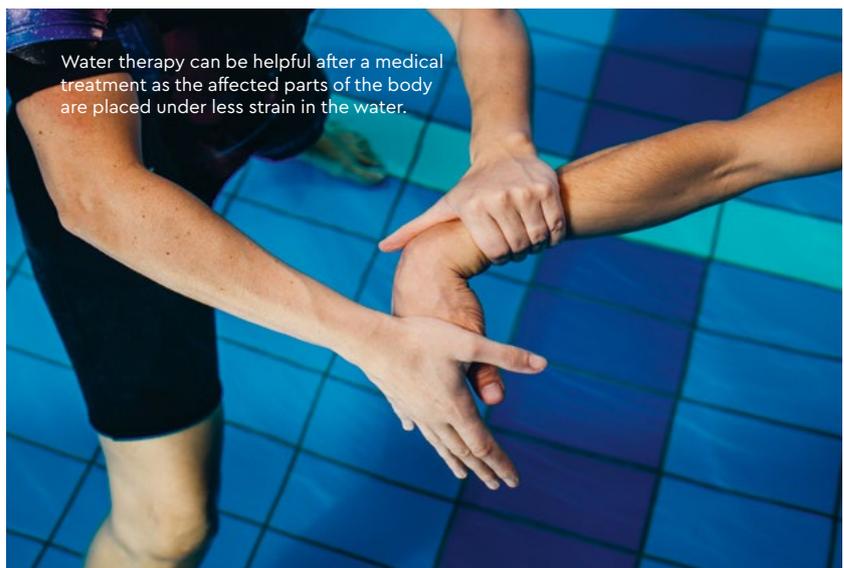
By Dörte Welti



Physiotherapist and former professional skier Lea Nadig treats professional mountain biker Gusti Wildhaber after his surgery following an injury.

"Water therapy is a hugely important step in the rehabilitation process."

Lea Nadig



Thirty-year-old **Gusti Wildhaber** is a Swiss extreme biker on the Cube Action Team. He broke his hand and foot at Enduro World Series events in the last two years and would now like to get back on his feet with the help of the experts from the Medical Center. The ambitious downhiller's goal is to take part in this year's Enduro World Series and finish in the top 20. Gusti Wildhaber is sponsored by the Tamina Therme and the Medical Center.

Lea Nadig is responsible for the overall management of therapies, exercise and sports at the Medical Center and Clinic Bad Ragaz. The fact that she is so fit and healthy herself is not something she can take for granted. As a former professional sportswoman, the 40-year-old has experienced first-hand what it means to overcome injuries and compete again. She comes from a family that has skiing in its blood. This was a real gift, and not just for Nadig, now a physiotherapist.

NADIG'S METEORIC RISE AS A PROFESSIONAL SKIER

Nadig's father was a ski instructor. He looked after the US national ski team, and when the squad stopped off at the local Flumserberg resort for their training sessions, the elite athletes stayed with the Nadigs: "We experienced first-hand what it takes to be a successful skier," she recalls. Her father's sister, Marie-Theres Nadig, won two gold medals at the 1972 Winter Olympics in Sapporo as well as many races in the Ski World Cup. Nadig skied to school in winter, because her parents' house is located directly next to a piste in the Flumserberg ski resort. "As a child, I only felt happy when the water had frozen – in other words in the winter," she now admits candidly.



Water therapy allows therapists to treat the affected parts of the body more gently.

EXEMPLARY PHYSIOTHERAPY

It goes without saying that the talented young woman aspired to make a career as a professional: "I was desperate to become the best ski racer in the world." Everything went swimmingly, until Nadig began to suffer from recurring knee injuries. As a result of these permanent setbacks, it became increasingly difficult for her to become one of the world's top skiers.

For Nadig, her biggest personal success was when she came fourth at the Junior World Ski Championships in 1998, not the various podium finishes she enjoyed in national and international races. This was because she achieved this fourth place relatively soon after overcoming an injury. In other words, it was a victory of physiotherapy and mind over matter. Nadig came to the Medical Center in Bad Ragaz the very first time she had problems with her knees. "The help I received here was excellent," she recalls, "especially the alternative training methods such as water therapy." And it enabled her to get back on her skis time and time again. Unfortunately, she herself did not always adopt the most sensible approach. "Nowadays, I would never do the things I did," the therapist explains on the basis of her many years of experience. "I was always too impatient – I wanted to achieve too much, too soon."

