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1. REGISTRATION/CONCLUSION OF CONTRACT

Booking a trip with Eurotrek constitutes registration. The contract with Eurotrek is not concluded until Eurotrek has issued the booking confirmation. The traveller is bound by their registration for ten working days. If Eurotrek does not confirm the booking within this period, no contract is concluded. The trip description, travel guidelines and present travel terms are part of the contract with Eurotrek.

If the contents of the booking confirmation differ from the contents of the registration, a new offer will be made by Eurotrek. If this offer is not explicitly declined by the customer within 4 days, the contract is concluded pursuant to the offer made by Eurotrek.

Bookings received less than 4 working days before travel will be rejected. For bookings made 4-5 working days prior to travel, an express fee of CHF 50 per booking will be charged. Bookings from 10 working days before travel can only be paid by credit card.

If the traveller registers several people, they are responsible for their fellow travellers' obligations as well as their own. This refers particularly to the payment of the travel cost. The trip description, travel guidelines and travel terms apply to all the travellers.

If the booking office or Eurotrek provides the traveller with travel arrangements or individual services of other tour operators or service providers, the customer shall conclude a contract with each of those companies and their own travel conditions shall apply (e.g. flight tickets). Eurotrek conducts certain tours in collaboration with local representatives. The traveller meets the representative of the respective organisation at the location.

Vouchers and other discounts must be submitted at the time of booking so that they can be claimed. Once Eurotrek issues the confirmation, the vouchers and discounts can no longer be considered.

2. PRICES AND PAYMENT TERMS

2.1. Prices

The offer prices are listed in Swiss Francs (CHF). The CHF prices apply to bookings in Switzerland. Bookings outside of Switzerland can also be paid in EUR, provided this is expressly requested at the time of booking and the trip is within the EU.

The prices of the travel arrangements can be viewed on the respective catalogue page or web page of the offer. Unless stated otherwise in the offer, these prices are valid per person in a double room/cabin/tent, including VAT. The prices are valid from 1 November 2026 to 31 October 2027 inclusive.

For direct bookings with Eurotrek, a reservation fee of CHF 20 per adult is charged. This includes the legally required system costs for insolvency protection of the guarantee fund of the Swiss travel industry.

In the case of bookings made with a travel agency, the travel agency may charge its own additional booking fees.

2.2. Payment terms

Upon receipt of the registration, the traveller will receive the travel confirmation including the bill. An advance payment of 30% of the total amount, at least CHF 300, is due within 10 days of receipt of the confirmation. The balance must be paid no later than 35 days before the travel start date. In the case of bookings made less than 35 days before the travel start date, the total travel cost must be paid immediately. The travel documents are sent upon receipt of the full payment.

The customer can pay up to 50% of the travel cost, max. CHF 500 per person with Reka cheques. All bank charges shall be borne by the client.

If the travel price is not paid on time, Eurotrek can terminate the contract after a short grace period. In this case, cancellation charges are payable as per Section 5.1.

3. SERVICES

The services included in the price are given in the programme description or mentioned under «Services» in the trip information. If the services or travel programme have changed, this will be communicated before the trip is confirmed.

All programmes exclude travel to and from the departure point. Transfers during the trip are included if they are listed under «Services».

Travellers will receive one set of travel documents per person. One item of luggage (suitcase or backpack) will be transported per customer. Additional items must be registered in advance and will be subject to an extra charge.

Each item of luggage must weigh no more than 15 - 20 kg. There is no obligation to transport heavier items. The driver may leave such items at the pick-up point at the customer’s risk and expense.

4. PRICE AND PROGRAMME CHANGES BEFORE THE TRIP

Eurotrek reserves the right to change the travel cost, the travel programme or individual services before the start of the trip, provided this is necessary due to unforeseeable or unavoidable reasons. The effect on the price is communicated along with the change in the travel programme or service.

The prices can be increased due to the following reasons: if the transport costs increase subsequently, if fees or taxes are increased or if the relevant exchange rates change. Price increases are communicated at the latest by three weeks before the travel start date. The price increase is apportioned to the travel cost accordingly.

