



Terms & Conditions

Booking instructions and conditions:

Booking can be made directly via email, telephone, through your travel agent, or booking partner. Reservations should be made as early as possible to guarantee the desired departure date and tour of your choice. Through the reservation, the client accepts these terms and conditions as binding.

Within 10 days upon receipt of our booking confirmation, a deposit fee of 10 % of the tour cost (the exact amount will be defined according to the tour) must be transferred to our bank account or full payment at booking, when the booking period is shorter than 3 weeks prior to start of the tour. Final payment is due 3 weeks prior to the tour start.

Cancellation of the tour by the customer:

In case of a cancellation of a fixed tour the cancellation fees are as follows:

45 days prior of the tour 100% refund (less deposit)

44 - 30 days prior of the tour 75% refund

29 - 14 days prior of the tour 50% refund

13 – 5 days prior of the tour 30 % refund

4 – 0 days prior of the tour no refund, 100% charge of tour fees per person

Your deposit fee will cover communication and administrative expenses and will not be refunded in any case.

In some cases, when part of the tour is booked with another Travel Agency or Tour Company, the cancellation and deposit conditions of these partners can be adopted by Outdoor-Reisen. If the terms of cancellation of the booked activities are stricter than the ones from Outdoor-Reisen they will be applicable in every case. (Special conditions may apply)

All cancellations must be made in writing (e-mail).

You are strongly encouraged to obtain cancellation insurance. In certain circumstances, this will cover the cost of cancellation.

Cancellation of the tour by Outdoor-Reisen:

Outdoor-Reisen is entitled to cancel the tour if the deposit or the final payment is not received on time. In such instances, the above-mentioned cancellation costs are imposed.

In cases of force majeure or under circumstances that make the journey impossible or unsafe, Outdoor-Reisen will reimburse the paid amounts to the extent to which Outdoor-Reisen will not be charged for the cancelled services imposed by contracted hotels, travel agents, tour companies, etc. (Special conditions may be noted on an offer.)

In unforeseen conditions beyond the control of Outdoor-Reisen, we reserve the right to make changes in the itinerary, timetable and activities.

The tour operator will reimburse the client for the value of the contracted but not provided services or the additional expenditure only if the tour operator was not able to provide a suitable replacement service on the spot

Insurance

The participants are not insured by the organizer. The participants are obliged to provide their own health and accident insurance coverage for the planned activity (including sport coverage). Any activity is at own risk. The tour operator is not liable for accidents and puts every client at their own degree of responsibility.

The responsibility of Outdoor-Reisen as the tour operator or/and their suppliers is limited. The tour operator is responsible for providing the services outlined in its website/brochure/offer. All services are subject to the laws of the country in which they are provided and to the conditions specified by the relevant suppliers. In the absence of negligence of Outdoor-Reisen, the participant waives any claim against the operator for injury, damage, loss, delay, irregularity (consequential or otherwise) or for any other cause to person or property which may occur in connection with such tour services or through the act of default of any company or person rendering any of the services included in the arrangements of the tour or otherwise in connection therewith or of any hotel proprietor or employee. Outdoor-Reisen and/or their suppliers can accept no responsibility for losses or accidental expenses due to delay or changes in schedules, defaults, or overbooking of activities of 3rd party partners, sickness, weather, strikes, war, quarantine or other causes. All such losses or expenses will have to be borne by the participant. Baggage and personal articles are at the owner's risk throughout the tour. The right is retained to decline, accept or retain any person as a member of the tour or to cancel or alter the tour.

Applicable Law/Court of Jurisdiction:

All legal relationships between the participant and Outdoor-Reisen are subject to Swiss law. Lucerne, Switzerland, has been agreed upon as the place of jurisdiction.