"The Ragaz sports medicine team was always like family to me," Nadig says of her affinity to the Medical Center in Bad Ragaz. "It motivated me to go down this path myself." And of course she wanted above all to work in Bad Ragaz, which she believes is a benchmark in the world of therapy centers. When a knee infection forced her to retire from professional skiing, she applied for a position in Bad Ragaz and was accepted.

Now that her career in high-performance sport is a thing of the past, how does Nadig keep fit? "During my active sporting career, I became accustomed to regular strength training," Nadig says, "and this is a habit I have maintained to this day. I also go mountain biking in the countryside as often as possible." Today, she is responsible for operational and strategic HR management in the field of Therapy, Movement & Sports Medicine at the Medical Center and Clinic Bad Ragaz, a role that involves a lot of administration work. Despite this, Nadig remains available to guests as a physiotherapist two days a week. Water therapy is a crucial piece in the puzzle that is the recovery and convalescence process, especially for people recovering from operations. "Water therapy should always be the second step," the expert explains. "Once the first key phase of wound healing in the rehabilitation clinic and mobilization in the hospital is complete, the strengthening process should be managed professionally, taking into account each individual's special requirements. Being in the water takes the strain off the affected parts of the body, enabling us to treat them more gently. In this way, we are able

to boost our patients' confidence in their bodies while gradually enabling them to resume weight-bearing in a healthy, correct manner."

The Medical Center and Clinic Bad Ragaz do not just help people who have injured themselves, however. An extremely exciting and important part of Nadig's job is prevention. "We are convinced that adopting a holistic approach will not only help our guests if they come to us with injuries or for rehabilitation – it will also help them to avoid future injuries," she says. In this regard, the most important factor is correct functional movement analysis. It makes sense to localize weak points in the body and strengthen them in order to prevent injury. "Injuries are often caused by previous injuries," Nadig explains. "Things that a person might have ignored or dismissed as irrelevant." Finding these things before a more serious injury occurs is one of the jobs of the physiotherapist at the Medical Center and Clinic Bad Ragaz. Movement screenings, for example, have proved to be an effective method for all sports, for everyone from amateur golfers to elite professional skiers.

WHAT YOU CAN DO YOURSELF

Physiotherapist Lea Nadig has a few specific tips up her sleeve for how to utilize the positive properties of thermal spas: "The simplest exercise you can do yourself is floating in the water," the expert explains. By attempting to lie as flat and calmly as possible in the water, you use the buoyancy of the water and work your entire body with lots of tiny movements and muscle tension in order to stay on the surface. It is also extremely relaxing. The second exercise: "Walk in the water. Roll through your feet just as you would on land, swinging your arms under the water, moving your pelvis and your shoulders, all the while exposed to the water's gentle pressure." The water landscapes at the Medical Center and Clinic Bad Ragaz offer exercise programs to suit everyone's needs. They can be booked and attended either individually or in groups and include Aqua Pilates and the Ragazer ring method.

WATER THERAPY

Water or aqua training as it is offered at the Bad Ragaz thermal spa resort is not a modern-day invention. Even the Ancient Greeks and Romans knew about the relaxing effects of warm water springs. Not only the bathing rituals were popular, but also water-based exercises aimed at toughening up the body. An example is the Ragazer ring method. Developed at the Medical Center Bad Ragaz, it is a therapy method based on resistance exercises in warm thermal water that helps to improve mobility in patients with chronic joint problems. But why is the water from the thermal springs in Bad Ragaz so effective? Dr. Matthias Fenzl, a specialist doctor at the Medical Center and Clinic Bad Ragaz, describes the procedure as follows: "The therapeutic benefit is the result of the physical effects of the water combined with the activities. The hydrostatic pressure stabilizes the patient's circulatory regulation, creating favourable conditions for exercise."*

* Source: Dr. Matthias Fenzl, Aquatrainning schlägt Wellen. Die effektivsten Übungen ("Making Waves with Aqua Training. The Most Effective Exercises"), Werd & Weber Verlag AG, Thun 2017.