If the price increase is more than 10% of the total price or if the programme change leads to a substantial change in the contract, Eurotrek shall notify the traveller of this as soon as possible. The traveller can accept the change, participate in an alternative trip or cancel the contract. In the case of cancellation of the contract, the travel cost already paid is refunded. Any further claims are excluded.

5. CANCELLATION BY THE CUSTOMER/CHANGE/REBOOKING/TRANSFER TO ANOTHER PERSON

The valid date of change or cancellation is the day on which Eurotrek receives the explanation during normal working hours. If this is a Saturday, Sunday or public holiday, the next working day is considered the relevant date (this applies to messages sent via all communication channels).

5.1. Cancellation by the customer

The customer can cancel the booked trip any time before the start of the trip. The cancellation must be made in writing to Eurotrek. A processing fee of CHF 50 per person (max. CHF 100) will be charged. In the case of cancellation by a person in a double room, any additional costs and fees not covered must be borne by the person travelling. In addition to the processing fee, the reservation fee and the following cancellation costs will be charged as a percentage of the total amount:

Up to 28 days before start of the trip: 20%
27 – 14 days before start of the trip: 50%
13 – 8 days before start of the trip: 70%
7 – 1 days before start of the trip: 90%
0 days before start of the trip / no-show: 100%

For sailing trips and trips by bike & boat, the following cancellation terms apply:
More than 84 days before start of the trip: 20%
83 – 42 days before start of the trip: 30%
41 – 28 days before start of the trip: 60%
27 – 4 days before start of the trip: 90%
3 days before start of the trip / no-show: 100%

Bookings for luggage transportation in Switzerland may be cancelled free of charge up to five working days prior to arrival. In these cases, only the dossier fee applies. For cancellations made at a later stage, the first luggage transfer in addition to the dossier fee will be charged.

5.2. Minor changes

If the customer requests minor changes to the booking after confirmation (e.g. transfers, extra overnight stay, bicycle rental), fees up to CHF 60 will be charged per request, depending on the extent of the change.

5.3. Rebooking

Eurotrek endeavours to fulfil customer requests regarding changes to the travel date, travel duration, travel destination, mode of transport, type of accommodation, class etc. If Eurotrek is able to comply with the request, the change in the booking will be treated as a cancellation according to Section 5.1 and a simultaneous new registration. The cancellation charges listed under Section 5.1 and the charges for the newly booked services are billed to the customer.

5.4. Person to whom trip is transferred (replacement)

The customer has the right to name another person as their replacement who will enter into the contract. The traveller and their replacement are jointly responsible for payment of the travel cost and any additional charges. The replacement must fulfil the travel requirements. A processing fee of CHF 50 per person (max. CHF 100) will be charged. Due to the change in traveller, additional costs may be incurred which are to be paid by the customer or their replacement.

6. CANCELLATION BY EUROTREK

For certain trips offered by Eurotrek, a minimum number of participants is required, which is stated in the travel description. If this minimum number is not reached, Eurotrek can cancel the trip at the latest by 2 weeks before the scheduled start date of the trip. The travel cost already paid will be refunded minus any fees and costs for travel insurance. Any additional claims are excluded.

Eurotrek can cancel the trip if, prior to departure, the travel is significantly hindered or rendered impossible on account of force majeure, official measures, political unrest, strikes or other unforeseeable or unavoidable circumstances. The travel cost already paid will be refunded minus any fees and costs for travel insurance. Any additional claims are excluded, for example costs for travel to and from the departure point.

Eurotrek reserves the right to cancel the customer's trip if there is a justified reason to do so (e.g. if it can be foreseen that the customer does not meet the participation requirements). In this case, cancellation charges as per Section 5.1. will be due.

