

TERMS AND CONDITIONS AGREEMENT

Tours of Switzerland

1. RATES AND PRICES

1.1 All rates and prices quoted are subject to availability at the time of booking.

1.2 Once a price is confirmed, it will remain unchanged regardless of payment status or voucher issuance.

1.3 All listed prices:

- Include applicable local taxes unless otherwise stated
 - May be subject to credit card transaction fees
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2. PAYMENT TERMS

2.1 Private Day Trips & Small Group Day Trips

- The balance can be paid at any time up until **7 days prior to departure**
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2.2 Packaged Multi-Day Trips

- 10% deposit at the time of booking
 - 30% due **180 days prior to departure**
 - 30% due **120 days prior to departure**
 - Final 30% due **60 days prior to departure**
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2.3 Alternative Payment Arrangements

Clients may request alternative payment structures by contacting:

guests@tours-of-switzerland.com

3. BOOKINGS AND CONFIRMATION

3.1 A booking is considered confirmed once both parties agree:

- In writing, or
- Verbally (including telephone confirmation)

3.2 All bookings are subject to these Terms and Conditions, including the Cancellation Policy.

3.3 Full payment is required prior to issuance of final confirmation documents.

3.4 In the event of cancellation after confirmation, payment obligations remain subject to the Cancellation Policy.

4. VOUCHERS AND DEPARTURE

4.1 General Requirements

- Clients must present their voucher **at least 10 minutes before departure**
 - Departure details are stated in the booking confirmation and tour description
 - Tours of Switzerland is not responsible for late arrivals
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4.2 Private & Small Group Day Trips

4.2.1 Maximum group size for small group tours is **6 participants per booking group**

4.2.2 If multiple bookings (including via Online Travel Agencies) result in a group exceeding 6 participants:

- The booking will be treated as a **private group**
 - A minimum **CHF 350 surcharge** will be applied on-site; dependent on the tour booked
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4.3 OTA (Online Travel Agency) Bookings

(Applies to platforms such as Viator, GetYourGuide, Musement, Klook, and others)

Clients must provide:

- A reachable phone number
- A valid email address
- Full names of all participants
- Dates of birth

4.3.1 This information must be provided **at least 12 hours prior to departure**

4.3.2 Failure to provide required information will result in a **minimum CHF 125 administration fee**, including:

- Bookings made within 12 hours of departure
- Missing or incomplete information

4.3.3 This fee will be waived if all required details are already provided through the booking platform.

4.4 Packaged Multi-Day Trips

- Clients must present a **passport** for identification at the hotel
 - Departure details are included in the booking confirmation
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4.5 Transportation Services

- Voucher must be presented **10 minutes prior to departure**
- Departure location must be provided at the time of booking
- Tours of Switzerland is not responsible for late arrivals

5. AVAILABILITY

All travel products and services are subject to availability and may be withdrawn or modified without prior notice.

6. CLIENT RESPONSIBILITY

Clients are responsible for:

- Verifying all booking details (dates, contact information, services)
 - Notifying Tours of Switzerland immediately of any inaccuracies
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7. CANCELLATION POLICY

7.1 Private Day Trips & Small Group Day Trips

- More than 2 days before departure: **100% refundable**
 - Up to 1 day before departure: **50% refundable** (administration fees may apply)
 - Less than 1 day before departure or no-show: **100% charge**
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7.2 Packaged Multi-Day Trips

- More than 30 days before departure: **100% refundable**
 - Up to 14 days before departure: **50% refundable** (administration fees may apply)
 - Less than 7 days before departure or no-show: **100% charge**
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7.3 Transportation Services

- More than 2 days before departure: **100% refundable**
- Up to 1 day before departure: **50% refundable** (administration fees may apply)
- Less than 1 day before departure or no-show: **100% charge**

8. REFUNDS

8.1 Fully paid tours or services will be refunded in the form of **credit**.

8.2 Credit:

- Has **no expiration date**
- Can be used for any service offered by Tours of Switzerland

8.3 Exceptions may apply in cases of unforeseen circumstances, at the sole discretion of Tours of Switzerland.

9. CONTACT

For all inquiries, amendments, or requests:

booking@tours-of-switzerland.com

10. ACCEPTANCE OF TERMS

By confirming a booking, the client acknowledges and agrees to be bound by these Terms and Conditions.

11. CHARGEBACKS AND PAYMENT DISPUTES

11.1 By confirming a booking, the client agrees not to initiate any chargeback or payment dispute for services validly booked or delivered in accordance with these Terms.

11.2 All refund requests must be submitted directly to Tours of Switzerland and will be handled strictly in accordance with the Cancellation Policy.

11.3 In the event of a chargeback or dispute:

- The full booking amount becomes immediately due
- Tours of Switzerland reserves the right to re-charge the client
- A **CHF 150 administrative fee** will be applied

11.4 The client shall be liable for all costs incurred in recovering disputed funds, including:

- Bank fees
- Payment processor penalties
- Legal and collection costs

11.5 Tours of Switzerland reserves the right to provide all relevant documentation to contest any chargeback.

11.6 Fraudulent or abusive chargebacks may result in cancellation of future services and legal action.

11.7 The client acknowledges that initiating an unjustified chargeback constitutes a breach of contract.

12. NON-PAYMENT, COLLECTION, AND LEGAL COSTS

12.1 Any unpaid amount shall become immediately due and payable.

12.2 Tours of Switzerland reserves the right to initiate collection procedures or legal action.

12.3 All costs incurred in recovering outstanding payments shall be added to the amount due, including:

- Administrative fees
- Collection agency fees
- Legal fees and court costs
- Banking and processing charges

12.4 Any outstanding amount shall bear **interest at a rate of 5% per month**, calculated from the original due date until full payment is received (or the maximum permitted by applicable law, if lower).

12.5 Failure to settle outstanding amounts may result in:

- Immediate cancellation of services without refund
- Refusal of future bookings
- Legal enforcement