MATRIMONIAL MIXED DOUBLES

Martina Hingis and Harry Leemann said "I do" at the Grand Resort Bad Ragaz last summer. Today, Martina Hingis is happier than ever – so the queen of tennis is all the more delighted to take a look back at her big day.

Monica Congiu spoke to Martina Hingis

Martina Hingis, they call it "The best day of your life" – did you find that a bit of a cliché?

Martina Hingis: It was absolutely wonderful! At the age of 38, of course, you're a lot more realistic than at 20. But there was a bit of anticipation nonetheless. (laughs)

Just a bit?

To be honest, I was really looking forward to all the bells and whistles. And the fact that I would be photographed wearing my dream wedding dress! I saw it six months previously in a four-floor bridal shop – it just jumped out right away. I tried on 12 others because I thought there was no way the very first dress could be The One. But its simplicity was just perfect, and wearing it, I felt like a princess.

You also looked like a princess – and not just because of the dress. What was your countdown beauty regime like?

I'm actually not someone that spends too much time on things like that. But the night before, Harry and I decided to do face masks for half an hour – they made us look like



"The guests are happy when the food is amazing. At our wedding, it was truly unparalleled."

Martina Hingis



Martina Hingis and Harry Leemann enjoyed every moment of their wedding.



The happy guests (left to right) Anastasja Bukhanko, Viktorija Golubic, Mary Pierce, Emmanuelle Gagliardi, maid of honour Gina von Glasow, Anastasia Skavronskaia and Iva Majoli raise a toast to the happy couple.

monsters. Of course, we could have spared ourselves the effort, since the Grand Resort Bad Ragaz has a fantastic spa that also offers hair styling and make-up artists. But we had a lot of fun doing our own private beauty ritual. Hairstylist and make-up artist Martin Dürrenmatt had me looking stunning for the celebrations. He's been my right-hand man for special occasions for several years now, and he knows exactly how to bring out the best in me and that I like to wear my hair loose. His eye make-up was fabulous – and it withstood all my tears.

What were your most emotional moments?

One was definitely when I heard "One Moment in Time" by Whitney Houston during the ceremony. At this instant, I realised how very lucky we both were, and it touched me deeply. Another emotional moment was when my horse Relamm made an appearance in the Grand Resort's park and officially kicked off the celebrations.

Were there any surprising moments?

Yes. We had to guess the names of songs that Harry's musician friends played to us. For me, they played a Czech folk song that I used to sing with my grandfather when I was a little girl. I was really taken aback – not just by the fact that they played it, but by how well they played it.

Were you nervous before the big day?

Only before the first dance! (laughs) I'm not used to wearing long dresses, and the choreography involved a few twirls. Thankfully, we had taken 10 hours of dancing lessons – 90 seconds of dancing can be quite a long time! But we put in plenty of practice – in our garage because there wasn't enough room to turn in our living/dining area. The cooking island was in the way.

Did you get cold feet in the run-up to the wedding?

No, why should I? First of all, I was totally sure that marrying Harry was the right decision. And secondly, we were able to relax and enjoy our big day right from the beginning thanks to the wonderful event team at the Grand Resort Bad Ragaz. So, there was absolutely no reason for me to be nervous. If we had started to run low on food or drink, the kitchen would have reacted immediately. Aside from

that, at the end of the day, having one more or one fewer carrot on your plate is a pretty trivial matter. For Harry, it was very important though that nobody would be left hungry. He even expressly requested a midnight snack – sausages with pretzels and soup. I would never have thought of such a thing, but everything was gone in a flash.

Are there any other ingredients for a successful celebration?

Happy guests! They're the ones who set the mood. And they're happy if the food is good. At our wedding, it was truly unparalleled. The Grand Resort Bad Ragaz is famous for its wonderful appetizer and dessert buffet, with everything you could possibly wish for. For our main course, we had roast bison that was so tender you could cut it

with your fork, served with truffle risotto and vegetables. Our friends still rave about it to this day.

What else contributed to the success of the party?