7. CONDITIONS OF PARTICIPATION AND OBLIGATION TO COOPERATE

The traveller must meet the requirements of the booked trip. In the case of unguided tours, the traveller will receive a recommended daily schedule. The traveller decides whether their own fitness and/or the external circumstances (e.g. weather) allow them to undertake the scheduled activities and whether they can successfully follow the programme. In the case of group tours, the participant must inform the tour guide of any difficulties. The tour guide's instructions must be followed.

If the traveller is unable to perform the daily activities due to personal reasons, weather conditions etc. and if they use a mode of transport that is not included in the travel price to reach the next stage of the trip, these costs will be borne by the traveller.

In the case of group tours, if the traveller persistently disrupts the trip or endangers themselves, the other participants or a third party, the tour guide can suspend the traveller from participating in the trip. The travel cost will not be refunded, and any additional charges shall be borne by the traveller.

If any equipment is provided to the traveller or rented by them, they are responsible for using it carefully. In the case of damage, the tour guide or the office listed in the travel documents must be informed immediately. Damages caused by careless use are to be paid for by the participant.

If a traveller is unable to participate fully or partially in an activity, the travel cost will not be refunded, even on a pro-rata basis.

8. ENTRY & HEALTH REQUIREMENTS

In order to travel with Eurotrek, citizens of Switzerland and Liechtenstein need a valid passport or identity card. Citizens of other countries should consult the relevant embassy about the prevailing regulations and must carry the necessary identity documents with them.

8.1. Further travel informalities

The sourcing, extension or obtaining of travel documents and visas is the responsibility of the traveller. If the traveller cannot obtain the necessary documents in time or at all and the trip has to be cancelled as a result, the cancellation terms (as per section 5) shall apply.

Furthermore, travellers are responsible for their own compliance with all entry, health and currency regulations. Prior to starting the trip, they must ensure that they have all necessary documents with them.

9. PROGRAMME CHANGES DURING THE TRIP

Weather conditions and other circumstances can force changes to the travel programme. In the interests of the customer, Eurotrek reserves the right to change the programme if unforeseeable or unavoidable circumstances so require. Nevertheless, Eurotrek strives to offer equivalent services as a substitute. If the remedial measures involve excessive costs or disproportionate effort, Eurotrek can refuse the remedy. In this case, the additional costs shall be borne by the traveller. The same applies in the case of force majeure.

10. CURTAILMENT OR UNUSED SERVICES

If the participant terminates the trip before its completion or does not utilise all the booked services, the travel cost will not be refunded. Any costs (e.g. for return travel) shall be borne by the participant. Eurotrek recommends purchasing a travel insurance policy.

If Eurotrek has to cancel the trip, the costs for services not received will be refunded proportionally minus a handling fee.

11. COMPLAINTS DURING THE TRIP, ASSERTION OF CLAIMS

If the customer has any complaints during the trip or sustains damages, they must contact the local representatives without delay. If the representatives are not available, Eurotrek must be informed directly. If a remedy is not possible or is insufficient, confirmation must be requested from the tour guide or the local representative. Neither the tour guide nor the local representatives can accept claims on behalf of Eurotrek.

Claims must be registered with Eurotrek in writing within 30 days of the contractual end date of the trip. If the participant does not report the shortcomings or the damages suffered at the location and does not have confirmation from the local representatives or does not assert their claims with Eurotrek in writing within 30 days of the contractual end date of the trip, the participant loses all rights.

12. LIABILITY

12.1. General

Eurotrek is liable within the framework of legal provisions and international agreements, whereby the liability is excluded as far as permitted by law.

12.2. Exclusions of liability

Eurotrek is not liable in the following cases in particular (not an exhaustive list):

- If the damage is attributable to the customer’s neglect before or during the trip (e.g. inadequate equipment, non-compliance with the tour guide’s instructions or the instructions given in the travel documents, overestimating one’s ability to perform).
- Damages on account of force majeure or unforeseeable or unavoidable circumstances that arose despite due diligence by Eurotrek or the service provider.
- Damages due to unforeseeable or unavoidable failings by third parties, who are not involved in the fulfilment of the contract.

