



## General Terms and Conditions

### 1. Scope of application

The General Terms and Conditions (hereinafter referred to as **GTC**) apply to all booking requests and reservations made with the Refuge Giacomini (hereinafter referred to as **RG**).

### 2. Reservations

Reservations must be made in priority via the website or by telephone (if less than 24 hours). A booking is deemed binding for both parties as soon as **RG** has issued written or oral confirmation. The **GTC** come into force with each confirmed reservation.

### 3. Deposit and Guarantee

**RG** reserves the right to demand payment of a deposit up to the amount of the service booked and/or the deposit of a credit card. The credit card represents the guarantee of the reservation. Any incorrect credit card details will automatically void the reservation, even after confirmation by **RG**. If a deposit is required, it must be paid by the agreed due date. Otherwise, the booking will be cancelled. A refund of the deposit will only be made if the booking has been cancelled in accordance with the cancellation conditions (see article 4).

**Exception:** In the event of a full privatisation of the **RG**, the deposit paid will not be refunded under any circumstances.

The credit card will only be debited in the event of cancellation in accordance with the cancellation conditions (see article 4).

### 4. Cancellation Policy

Many factors can influence a mountain tour, and we certainly understand this, but it is up to the host or group leader to inform **RG** in a timely manner of any postponements, cancellations or changes in the number of participants. Withdrawals from a group must also be notified in due time.

In the event of cancellation or the absence of a guest, the following charges may apply:

Until 6 PM	No Charge Deposit refunded	Deposit retained or 20.- / person	50% of booked service	100% of booked service
≥ 7 days	x			
6 d. ≤ 3 days		x		
2 days			x	
< 2 d. and NO SHOW				x

To avoid unpleasant surprises in the event of cancellation or postponement of your stay after the deadline, we recommend that you have a travel cancellation insurance in place in advance.



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### **5. Prices and Payment**

All prices are stated in Swiss francs (CHF) and are subject to change without notice. VAT is included in the prices; tourist tax is charged in addition.

The final invoice (minus deposit) **must be paid on site in cash or by credit card.**

For credit card payments of less than **CHF 10**, a surcharge of CHF 1 will be applied.

### **6. Legitimation Duty**

Special rates for guides or mountain leaders in the exercise of their profession (free overnight stay) are only granted on presentation of a valid identification document (ASGN/UIAGM; ASAM/UILMA).

### **7. Disclaimer of Liability**

All written or oral information (e.g. on race conditions, route information, weather conditions, etc.) is given with the utmost care by the **RG** managers. However, they cannot guarantee this information. All decisions concerning the race, the route, etc. are the responsibility of the host. Any liability on the part of the **RG** for damages of any kind that may result from the use of this information and advice by the guest is excluded.

### **8. Applicable law and place of jurisdiction**

The **GTC** for the **RG** are subject to Swiss law. The place of jurisdiction is the municipality of Bex.

1 January 2024

Refuge Giacomini Sàrl.