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The general terms and conditions for andermatt-guides programs and bookings:

REGISTRATION

Your reservation will be confirmed in writing or verbally and is binding.

PAYMENT

Private booking for a mountain guide:

The entire price (mountain guide tariff and expenses) must be paid the evening before or the morning of the tour (08.15) at the meeting point.

Scheduled courses from andermatt-guides:

The confirmation will include a bill and payment information. The course cost must be paid 14 days in advance of the course start. For bookings less than 14 days in advance the course cost must be paid immediately.

CANCELLATION BY PARTICIPANT

Private booking for a mountain guide:

With short term reservations, 1 - 3 days in advance, the guest is responsible to pay 100% of the mountain guide tariff in all cases.

Scheduled courses from andermatt-guides:

Cancellation by participant up to 14 days before the course start, CHF 80.00 booking fee will be charged. Cancellation by participant 14 - 7 days before the course start, 50% from the course cost will be charged. Cancellation by participant 7 - 3 days before the course start, 70% from the course cost will be charged. Cancellation by participant 3 - 0 days before the course start, 100% from the course cost will be charged. In case the participant leaves the course 100% from the course cost will be charged.

CANCELLATION BY ANDERMATT GUIDES / FREERIDE

ACADEMY We reserve the right to cancel a course at any time for any reason, including but not limited to:

a.) When we see that the minimum number of guests can not be filled. The registered guests will receive 100% refund for the course costs paid to Andermatt Guides.

b.) When the Conditions in the tour region are too bad and we can not find a suitable alternative tour. The registered guests will receive a refund for the course costs, hotel booking fees that are not refundable will be charged to the guest.

c.) In the event that the mountain guide is for any reason unavailable and no replacement can be found.

It is the responsibility for the mountain guide to decide if a participant meets the requirements of the tour as stated in the tour description. In the event that the participant does not meet the tour requirements, the mountain guide has the right to remove the participant from the course. In this case there will be no refund of the course cost.

CANCELLATION COST INSURANCE We recommend that that participant take a cancellation cost insurance.

INSURANCE The personal insurance is the responsibility of the participant..

PROGRAM CHANGES

Changing and sometimes extreme weather are a part of all mountain sports. In case of unfavorable conditions Andermatt Guides reserves the right to change the program at any time. We will attempt to find an alternative program of similar difficulty and character. Additional travel and overnight costs will be the responsibility of the participants.

RISK IN THE MOUNTAINS

Mountain sports include an element of risk. We we commit ourselves to a careful preparation and execution of our tours, however there is always a risk.

IMAGE RIGHTS

Guides and participants often make photos and short films on our tours which are occasionally sent to us. The participant has the right to decide if Andermatt guides can use this material in connection with Andermatt-Guides.

PERSONAL DATA PRIVACY Your personal data will only be used by andermatt-guides, with regards to the your booked tour. Andermatt, 3. November 2014