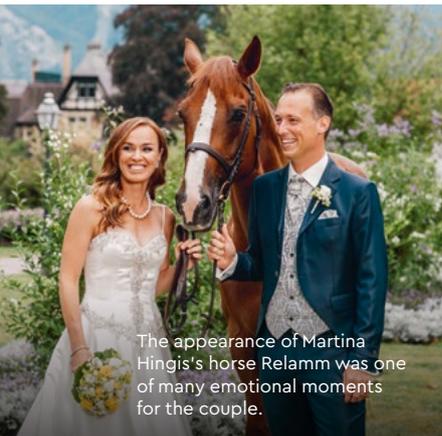
Harry and I came up with a brilliant idea at the last minute. On each of the tables, alongside the tennis racket and the stethoscope we had placed there to represent our two worlds, we added a trophy. Harry was very proud that he was able to contribute one as well – the one he received as coach in the US Open. Pretty much every guest grabbed the instant cameras and took selfies with them.

Looking back, is there anything you would have done differently?

No, absolutely everything was just perfect. Even though a shower of rain meant our wedding ceremony had to be moved to the Green Hall of the Grand Hotel Quellenhof instead of being held in the park, as planned. But naturally, the Grand Resort was well prepared for every eventuality.

Is there anything you can learn even from a perfect day?

For our guests, that's a very clear yes: they want a party like this every year! Some of them already had the opportunity to enjoy something similar at my baby shower in February – that's a celebration for an expectant mother. And once again, the unbeatable event team at the Grand Resort arranged a truly unforgettable day for us!



The appearance of Martina Hingis's horse Relamm was one of many emotional moments for the couple.

ABOUT MARTINA HINGIS

The former tennis world number one, with 25 Grand Slam wins, is the brand ambassador for the Grand Resort Bad Ragaz. The 38-year-old grew up locally and used to practise with her mother at the Bad Ragaz Tennis Center as a child. She also loved to explore the region on horseback.



The happiness of the newly married couple Hingis-Leemann was only topped at the end of February 2019 when their daughter, Lia, was born.



THE GOURMET EVENT OF THE YEAR!

Happy celebrity chefs and happy guests. The Grand Resort Bad Ragaz hosted the culinary event of the year: the GaultMillau Garden Party. The chefs brought their 261 GaultMillau points into the elegant garden, and the guests brought their curiosity and a noticeably good mood with them.

By Urs Heller

Coming up with good ideas is easy; implementing them is considerably harder. The idea was to organise not a classic gourmet gala but a convivial, Sunday noon garden party, with no ties, seating orders or speeches, but with a spectacular invitation list and some first-rate dishes. GaultMillau used its contacts, and lo and behold, all the invited chefs said yes, enthusiastically and without a moment's hesitation. Awarded with 19 GaultMillau points each, there were the three chefs Andreas Caminada, Franck Giovannini and Philippe Chevrier. There were old masters like André Jaeger and top chefs like Heiko Nieder (2019 Chef of the Year!), Hubertus Real and Bernadette Lisibach. And of course there were the stars of the future: the four "V-Zug youngsters" Silvio Germann, Marcel Skibba, Fabian Fuchs and Markus Arnold rolled up in the food truck and served up 1,600 spectacular amuse-bouches. Two seasoned leading chefs had the day off, so



ABOUT THE AUTHOR

Urs Heller is the leading food critic in Switzerland. He is Editor-in-Chief of renowned gourmet guide GaultMillau Switzerland.



to speak, and instead let their sons cook for them, following a little gentle pressure from GaultMillau: Guy Ravet with his 40 lovingly glazed veal shanks and Roger Kalberer with his ravioli received a special round of applause from host Sven Epiney and the guests.

And the implementation? GaultMillau had nothing to worry about in that regard. General Manager Marco R. Zanolari, Food & Beverage Manager Andreas Demont and Executive Chef Renato Wüst calmly called the shots and the staff (assisted by the students of the SSTH Swiss School of Tourism and Hospitality) were in top form. Strong nerves were nevertheless required. Geneva-based chef Philippe Chevrier arrived with a Zen-like calm, perfectly prepared, but just a few minutes before he was due to cook for the guests. There was one particular question that no one was concerned about: the GaultMillau Garden Party format was a big hit, with tickets for the event selling out after just a few hours(!). André Jaeger, the doyen of the Swiss culinary scene (30 kilograms of pork belly from the open fire!), took stock: "Switzerland has never seen a party like this before." The wines were first-rate, too. Dani Gantenbein and the best Graubünden winemakers were there, as were their colleagues from Vaud.

