

# Swiss Alpine Hiking: general terms and conditions

The following conditions are an integral part of the contract between you as client and Sarah Clark/Swiss Alpine Hiking.

## Programme

The programme, itinerary and cost are as described in the corresponding flyer. Unless specified, the costs of transport, insurance, lunches and drinks are not included.

For all multi-day tours, a minimum number of participants is specified. I will confirm the tour in writing to you if the minimum number of registrations has been reached by the stated registration deadline.

For reasons of safety (including risks due to unexpected problems on the route, bad weather or participants' capabilities) or *force majeure*, I reserve the right to modify the programme. Claims for damages because of a programme change are excluded.

## Liability

For all hikes, good health, a fitness level matched to the planned programme, and appropriate equipment are required. It is your responsibility to inform me of any possible risks of a medical nature that concern you. If these conditions are not met, I reserve the right to exclude you from the trip.

Your security is my priority. However, I cannot guarantee absolute safety given the natural risks inherent in hiking in the mountains, which are always present despite careful planning and guiding. When you reserve your trip, you explicitly recognize and accept these risks.

## Insurance

You should be appropriately insured for illness, accident, emergency evacuation from the mountains (recommended), and civil liability. I also recommend that you conclude a cancellation insurance for your trip.

As legally required, I have a professional civil liability insurance covering amounts up to CHF 5 million.

## Payment

For multi-day trips with accommodation included, I may request a deposit, in particular if I have had to pay in advance for overnight stays. In all cases, full payment should be made at the latest by 15 days before the start of the trip.

## Cancellations and reimbursements

I may have to cancel a trip before or at the registration deadline because there is an insufficient number of bookings. In this case, you will be fully reimbursed any amounts already paid. An alternative arrangement may be proposed as an option, e.g. a shorter trip or the planned trip at a higher cost.

If I am unable to lead your hiking trip for unexpected reasons (e.g. injury/illness, death of a close relative), I will do everything possible to ensure that another qualified Mountain Leader takes my place. If this is not possible, and the trip is cancelled after the registration deadline, you will be fully reimbursed but will not be entitled to additional compensation.

If, for reasons of safety or *force majeure*, I need to modify a programme and the proposed alternative costs less than the planned itinerary, you will be reimbursed the amount of any savings (unused overnight stays, meals, etc.).

If you cancel your participation **after** the registration deadline, the following costs apply:

- Up to 31 days before the start of the trip: 30% of the full cost
- 16–30 days before the start of the trip: 50%
- 4–16 days before the start of the trip: 80%
- <4 days before the start of the trip: 100%

## Jurisdiction

In the event of a dispute, Lausanne, Vaud, shall be the place of jurisdiction and Swiss law shall apply.