12.3. Valuables and own equipment

If the traveller uses their own equipment, they are responsible for its transport, suitability for the purpose, careful use and safekeeping. This applies particularly to bicycles. Eurotrek is not liable for these items, even if they are entrusted to Eurotrek for transfers, storage or other purposes.

12.4. Public transport delays

Eurotrek is not responsible for adherence to timetables or delays in public transport. Eurotrek advises travellers to take potential delays into account when planning the trip.

12.5. Events during the trip

If travellers participate in events or excursions (external services) outside the agreed travel programme, this is their own responsibility. Eurotrek is not liable for external services from third-party companies.

12.6. Non-contractual liability

The non-contractual (tortious) liability of Eurotrek is governed by the applicable laws and international agreements. This liability is excluded as far as permitted by law.

12.7. Other

Eurotrek is not liable for wasted holiday time, lost holiday enjoyment or frustration.

13. GUARANTEE

Eurotrek is a participant in the guarantee fund of the Swiss travel industry and guarantees that the amounts paid in connection with the travel package booked by the customer and the costs of return travel are guaranteed.

14. DATA SECURITY

14.1. Customer data

Eurotrek requires various data from customers and their fellow-travellers (such as first and last name, date of birth, address, telephone number etc.) for correct processing of their contracts. Eurotrek is subject to Swiss data privacy law. Eurotrek is obliged to keep the data secure and stores it in Switzerland.

The following data is normally collected or processed in connection with bookings: information about trips, such as travel details, travel route and destination, airline, accommodation, price, customer requests, details of fellow-travellers, health information, e.g. details of special health-related needs or illnesses and accidents while travelling etc. Further information on data protection can be found in the data privacy policy here: https://www.eurotrek.ch/en/privacy-policy

14.2. Transmission to service providers and authorities

Eurotrek will only pass on your customer data insofar as this is necessary for fulfilment of contract with the service providers. These may be located abroad, where data privacy may in some circumstances not match the Swiss standard. Both Eurotrek and the service providers can be required by law or by order of the authorities to disclose customer data to (foreign) authorities.

14.3. Highly sensitive personal data

Depending on the services booked, Eurotrek may need to collect highly sensitive personal data. For example, a customer's specific catering request could indicate which religion they belong to. Such data is normally passed on to service providers (including those abroad) for correct fulfilment of the contract or in some circumstances released to government agencies due to legal obligations or by order of the authorities. By transferring such information to Eurotrek, the traveller expressly authorises Eurotrek to use it as per

these terms.

14.4. Information on offers/programmes

Eurotrek will inform the travellers about programmes and activities. The traveller has the option to unsubscribe from this service at any time via eurotrek@eurotrek.ch.

15. INSURANCE

Eurotrek recommends purchasing a travel insurance policy that covers cancellation and return travel. This is not included in the travel arrangements. The traveller can take out cancellation and return travel insurance through Eurotrek. The insurance benefits depend on the insurance policy.

16. LIMITATION

All claims against Eurotrek shall lapse within one year of the contractual end date of the trip. Shorter limitation periods are reserved according to applicable laws and international agreements. If the laws and international agreements contain longer, mandatory, contractually unchangeable limitation periods, these are applied.

17. OMBUDSMAN FOR THE SWISS TRAVEL INDUSTRY

Before any judicial dispute, customers should should refer the matter to the Ombudsman for the Swiss Travel Industry. The Ombudsman seeks to facilitate a fair and balanced resolution of disputes. Ombudsman for the Swiss Travel Industry, Etzelstrasse 42, 8038 Zurich, Switzerland.

18. APPLICABLE LAW, PLACE OF JURISDICTION

Swiss law applies to the legal relationships between the contracting parties and Eurotrek. For complaints against Eurotrek, the exclusive jurisdiction of the Court of the City of Dietikon (Switzerland) is agreed.

These general contract and travel terms and conditions are subject to mandatory, contractually unchangeable provisions in applicable laws and international agreements.