Big events have to be able to count on sponsors with good ideas. Money "alone" is not enough. Presenting partner Porsche positioned its elegant sports cars in tastefully chosen spots around the park and invited guests to enjoy a few exciting minutes in two racing simulators. Partner Globus was extremely committed to serving up the food in style: four contadores cut the very finest ham from all around the world off the bone with sharp knives, and at the bar, refined, as yet unknown winegrower's champagnes were uncorked. Kaviari delivered its outstanding caviar to the park – an impressive 13 kilograms of it.

After the event is before the event. The next GaultMillau Garden Party will be held on Sunday, 18 August 2019. At the Grand Resort Bad Ragaz again, of course.

Tickets go on sale in May 2019. The line-up of chefs and all required information about the advance sale will be provided at www.gaultmillau.ch



Franck Giovannini and Andreas Caminada, both of whom have 19 GaultMillau points.



LUCIEN FAVRE – THE PERFECTIONIST

Fotocredit: Borussia Dortmund (BYB)

You used to play football. How do you think training camps have changed since then in terms of accommodation and the expectations of the players? And why did you choose Bad Ragaz for your training camp?

It is not without reason that Borussia Dortmund have been coming to Bad Ragaz for many, many years now. We really like it here. The conditions, as well as the training pitch and of course the hotel, are perfect. You can cycle to training, which in itself is a great warm-up. The players can relax and recuperate in the hotel after an intense session. When I was a player, it was all a bit different. Hotels were just there for sleeping, and expectations were much lower.

What fascinates you most about football?

The ball (laughs). It's like I'm magnetically drawn to it. Even now. I'm over 60 but I still have to kick a ball around whenever I see one. So a bit of keepy-uppy ... what else? The emotions. People are so in love with football. It makes them experience joy and sorrow, disappointment and happiness. And I feel like the fans in Dortmund are just a little bit more passionate about their football than fans at other clubs.

Fans have the opportunity to get very close to their idols in Bad Ragaz. Does that distract the players during training? Or does it make them even more focused, as they want to perform at their best for the crowd?

The players are professionals and don't let themselves get easily distracted. If they did, our home games in front of 80,000-plus crowds would regularly end quite disastrously (laughs) – it really is extremely loud there. We know that we have a lot to thank our fans for, and we are always delighted at the great support we receive wherever we are.

There are currently three Swiss players at the club: Manuel Akanji, Roman Bürki and Marwin Hitz. Are there any other Swiss players you think would do well in the starting 11?

Oh yes, there are a few (laughs)... The Swiss national team has a great squad, and a lot of Swiss players are currently at top European clubs. There is a lot of potential there. But I don't want to speculate. A player has to be a good fit for the club and the team. Michael Zorc has proven that he has a great eye for a good transfer over the past few years, and we're always talking.

You have been living abroad for over a decade. What is it like for you to travel to your home country with "your" team? And a question that Swiss readers will be dying to hear the answer to: When are you going to take over as head coach of the Swiss national team?

I'm the head coach at Borussia Dortmund, and my contract runs until 2020, so I'm not really giving the idea of coaching another team any thought at the moment. Vladimir Petković is also doing a fantastic job. But of course I always look forward to travelling to Bad Ragaz in Switzerland for the training camp.

ABOUT LUCIEN FAVRE

Lucien Favre (61), born in Switzerland, has been head coach of German Bundesliga team Borussia Dortmund since the start of the 2018/2019 season. He went into coaching in 1991. Before that, he played football for a number of Swiss clubs, most recently for Geneva club Servette FC, and gained 24 caps for the Swiss national team. He was head coach at a number of renowned Swiss clubs, most recently at FC Zurich, until 2007. He was named Swiss coach of the year for two consecutive years. In the 2007/2008 season, he headed to the German Bundesliga for the first time to coach Hertha Berlin until 2009. In February 2011, he was named head coach of Borussia Mönchengladbach. Following his resignation in September 2015, he coached French Ligue 1 team Nice before returning to the German Bundesliga with Borussia Dortmund. Favre is said to be a perfectionist and someone who likes to give clear instructions and expects them to be followed to a T.

