

## General Terms and Conditions

A contract is considered to be made between yourself and Solothurn Regional Tourism (RSOT) immediately after you have reserved a city tour with us either by phone or in writing. The contents of the contract are the general terms and conditions as well as the written confirmation.

### 1. Booking with RSOT

Confirmation of the booking will be made by your word of mouth with phone reservations, your signature with written reservations or your written email with electronic reservations.

### 2. Payment

City tours are to be billed and payed in advance. Cash payment is possible in the event that the tour is booked on short notice. Payment must be received within 30 days of the date of billing.

### 3. Price and Group Size

- 3.1. The arranged price is for tours for groups of up to 25 people. Groups larger than 25 people will require additional guides.
- 3.2. In the event that more than 25 people show up for a tour when only one tour has been booked, you will be billed for the full cost of a second tour.
- 3.3. Discounts will be offered for groups which book 3 or more tours simultaneously. Discounts are not cumulative.

### 4. Cancellations and Postponements

- 4.1. In the event of cancellation or postponement, please advise us either per phone or in writing.
- 4.2. The postponement of a tour within the last 8 days will incur a charge of CHF 30 per order.

4.3. Any tour which is cancelled after sending of the writer confirmation will incur a charge of minimum CHF 50 per order.

4.4. Tours cancelled with less than 11 days advance notice will incur the following costs unless otherwise arranged:

- cancellation between 3 and 10 days in advance: 50% of the amount invoiced.
- cancellation with less than 3 days notice: 100% of the amount invoiced.

4.5. Our tour guides will wait for up to 20 minutes at the agreed upon meeting point. No shows or delays of more than 20 minutes will be charged the full amount invoiced.

4.6. The tour will take place regardless of adverse weather conditions.

### 5. In event of cancellation by RSOT

In the event that RSOT must cancel the tour on short notice, you will receive a refund in full immediately. You will additionally receive a RSOT voucher for a free city tour.

### 6. Theft or mishaps during the tour

RSOT will not be held responsible for thefts or mishaps which occur during a city tour.

### 7. Dissatisfaction during a tour

Please address any concerns you may have directly to the tour guide whenever possible. He/she will attempt to resolve any concerns or problems immediately. Should your concerns not be met or should the performance remain for any reason unsatisfactory, RSOT will not be held liable for any amount exceeding the full amount invoiced.

Solothurn, August, 2010