

Booking Conditions for Travel Arrangements by Ziegler & Partner GmbH

Reservations and booking:

Reservations will be guaranteed after payment of a deposit (half of the amount due) and receipt of the signed original of this form, which the participant acknowledges to have read and understood. Your booking will then be deemed to be definite and a contract will exist between you and Ziegler & Partner GmbH, a Swiss Travel Company with limited liability (hereinafter Ziegler & Partner). The deposit is due no later than 6 weeks prior to departure. Bookings of available slots of each guided tour are made on a first come - first serve basis (arrival of deposit and signed contract), so early reservations and completion of the contract are advised. Full deposit of funds is required 4 weeks prior to departure. All reservations will be automatically cancelled if deposits and / or full payment are not received by the due date. Bookings made 30 days or less prior to departure date are considered "late bookings". Special handling fees and special mailing charges may apply. Bookings less than 15 days prior to departure will not be accepted.

Insurance:

We require that all persons travelling are adequately covered by insurance. A copy of your insurance policy must be with you at all times during the tour. Insurance must have adequate medical, accident and repatriation coverage and must include trip cancellation insurance to cover any unforeseen circumstances that may arise which would prohibit you from participation in your scheduled tour or any portion of your scheduled tour.

Cancellation and refunds:

Should you find it necessary to cancel your participation you should inform us immediately (in writing by recorded delivery post prior to departure or email or in oral form during the journey) and this will become effective on the date received. Cancellations between 30 - 60 days prior to departure will incur a charge of 50% and should you cancel less than 30 days prior to departure you will be liable for 100% cancellation charges. Ziegler & Partner reserves the right to cancel or alter the travel services at its discretion except as otherwise noted here in. In the event of cancellation by Ziegler & Partner all monies paid will be refunded promptly. We will not be responsible for other expenses incurred for trip preparations such as non-refundable airline tickets or other travel tickets that have not been purchased by us. Refunds are not granted for occasionally missed sightseeing tours or meals, and refunds will not be made for any unused portion of the tour covering land arrangements after commencement of travel. Please note that all tour packages are purchased on a "use it or lose it" basis and are not refundable or transferable.

Contracted items:

Items included in the tour are described in the description and confirmation of your individual booking, such as accommodation, train tickets, transportation, guided excursions, etc. Items generally not included are: visas and airfares unless booked through us, passports, vaccinations, laundry cost, beverages and meals not specified in the itineraries, excess baggage charges, personal and baggage insurance, health insurance, end of tour gratuity, airport departure taxes, services not included in the tour program, and other items of personal nature.

Complaints:

In the unlikely event that you are unhappy with services provided or hotels booked you must speak with the manager of the establishment or service concerned to give them the opportunity to resolve the problem immediately. If they do not satisfy you, then you must contact your tour guide or the local Ziegler & Partner representative and we will make every effort to assist you. If you still feel that you have any complaints, these have to be made in writing to the Switzerland office within 10 days of your return.

Liability:

Ziegler & Partner cannot be held responsible for any change in our program due to cancellation, delays or alterations, or loss or damage caused by force-majeure such as strikes, riots, political unrest, war or threat of war, terrorist activity, flood, fire, industrial dispute, technical or weather problems affecting transport, grounding of aircraft, closure of airports or similar events beyond our control.

Ziegler & Partner takes great care in planning all tours and bookings and ensures that all accommodation and operators are of an acceptable standard. All the information given in connection with a client's holiday is given in good faith, so far as it is possible to ascertain its accuracy at the time of its supply. We reserve the right to make any changes necessary to any itinerary, hotel or service on any tour if it is considered necessary or desirable. The use of services provided by other operators in connection with your holiday is subject to the terms and conditions of the owner and/or operator, which may exclude or limit liability. Ziegler & Partner is not responsible for, and does not accept liability for any loss, claims, delays, or loss of baggage, cost or expenses arising out of injury, accident or death, or any other property; or inconvenience, delays, upset, loss of enjoyment, frustration, disappointment, distress, abnormal conditions or developments, damage or additional expenses incurred by you or your party in connection with holiday arrangements, or any other actions, omissions or causes outside the control of Ziegler & Partner, whatever the cause may be. Ziegler & Partner is liable where such loss, damage or expense is the result of proven negligence of Ziegler & Partner or its employees and representatives. Liability is limited to double the contracted sum in all cases. **Swiss law is applicable. Exclusive place of judgement is Lausanne, Switzerland.**

Completion of the booking form by the participant and submission to Ziegler & Partner shall be deemed to be consent to the above conditions on behalf of the passenger and all persons named on the Booking Form. This booking, by whomsoever it is made, is subject to and governed by and construed in accordance with **Swiss law**. No agent, employee or representative of Ziegler & Partner has the authority to alter, waive or modify any of the provisions herein.

Ziegler & Partner GmbH is Member of the Schweizer Reisegarantiefonds

