



# General Terms and Conditions

## Schiffsbetrieb Walensee AG

### 1. General Provisions

These General Terms and Conditions (GTC), in their current valid version, form an integral part of any contractual relationship between passengers or customers and Schiffsbetrieb Walensee AG (SW). They apply to all forms of contract conclusion. For readability, the masculine form is used in the following text; however, all references apply to persons of all genders. By making a booking, the customer confirms the unconditional and full acceptance of these GTC.

### 2. Conclusion of Contract

#### 2.1 Scheduled Services

For groups of 10 persons or more, a group registration is required. This registration does not constitute a contract nor a seat reservation. The contract is concluded only once scheduled service tickets are purchased online or on board.

#### 2.2 Public Event Cruises

Public event cruises can only be booked online via the webshop. The contract becomes binding upon completion of the online booking.

#### 2.3 Private Charter

The contract for a private charter is concluded once the customer has received the reservation confirmation in writing.

### 3. Number of Participants

#### 3.1 Scheduled Services

Changes to the number of participants for groups must be communicated in advance. The actual number of participants will be calculated and charged on site.

#### 3.2 Public Event Cruises

Changes to the number of participants are not possible, as fixed seats are booked for public event cruises.

#### 3.3 Private Charter

For charters including a menu, a minimum of 25 persons applies. If this minimum is not reached, the charter rate for 25 persons and 25 menus will be charged. Changes to the number of persons stated in the reservation confirmation exceeding 20% must be communicated no later than 14 working days before the event. Smaller adjustments are possible up to 7 working days before the event; this number will then be considered final and relevant for billing. If fewer guests attend, the confirmed number will be charged. If more guests attend and the effective number falls into a higher price category, the higher charter rate according to the separate price list will be charged.



#### **4. Prices**

All published prices are in Swiss francs and include the currently applicable Swiss VAT. Prices are subject to change.

#### **5. Payment Methods**

Payment on board can be made in cash, by debit or credit card, and TWINT. In the webshop, payment can be made by credit card or TWINT. All invoices are issued in Swiss francs including statutory VAT. Invoices can only be issued to recipients within Switzerland.

##### **5.1 Scheduled Services**

Groups of 10 persons or more may request payment by invoice for amounts of CHF 100.00 or more. A fee of CHF 10.00 applies.

##### **5.2 Public Event Cruises**

Event tickets must be paid in advance. Tickets can be purchased via the webshop using credit card or TWINT, or at the office sales point in cash or by debit/credit card.

##### **5.3 Private Charter**

Payment by invoice may be requested for private charters.

#### **6. Deposit**

SW reserves the right to charge a deposit for reserved trips. This deposit will be credited toward the travel costs or refunded in the event of cancellation, less administrative costs.

#### **7. Cancellation**

Cancellations must always be made in writing. The relevant date for calculating cancellation deadlines is the receipt of the written notification by SW. If received on weekends or public holidays, the next working day applies. SW reserves the right to issue refunds in the form of vouchers.

The following cancellation fees apply:

##### **7.1 Individual Scheduled Services**

Scheduled tickets are issued without a fixed date and are valid for 1 year from the date of purchase. Therefore, refunds due to user error in self-service sales are granted only in exceptional cases. If a refund is processed by the office sales point, a handling fee of CHF 10.00 applies. Damaged, unused, stolen or lost subscriptions will neither be refunded nor replaced.

##### **7.2 Group Scheduled Services**

Group tickets for scheduled services are also issued without a fixed date and are valid for 1 year from purchase. Refunds are granted only in exceptional cases. If a refund is processed by the office sales point, a handling fee of CHF 10.00 applies. No partial refunds are granted if the number of participants changes on the travel day.



### 7.3 Public Event Cruises

A minimum number of participants applies for event cruises. SW reserves the right to cancel, postpone, or operate the event with the ship stationary at the pier in Unterterzen if registrations are low. Guests will be informed as soon as possible.

If SW cancels the event cruise, the amount already paid will be refunded. If the customer cancels, no refund will be issued for already paid tickets.

### 7.4 Private Charter

- 0–7 days in advance: 100% of the order
- 8–10 days in advance: 80% of the order
- 11–20 days in advance: 50% of the order
- 21 days or more in advance: CHF 100.00

In case of no-show, the confirmed amount will be charged. If SW cancels, no fees apply.

## 8. Customer Obligations

Confirmed departure times for charters are binding. Any changes must be communicated to the office sales point at least 48 hours before departure. Waiting times due to late arrival are considered part of the rental duration and will be deducted from the agreed travel time or result in the next higher charter price category being charged. Beverages and catering must be purchased from SW. Ordered food must be paid for in all cases. Decorations must be approved in advance by SW. Music groups and performances require approval and must be stated in the confirmation. Noise emissions are only permitted indoors after 10:00 PM.

## 9. SW Obligations

For private charters and public event cruises, the ship normally arrives 5–10 minutes before the confirmed departure time. Scheduled service vessels have priority at the docking point. Staff must adhere to the times specified in the reservation confirmation.

## 10. Liability

It is prohibited to attach nails, screws, adhesive tape, paint, etc. Fireworks, sparklers, table bombs, sky lanterns, etc. are strictly prohibited on board. Any damage caused by negligent or intentional actions to the ship, furniture, or inventory shall be borne by the responsible party. Standard cleaning is included. Excessive cleaning will be charged to the customer.

## 11. Additional Contractual Provisions

In case of storms, compliance with confirmed travel times cannot be guaranteed. In very unfavorable weather conditions, SW may cancel operations for safety reasons. In such cases, SW reserves the right not to refund scheduled service tickets.

## 12. Final Provisions

Swiss law applies exclusively to the relationship between the customer and SW. These GTC form an integral part of the contract.



### 13. Data Protection

The collection, processing, storage, and protection of personal data is governed by the current [privacy policy](#) of Schiffsbetrieb Walensee AG.

Unterterzen, December 2025