

Terms and conditions – Guided tours

Booking

Bookings should be made using the booking form. By making a booking you agree to these terms and conditions. Bookings are confirmed once the booking form and payment have been received by the organiser (Janique Pastore). Bookings will be processed in the order in which payments are received. Receipt of the booking form and payment only results in a confirmed booking if there are enough places available. If there are no places available when a booking is received, you will be informed immediately. Bookings can also be made by email or phone during the 10 days preceding the excursion.

Price and payment terms

The prices of excursions are quoted in Swiss francs per person. The services included in the price are indicated in the details of each excursion. You will be asked to pay a deposit when you book. For people resident in Switzerland, payment should be made exclusively via postal transfer to account number CCP 17-103375-8. If the payment has not been received 3 days before the date of the excursion, the organiser reserves the right to cancel the booking without notice.

Confirmation of the excursion

For one-day excursions, participants will receive a confirmation of the excursion itinerary by post or email at the latest 3 days before the date of the excursion. Information will also be provided on the time and exact meeting place, as well as any necessary equipment. For half-day excursions, no written confirmation will be sent out to participants. They should go straight to the meeting place indicated in the excursion details at the specified date and time.

Cancellation and postponement

Cancellation of excursion by the participant

If the participant wishes to cancel the excursion, they must notify the organiser by post or email. Cancellation by the participant will result in the deposit being lost. Participants who fail to turn up at the meeting place or who turn up late cannot claim a refund. If an excursion is interrupted or cut short by a participant for whatever reason, they are not entitled to a refund.

Cancellation and postponement of the excursion by the organiser

If the organiser has to cancel the excursion for whatever reason, participants will receive a full refund but without any compensation.

If the minimum number of participants is not reached, the excursion may be cancelled. Participants will be notified of any such decisions by post or email at the latest 24 hours before the excursion is due to take place. The guide reserves the right to cancel or postpone excursions in the event of bad weather forecast the day before the excursion. He or she can also suspend an excursion in the event of very bad weather. If an excursion is to be cancelled due to bad weather, the decision will be made the day before the excursion and participants will be notified by phone. In such cases, and subject to the availability of the guide(s), participants will be offered an alternative date.

Persons who are unable to participate in the excursion on the proposed alternative date will receive a full refund but without any compensation.

Guides and speakers

The guide(s) or speaker(s) mentioned in the excursion details may change at any time and without notice. However, the organiser will ensure that the substitute has the same expertise as the original guide or speaker.

Children and number of participants

Excursions costing less than CHF 98 are free of charge for children under 12, except in cases where a meal is included in the price, and special youth excursions (CHF 20 per child aged 6 to 11). Children should be included on the booking form. Children under 16 must be accompanied by an adult. The accompanying adult should ensure that the walking involved in the excursion is within the child's capabilities. The accompanying adult is solely responsible for the child and his/her behaviour for the duration of the excursion. Children under 12, tourism professionals, journalists, university researchers and close family members of the guide are not included in the total number of participants indicated per excursion. In exceptional cases, the maximum number of persons stipulated in the excursion details may be exceeded by one or two persons.

Liability

Publication of the excursion programme is the sole responsibility of the organiser. The organiser guarantees the accuracy of the excursion description and elements listed. However, if the circumstances so require, the guide reserves the right to modify the programme. In such cases the organiser is not liable to pay any compensation. The organiser and guide are not responsible for failures of service providers (e.g. transport companies). All the practical details provided by the organiser are supplied for information only and do not imply any responsibility. Participants must be in good health and have an adequate level of fitness to complete the route. Neither the organiser nor the guide can be held responsible for incidents, accidents, personal injury or damage to property occurring during the excursion or on the journey to or from the excursion location. The organiser and guide reserve the right to deny participation to persons who turn up on the morning of the excursion with inadequate equipment for the planned walk or activity. In such cases persons are not entitled to claim any refund or compensation. The end time of the excursion is indicated as a guide only. Delays are possible and in such cases neither the organiser nor the guide can be held responsible for the resulting consequences. Any additional costs arising from the excursion being extended due to unforeseeable circumstances are to be borne by the participant.

Personal data

Personal details (surname, first name, address, phone numbers, date of birth etc.) will never be passed on to third parties for commercial purposes. They will only be used within the scope of the activities of Merveilles du Patrimoine.