

TERMS AND CONDITIONS

for andermatt-guides programs and bookings

MOUNTAIN GUIDE OFFICE

anderstatt-guides.ch is a mountain guide office, we refer guiding requests to our team of self-employed guides.

The working contract is between the mountain guide and the participants, with andermatt-guides.ch providing the referral.

All of our guides are internationally certified (UIAGM / UIAML), or aspirant guides working under the supervision of a fully certified mountain guide. All of our guides carry the required certifications and insurances. We work within the regulations of the Swiss government with regards to "Risk Sports" as well as within the guidelines of the Swiss Mountain Guide Association.

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 in cash the morning of the tour (8.15 am) at the andermatt-guides office.

For multi day bookings the amount can be paid in advance by bank.

Scheduled courses from andermatt-guides:

The payment of the course cost must be paid by bank in advance.

CANCELLATION BY PARTICIPANT

Cancellation costs:

- up to 30 days before the course start, CHF 80.00 booking fee will be charged.
- 29 - 10 days before the course start, 50% from the course cost will be charged.
- 9 - 0 days before the course start, 100% from the course cost will be charged.

In case the participant leaves the course/tour, 100% from the course/tour cost will be charged.

CANCELLATION BY anderstatt-guides

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 cannot be filled. The registered guests will receive 100% refund for the course costs paid to anderstatt-guides.
- b) when the conditions in the tour region are too bad and we cannot 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 of 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 the participant arranges cancellation cost insurance.

INSURANCE

By booking a guide, participants acknowledge that they have sufficient insurance coverage including:

- Comprehensive accident and health insurance which is also fully valid for this trip (including risks in mountain terrain, mountain recovery and helicopter rescue costs)
- Insurance covering cancellation of travel and individual return travel costs is recommended.
- Participants are responsible for arranging their own insurance. We recommend joining the Swiss air rescue service, REGA, as a sponsor. This will insure that the cost of a helicopter rescue is covered.

The personal insurance is the responsibility of the participant.

PROGRAM CHANGES / WEATHER

anderstatt-guides will carry out the tour as long as the conditions allow. Changing and sometimes extreme weather are a part of all mountain sports. In case of unfavourable conditions anderstatt-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.

COVID 19

We will do our best to carry out the tour with regards to Swiss regulations and guidelines regarding Covid-19. If the course / guiding is cancelled due to regulations, closing of cable cars, or closing of huts, then the course will be "Cancellation by anderstatt-guides" and the participants will receive 100% refund. If the participant is unable to attend due to travel restrictions or other Covid 19 restrictions then this will be regarded as "Cancellation by Participant".

RISK IN THE MOUNTAINS / RISK SPORT

Off piste skiing snowboarding and ski touring are defined as "risk sports" in Switzerland. This means that there is always a risk of injury or death while participating in these sports. All our guides are certified to carry out the tours we do, and we constantly evaluate these risks. We commit ourselves to a careful preparation and execution of our tours. However, there is always a risk that cannot be completely eliminated.

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 your booked tour.

APPLICABLE LAW AND JURISDICTION

The contractual relationships between the participant and the organiser are subject to Swiss law. Place of jurisdiction is Andermatt, Switzerland.

Andermatt, 15. Dezember 2022