

General terms and conditions

Booking

Our activities and tours are often fully booked early. We therefore recommend that you register as early as possible. Registrations can be made in person, in writing, by telephone or e-mail. With the registration the following terms and conditions are acknowledged by the customer and recognized as such.

Confirmation of registration

Upon receipt of your registration, you will receive a confirmation of registration.
Payment. You pay the entire costs in cash at the start of the tour!

Cancellation

a) by the customer

Cancellation by the customer must be made in writing and only becomes valid on the day on which it is received by the Bergsteigerzentrum Aletsch-Fiesch AG receives it. In the event of cancellation, you will be charged a proportion of the costs as follows charged as follows:

Up to 30 days before the start of the activity CHF 100, 30 to 10 days before the start of the activity 50%, 9 to 5 days before the start of the activity 80%, thereafter 100% of the package price. In the event of a no-show, 100% of the price will also be charged. No refunds in the event of premature termination or interruption of the activity.

b) by the organizer

In the event of insufficient registrations or difficult circumstances (weather conditions, safety or other force majeure), the mountaineering forces), the Bergsteigerzentrum Aletsch-Fiesch AG can withdraw from the contract at short notice. If the customer does not choose a alternative activity, no financial claims will be made.

Price

The package price includes guiding costs and half-board in huts and hotels for the customer and the mountain guide, as well as the guide's travel expenses. Unless otherwise stated, all travel expenses are not included, snacks and drinks for the client.

Insurance

Sufficient accident and health insurance is the responsibility of the customer.

Tip: Check whether your insurance covers helicopter transportation and rescue missions.

Place of jurisdiction

The exclusive place of jurisdiction for all disputes arising from this contract is Brig in the canton of Valais. All legal relationships between the customer and the organizer are subject to Swiss law.

Program changes

In the event of unsafe or poor external conditions as well as insufficient knowledge or lack of fitness on the part of the participants, Bergsteigerzentrum Aletsch-Fiesch AG reserves the right to change the program.