

## **Terms & Conditions Terms & Conditions – my Ranger**

### **Scope**

Andreas Egger / my Ranger / mein Ranger, organizes and leads hikes and snowshoe tours and works as a ranger. This is summarized below with the term "tours".

### **Registration / Conclusion of Contract**

Registration can be done by email or booking form. After registration, the participant (hereinafter referred to as the participant) will receive a written or telephone confirmation from "my Ranger" (hereinafter referred to as the organizer). From this point on, the registration is binding. These General Terms and Conditions thus become part of the contract between the Participant and the Organiser.

### **Participation requirements**

All tours require good health and appropriate equipment. By registering, the participant confirms that he or she meets the conditions and technical requirements set out in the corresponding announcement. If the participant does not meet these requirements, the organizer can exclude him or her before or during the tour. If excluded for the reasons mentioned, no refund will be made.

### **Groups**

Participation in the group offers requires tolerance, adaptability and understanding of the different performance levels within the requirement profile of a tour from each participant. The organizer reserves the right to exclude participants who cannot fit into the group from the tour without being entitled to a refund.

### **Children**

If you are taking children under the age of 16 on a tour, we would like to register accordingly.

**DogsIf you are taking dogs on a tour, we would like to register accordingly.**

### **Performances**

The services included in the price vary depending on the offer and can be found in the respective tour description.

### **Services not included**

If the service is not specifically mentioned, it is usually not included in the offer:

1. Arrival and return, as well as travel during the tour
2. Snacks and drinks
3. unforeseen price markups
4. Accommodation / Equipment rental

### **Program Changes**

The tours usually take place in all weathers. Weather conditions or the condition of the participants may lead to short-term changes to the program, area or route. The participant accepts any changes made by the organizer in this regard. Any additional costs for travel and accommodation will be borne by the participant.

### **Terms of payment**

After receipt of the registration confirmation, payment is due according to the information on the invoice.

If the payment is not received on time, the organizer can dissolve the contract and demand cancellation costs according to the heading "Cancellation by the participant".

**Cancellation by the participant**

If the participant cancels the booking before the start of the tour, the following costs will be incurred in addition to the processing fee of CHF 80:

1. 30 to 21 days before the start : 30% of the invoice amount.
2. 20 to 11 days before the start : 50% of the invoice amount.
3. 10 to 0 days before the start : 100% of the invoice amount.

If a participant breaks off a tour early or does not start it, there is no entitlement to a refund.

**Cancellation by the organizer**

In exceptional situations (e.g. high avalanche danger, storms, illness, etc.), the organizer can cancel tours at short notice. Amounts already paid in will be refunded in full. Further claims are excluded. In the event of premature termination of the tour due to force majeure, there is no entitlement to a refund.

**Minimum**

The organizer may reserve the right to carry out a tour only if a minimum number of participants is reached.

**Insurance**

Accident, health, liability and theft insurance are the responsibility of the participant. REGA patronage, the conclusion of cancellation insurance and the supplementation of personal liability insurance with mountain sports activities are recommended.

The organiser has taken out business liability insurance with a sum insured of over CHF 10 million per claim.

**Liability**

The qualified tour guide offers the participant the greatest possible safety. However, the special dangers in the great outdoors and in the mountains do not rule out a residual risk. By registering, the participant expressly acknowledges these dangers. The liability of the organizer is excluded for slight negligence, fault of the participants, third-party negligence and force majeure.

The organizer is not liable for theft, loss or damage to its own and rented equipment.

**Representation**

In urgent cases, the organiser can be represented by a hiking guide with comparable training.

**Privacy**

The organiser uses customer data to process registrations and to send its own newsletter. The data will not be passed on.

**Applicable law and jurisdiction**

The contractual relations between the participant and the organizer are subject to Swiss law. The place of jurisdiction is Chur.

Chur, 29.12.2024