

## Terms of Service

### Registration

Registrations can be made at the desk, by telephone or electronically. For collective group day trips, the registration deadline until the day before at 4 p.m. applies, unless otherwise noted in the course description. For private tour bookings, an early reservation is recommended especially during the high season until at least seven days before the tour starts. For tour weeks, written registration is required at least 14 days in advance. With the registration the general business conditions become part of the contract between the participant and the mountaineering school Pontresina GmbH. After registration, the guest will receive a written confirmation by e-mail or SMS. The booking is final only after a confirmation of the BSP. The registration is obligatory and obligatory for all offers. Bergsteigerschule Pontresina GmbH recommends a cancellation insurance for every participant. With the registration the following terms and conditions are acknowledged by the customer and accepted as such.

### Cancellation

#### a) Cancellation tours / courses up to 3 days

If the tour has to be canceled due to the weather or the conditions of the guide, there are no costs for the participant. The decision on the feasibility lies with the mountain guide. The mountaineering school Pontresina tries to postpone the tour days if possible.

If canceled by the guest up to 14 days before the start of the course CHF 80.00 processing fee will be charged. Between 14 and 4 days before the course starts 50% of the course fee will be charged. From the third day before the course starts 100% of the course fee will be charged.

Each participant is recommended to have a cancellation insurance.

#### b) Cancellation tours / courses from 4 days

Courses and tours starting from a duration of 4 days are always carried out. The tours, respective to the area, can be adapted to the weather and the conditions. If the tour still has to be canceled due to the weather or the conditions of the guide, there will be no costs for the participant. The decision on the feasibility lies with the mountain guide.

In case of cancellation by the guest up to 30 days before the beginning of the course CHF 80.00 processing fee will be charged. Cancellation by the guest between 30 and 14 days before the course starts 50% of the course costs will be charged. Cancellation by the guest less than 14 days before the course starts 100% of the course costs will be charged.

For all offers of the Bergsteigerschule Pontresina GmbH applies:

In case of no-show, 100% of the price will be charged. No refunds in case of early cancellation or interruption of the tour.

If the minimum number of participants is not reached, the mountaineering school Pontresina reserves the right to cancel the tour until the evening before. There will be no costs for the participants.

Each participant is recommended to have a cancellation insurance.

## Participation requirements

All tours and courses require good health and CE (European standards) compliant equipment. The requirements for our tours are specified on the homepage. Each participant is aware of the requirements of the tour and agrees to them. If the tour has to be cancelled due to insufficient knowledge of the participant, 100% of the course costs will be charged to the participant. A good physical condition helps the participant with a more enjoyable tour.

## Prices

Course fees include management and agency fees as well as VAT.

## Aspiring mountain guides

The Bergsteigerschule Pontresina GmbH offers a good job opportunity to aspiring mountain guides and tries to promote the next generation of mountain guides. Tours led by aspirants cost the same as tours with a trained mountain guide. The employment possibilities and supervision duties are regulated by the Swiss Mountain Guide Association ([www.sbv-asgm.ch](http://www.sbv-asgm.ch)). The difference of the wage costs goes into our training program to improve the quality and safety on our tours.

## Payment

The tours and courses can be paid by card or cash at the office of the Bergsteigerschule Pontresina GmbH, cash at the mountain guide or by invoice. No prepayment is required. VISA, Mastercard, PostFinance Card, Maestro & Twint are accepted.

## Program Changes

For a short-term program change of the guest on a shorter or easier tour, the costs of the originally booked tour remain. The advertised tours are respected if possible. It is at the discretion of the guide to adjust the tours to the weather, conditions and conditional condition of the participants. If a guest is unable to meet the requirements and if he or she is likely to jeopardize general safety, the guide may cancel the tour or use an alternate route. The costs will be charged according to the original booking.

The tour weeks take place in all weathers. When the weather is bad, more training is offered and sometimes alternative trips are carried out. If a tour has to be canceled or even canceled due to very bad conditions, it may be possible to receive a credit in the form of a voucher, but no cash refund. If a multi-day tour or tour week has to be canceled due to bad weather on the morning of the tour day at the hut, the mountaineering school Pontresina GmbH is entitled to a flat rate of CHF 300.00. Guide fees such as accommodation and transport are also to be paid by the participants.

## Liability

The guide can not guarantee absolute safety from the objective dangers in the mountains. Naturally-given residual risks of mountaineering must be taken into account from each participant in spite of careful guidance.

## Insurance

No insurances are included in the tour prices. It is up to the participants to take out the following (recommended) insurances in their own name and for their own account:

- Cancellation insurance, also called cancellation costs insurance;
- Health and accident insurance;
- Insurance of search, rescue and repatriation costs in the event of accident or illness, if and insofar as this insurance is not already included in the health and accident insurance policies;
- Liability insurance with inclusion of mountain accidents.

The participants themselves are responsible for sufficient insurance coverage.



## **Imagery**

During the tour, images will be produced for print products and the website of the mountaineering school Pontresina GmbH. There is the possibility that individual persons are clearly recognizable. The guest agrees to the use of the pictures.

## **Legal**

For any disputes, the place of jurisdiction is Maloja. Furthermore, the general terms and conditions of the Swiss Mountain Guides Association ([www.4000plus.ch](http://www.4000plus.ch)) apply.

Pontresina in autumn 2023  
Bergsteigerschule Pontresina GmbH