



## **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. Terms of payment**

#### **2.1. Guided city tours**

In case of guided city tours the payment is made by credit card. Region Solothurn Tourism reserves the right to issue an advance invoice for confirmed services. All prices are shown in Swiss Francs including the applicable rate of value added tax.

#### **2.2. Public guided tours**

No tickets are refundable. Region Solothurn Tourism reserves the right, owing to minimum numbers of participants and force majeure, to cancel public guided tours. In this case the customer is entitled to a refund or exchange. The tickets can be settled at the tourist information office in cash as well as by credit card or online by credit card payment.

### **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 4 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 2 days or less notice: 100% of the amount invoiced.
- 4.5. If the group arrives late, the waiting time will be deducted from the agreed upon tour length. In the event of a delay of more than 30 minutes of the agreed upon meeting time, the group will be considered a no show and the tour will be cancelled, with no refund available.
- 4.6. The tour will take place regardless of adverse weather conditions.

### **5. In event of cancellation by RSOT**

- 5.1. A guided tour can be changed due to unforeseeable circumstances. For this case RSOT will make an effort to provide an equivalent substitute or find another suitable solution. In case of events of force majeure, RSOT can cancel a guided tour and reimburse the already paid amount.

### **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, January 2018