SAUNA AND SPA EXPERIENCES AT A NEW LEVEL

The new Bad Ragaz sauna village is a timely addition for the 10-year anniversary of the Tamina Therme spa. The sauna experience has been expanded not only with new buildings, but also new sophisticated infusions and rituals that perfectly complete the offer.

By Astrid Hüni

"Mara is always beaming", says a middle-aged woman who comes to the Tamina Therme every Thursday with her husband to enjoy a break from everyday life for a bit. Mara stands in the new kelo wood sauna of the Tamina Therme, holding a bunch of birch twigs in each hand and making sweeping movements. She is all smiles throughout, enjoying the experience with the guests. What she does is known as pirts, a Latvian natural-sauna ritual. But Mara can do much more than smiling. The 29-year-old was born in Latvia and is well-known there. She represents the fifth generation of her family to practice the traditional Baltic sauna ritual. In fact, Mara Zute's father heads up Latvia's biggest pirts school. "Pirts is very good for the body and for the mind as well", says the young woman with conviction. The guests around her nod in agreement.

The Sauna Village of Bad Ragaz features the largest infusion sauna in Switzerland, a relaxing quiet room and a spacious garden with a pond. Opened at the beginning of the year, it focuses on a balanced sauna culture that pampers both body and mind. Just sitting quietly and sweating in a sauna is a thing of the past. Relaxation/health and entertainment/experience are the central

themes of the Tamina Therme sauna. "We are constantly working to make our spa and sauna experiences more diverse", explains Daniel Grünenfelder, CEO of the Tamina Therme. Bad Ragaz's thermal water is clearly at the center of these efforts. "We have this unique water that is the lifeblood of our spa, and it is the power of this element that we want to impart to our guests every day."

This thermal water, quite special on account of its high content of magnesium, lithium and calcium, has remarkable powers. Annette Fink, Chief Operating Officer of the Tamina Therme, and her team make sure that the guests get to experience the special nature of this thermal water. Through the extraordinary mineral infusion ceremony, the spa guests can sense the power residing in the thermal water, which originates in the Tamina gorge about four kilometres up the valley. A salt consisting of magnesium, calcium and lithium was developed especially for the ritual. The salt is placed directly in the hands of the guests during the ritual, which is carried out four times a day. When combined with water, the salt heats up and releases exceptional forces – experienced by the pleasant warmth that spreads in the hands at once.



Mara Zute from Latvia during a pirts ritual in the sauna. The pirts master brought the Baltic sauna ritual to Bad Ragaz.

WHAT EMPLOYEES OF THE TAMINA THERME SAY



"Fragrances – in the form of essential oils – are my passion. We have a selection of more than 80 of these oils. I use them to take guests on a fascinating journey when they come into the sauna."

Benoit de Bock, head of sauna at the Tamina Therme



"Pirts is an incredibly relaxing and therapeutic sauna ritual from my home country of Latvia. It allows people to experience nature with all their senses."

Mara Zute, pirts master from Latvia and sauna master at the Tamina Therme



"Doing something good for our guests and giving them the opportunity to relax in the Tamina Therme is what drives me to perform at my very best every day."

Thomas Blechschmidt, pool employee at the Tamina Therme

Experiencing nature through all senses is at the heart of the efforts of all employees in Annette Fink's and Daniel Grünenfelder's team. This is also reflected in the sauna oils that have been hand-picked specifically for Bad Ragaz's Sauna Village. These oils are used in sauna infusions. A special highlight at the Tamina Therme is the new Sauna Village, opened at the beginning of the year, with two buildings made entirely of Scandinavian kelo wood. This dead, naturally dried polar-pine wood is considered an ideal building material for saunas, given its robustness and insulating ability. It also gives off a unique fragrance. The intense wood aroma, which can be picked up from afar, creates a pleasant atmosphere inside the sauna. Actually, even before it is used for building a sauna, kelo wood is already an "antique" material: its typical properties unfold only after decades of dehydration in the dry and cold polar climate.

