

# Zurich City Tours

## General Terms and Conditions

### 1 Cost of the service

Guided tour up to 2 hours	CHF 280.00 per group
Guided tour up to 3 hours	CHF 360.00 per group
Every additional hour	CHF 120.00

\* For guided tours of at least 4 hours, without an included meal for the guide, a fee of CHF 25.00 will be charged.

\*\* For guided tours of at least 8 hours, without an included meal for the guide, fee of CHF 50.00 will be charged.

Our prices are valid for a maximum group size of 20 persons (except for bus tours with microphone).

Prices and duration are valid for start and end point within the ZVV Zurich city zone (zone 110).

### 2 Start and end of tour outside Zurich city area.

The price includes the effective assignment time of the tour guide (incl. travel time of the tour guide to the start and/or end location outside the Zurich city area and incl. travel expenses).

### 3 Effectiveness of the General Terms and Conditions

The client accepts these general terms and conditions by placing the order. The contract is concluded exclusively on the basis of these General Terms and Conditions. Other contracts do not apply, even if individual regulations are not included in these General Terms and Conditions of the Guide.

### 4 Changes, Additions, Collateral Agreements to the Service

The type and scope of the contractual services result from the service description in the order confirmation.

Changes, additions or subsidiary agreements must be made in writing in any case.

The Contractor expressly reserves the right to declare a change in the specifications if unavoidable reasons make it necessary. The client will be informed of this in writing without delay. The amount of the agreed fee is not affected by this.

The indication of the duration of the tour is an approximate value based on the knowledge of the contractor. Depending on the size of the group or other circumstances, deviations from this time specification are possible. The client undertakes to take this into account when planning follow-up appointments and the like.

### 5 Waiting time tour guide

The tour guide waits for the guests for a maximum of 30 minutes (without counter report from the client). Late reports will be accepted by telephone.

## **6 Withdrawal by the contractor**

If, due to compelling reasons, another guide is required as a substitute to carry out the agreed tour at the agreed conditions, the client will be consulted.

In the event of force majeure (sudden storm, thunderstorm, hurricane, etc.), the contractor may withdraw from or cancel the agreed service. For services already rendered, the fee is owed proportionately.

In case of illness, the contractor is entitled to withdraw. The Contractor shall endeavor to find a replacement, but shall not be liable for finding a replacement. Claims of the client are excluded. The fee is not owed in this case.

If a security situation endangering life and limb develops in the country/city/place to be traveled during an agreed tour/travel escort (of a political nature, military unrest, diseases such as outbreaks of epidemics/pandemics), the contractor is entitled to withdraw from the contract. In this case, replacement procurement is not owed.

## **7 Cancellation by the client**

Any cancellations will be accepted by telephone or e-mail.

## **8 Cancellation costs**

The following conditions apply to cancellations:

- up to 7 days before order: free of charge
- 6 to 2 days before order: 50% of the total amount
- 48 to 0 hours before the order: 100% of the total amount

The time for preparation and elaboration of the order (framework program, lecture, etc.) is owed in case of cancellation.

## **9 Change of booking**

The following reasons are considered as rebooking:

- change in the number of tour guides
- change of meeting point and end of tour
- change of time
- language
- itinerary
- additional services

The following fees will be charged:

- rebooking and up to 72h before tour: free of charge
- each further rebooking: CHF 50.00 per change/order

## **10 Reachability**

Upon conclusion of the contract, the Contractor shall be provided with a mobile phone number where he can reach the group on the day of the tour.

## **11 Copyright and other rights of the contractor**

Picture and sound recordings of the contractor as well as recordings and sound recordings of the guided tour content are not permitted. Issued visual and educational material may not be reproduced in any way without the consent of the Contractor.

## **12 Duty of cooperation of the client**

The client is obligated to cooperate in the fulfillment of the agreed contract and to avoid possible damages or disturbances. In particular, the client undertakes to inform the contractor in good time before the start of the tour of any special features of the group profile (e.g. walking and visual impairments, etc.). If such information is not provided or is only provided during the tour, the contractor shall not be liable for any necessary service restrictions.

### **13 Liability**

The contractor assumes no liability for accidents occurring during the guided tour or for events caused by third parties or force majeure. Participation in guided tours is at your own risk and peril. The guide is exempt from any liability. Swiss law applies and the place of jurisdiction is Zurich.

### **14 Terms of payment**

The amount can be paid in cash on the spot or transferred by invoice in CHF.

**IMPORTANT:** Payments with cheques are not accepted. Bank charges of transfers in favor of Zurich City Tours are fully at the expense of the client.  
Zurich City Tours does not pay third party bank charges!

#### Account Details

Postfinance

3030 Bern

Postkonto: 80-236684-7

Sandra Isabél Claus, Wängibadstrasse 6, 8914 Aeugst am Albis, Schweiz

IBAN: CH18 0900 0000 8023 6684 7

BIC: POFICHBEXXX

Thank you very much for your appreciated booking!