



## General terms and conditions Alpinzentrum AG

Thank you for your interest in an activity provided by the Alpinzentrum Gstaad AG (hereinafter referred to as AZG). We kindly ask you to read the following general terms and conditions carefully:

### 1. Booking

Bookings can be accepted in writing, by telephone or in person at AZG or its sales offices. By registering, the customer acknowledges these general terms and conditions to be a component part of the contract between him/her and AZG.

### 2. Subject of the contract

AZG undertakes to provide the service for the activity requested by the customer, which it offers according to its descriptions.

### 3. Conclusion of contract

Upon receipt of the booking confirmation from AZG or by mutual expression of will over the telephone or at the point of sale, a contract is concluded between the customer and AZG. From this time forward, the rights and obligations arising from the contract shall become effective for the customer and AZG.

### 4. Prices

The prices are stated in Swiss francs and are subject to change without notice.

### 5. Terms of payment

The total amount of the agreed service is due before the start of the activity. Payments not made in a timely manner shall entitle AZG to withhold services, to charge default interest of 7% or to dissolve the contract.

### 6. Cancellation or change of the order by the customer

The customer can withdraw from the contract before the start of the activity by means of notification via email, telephone or at the AZG sales office. The cancellation only becomes valid after confirmation by AZG. In the event of each cancellation or change of order, the customer will be charged at least the following share of the total amount of the agreed service:

1 - 10 days before the start of the activity	CHF 100.00
On the day of the activity	100% of the total amount

The start of the activity is always understood to be the first day of the booked service. 1 day before the start of the activity means a cancellation made by 5pm at the latest on the day before the first day of the activity. Otherwise, 100% of the total amount of the agreed service will be charged.

There is no right to a refund if:

- the activity cannot be carried out due to delay or non-appearance of the customer. Any additional costs arising from the postponement or late arrival of the customer shall be borne by the customer.
- the customer starts an activity only after it has started or leaves it before it has ended.
- the customer does not make use of individual days for bookings lasting several days.

### 7. Cancellation or change of the order by AZG before the start of the activity

AZG reserves the right to cancel the activity at short notice if the minimum number of participants is not reached or if the activity is poses a risk or made impossible by force majeure, weather and natural conditions, official measures or security risks.

If there is a significant change in the programme which the customer does not wish to accept or if the customer refuses a rebooking to a substitute activity of equal value, the payments made will be refunded less the services already used. Claims for compensation are excluded.

### 8. Programme change or cancellation of the activity after the start of the activity

AZG reserves the right to change the activity programme or individual agreed services if external circumstances (e.g. force majeure, weather and natural conditions, official measures or security risks) make this necessary.



In the event of the following events, the customer will be reimbursed for the payments made less any expenses already incurred:

- Closure of tourism service providers such as mountain railways, trains, hotels or restaurants due to official measures (e.g. pandemic).

There is no right to reimbursement for:

- Closure of tourism service providers such as mountain railways, trains, hotels or restaurants due to weather or natural conditions (e.g. official severe weather warnings).
- Illness or accident on the part of the customer

To cover the two previous cases, AZG recommends that the customer take out cancellation costs insurance. Such an agreement can also be concluded directly with AZG.

## 9. Eligibility requirement

A good state of health is required for all activities. The Participant commits to notify AZG about any possible health-related problems. Taking part in any activity is forbidden under the influence of drugs or alcohol, psychotropic or similar. It is the duty of the Participant to follow the eligibility requirements and to strictly follow the instructions of AZG, the guide or auxiliary person. If the eligibility requirements are not fulfilled by a Participant or if the Participant does not follow instructions, AZG reserves the right to exclude the Participant from the activity. The Participant has no right to refund if the exclusion takes place after the start of the activity.

## 10. Insurance/non-liability

The Participant is not insured by AZG. The Participant must have adequate health and accident insurance (including for sporting accidents). Cancellation insurance is recommended. Despite the expert and safe execution of the activities, accidents are possible. AZG assumes no liability and participation is entirely at the Participant's risk.

## 11. Claims

The leader of the activity must be informed immediately in writing about complaints or possible claims which must be confirmed by AZG. However, the leader of the activity is not authorized to acknowledge claims in the name of AZG, although the leader will try to find a remedy within the program. Claims for damages must be sent to AZG within four weeks after the conclusion of the activity and must be received in writing by registered mail. The confirmation of the activity leader as well as any and all evidence must be enclosed in the letter. All claims expire if the claim is sent too late or if the complaint is neglected or made too late during the activity.

## 12. Applicable law

This contract between the Participant and the Organizer is governed by Swiss law. The respective ordinances are valid. If these general ordinances stipulate more strict limitations of liability or liability requirements, then the terms of these ordinances shall be applied.

## 13. Jurisdiction

The sole jurisdiction for any and all disputes resulting from this contract shall be in Thun, BE, Switzerland.

## 14. Translations

The Customer agrees that these General Conditions, as well any other documents published by us have been originally drawn up in German. Although translations in other languages of any of the documents may be available, such translations may not be complete. Accordingly, you agree that in the event of any conflict between the German language version of the documents and any other translations thereof, the German language version shall always prevail.