Celebrating 10 years of the "new" Tamina Therme, a kind of sauna center of excellence has been created that spans an area of 1,000 square metres and is unique in Switzerland. Chief Operating Officer Annette Fink therefore emphasizes the importance of continuing further education for her staff: "Our knowledge of sauna applications and rituals is far from being complete. We must – and want to – keep learning and discovering new aspects." To ensure this process, management and their team regularly recruit specialists from all over Europe to conduct training and bring new knowledge to Bad Ragaz. One such specialist is Mara Zute from Latvia. Guests are to have a holistic sauna experience – something that matters to the entire Tamina Therme team. Not only the body should benefit from a sauna session in Bad Ragaz; the mind deserves pampering too. This is the purpose of the show infusions. Because the one-of-a-kind mix of music, lighting effects and air-circulation techniques is a real treat for all the senses.



Daniel Grünenfelder, CEO Tamina Therme, Bad Ragaz

THREE QUESTIONS FOR DANIEL GRÜNENFELDER, CEO TAMINA THERME, BAD RAGAZ

Daniel Grünenfelder, the expansion of the Tamina Therme is a major step. What can guests expect?

We increased the size of the Tamina Therme by 1'000 square metres for relaxation and opened on 1 February 2019. Our guests can look forward to a bio-textile sauna experience and mineral infusion rituals in the spa area as well as a kelo quiet room. There is also a great garden with a natural pond, a beautiful bistro lounge and the largest kelo infusion sauna in Switzerland in the sauna area.

Why did you enlarge the sauna area?

Answer: We had reached the limits of our capacities, and so we wanted to address this to the benefit of our guests. We also wanted to create a setting that would allow us to keep evolving in terms of quality. Moreover, it is important for us to ensure that our great sauna masters have an ideal environment in which to practice their craft and enjoy the work they do. Apart from this, the opening kicks off the celebrations of our anniversary year.

How much did the expansion cost?

We have put around CHF 3 million into it. That was a big step. But the far greater investment – not necessarily in monetary terms – is the one we make in our employees, because they are at the heart of everything and the ambassadors of our guest operations.

RESORT NEWS IN BRIEF



A RELAXING BIKE RIDE THROUGH HEIDLILAND

From May 2019, the surroundings of Bad Ragaz can once again be explored on state-of-the-art e-bikes. The e-bike station that was opened last summer in cooperation with Suso Bike and BikerNetzwerk is one more reason to come and visit the beautiful Heidiland region.



A VIEW WORTH SHARING

Dominic Tobler, the new host at Hotel Schloss Wartenstein, has been serving up Alpine tapas to his guests to a fantastic reception. The portions of vegetables, meat and fish are designed for sharing, and can be enjoyed while taking in the breathtaking view.



DARTS FLY IN THE CASINO

Enthralled spectators, high spirits and flying darts – all the right ingredients for the new Casino Bad Ragaz darts tournament. The event, which has one of Switzerland's biggest prize pots and is held in November, is again set to be one of the major highlights in the casino calendar for 2019.



OLYMPIC-STANDARD SPORTS MEDICINE

The Bad Ragaz Swiss Olympic Medical Center team, led by senior consultant Dr Christian Schlegel MD, has the honour of displaying Switzerland's most prestigious quality seal awarded for sports medicine for a further four years.



TEE OFF WITH THE PROS

The 23rd Swiss Seniors Open, taking place from 5 to 7 July 2019, will once again be held in Alliance Pro-Am format. Last year, the popular tournament for over-50 golf pros followed this format for the very first time.



THE NEW GUY AT THE RESORT

The Grand Resort Bad Ragaz now has a hotel mascot. Linus the ibex is waiting to greet our younger guests at various locations around the resort.

IMPRINT

Publisher

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Concept and design

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Cover image: RACERFISH
David Biedert, Thomas Buchwalder,
Beat Mumenthaler, Grand Resort Bad Ragaz

Printing

Printed in Switzerland
by Sarganserländer Druck AG, 8887 Mels

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