

Terms of Service

Registration

Registrations can be made at the desk, by telephone or electronically. For collective group day trips, the registration deadline of three days in advance 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 registration is obligatory and obligatory for all offers. Bergsteigerschule Pontresina GmbH recommends a cancellation insurance for every participant.

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.

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.

Each participant is recommended to have a cancellation insurance.

Participation requirements

All tours and courses require good health and CE (European standards) compliant equipment. For training courses and easy tours no previous knowledge is necessary. A good physical condition helps the participant with a more enjoyable tour.

Prices

Course fees include management and agency fees as well as VAT. The prices of the multi-day tours are, unless otherwise noted in the course description, including accommodation with half board (dinner and breakfast), but excluding drinks, transport, mountain railways and rental costs.

Payment

For multi-day tours the amount is to be paid after receipt of the registration confirmation and up to five days before the start of the course. For short-term booking, the entire amount must be paid directly in the office of Bergsteigerschule Pontresina GmbH. VISA, Mastercard, PostFinance Card and Maestro 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.

Refund

In the case of premature termination of a multi-day tour due to the illness of the guest, the unused hut accommodation can only be reimbursed upon presentation of a medical certificate, less CHF 80.00 handling fee, in the form of a voucher. If the guide breaks off a tour for other reasons immediately after take-off, a partial credit note may be issued in the form of a voucher. There is no right to a refund.

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

The participants agree to a sufficient insurance coverage. It is recommended to take out a cancellation insurance.

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) apply.