

# Terms and Conditions MS Schwan

## 2020 edition

- There are special conditions on board a ship. In the event of accidents as a result of careless behavior or failure to follow the instructions of the nautical staff, schiffs-agentur.ch GmbH does not accept any liability.
- The instructions of the ship's guide must be followed in any case.
- Trips can be cancelled in the event of storms, floods, fog or operational disruptions. In the event of such occurrence, you will not be invoiced. You are free to cancel or postpone to a later date.
- The ship can be provisionally reserved free of charge for a maximum of two weeks. The provisional reservation automatically expires after two weeks without a counter report from the customer.
- A trip is valid after sending a written confirmation as a PDF or booked by post. If the trip is cancelled, a fee of CHF 150 will be charged. In addition, in the event of cancellation less than 10 days before the trip, 50 % of the confirmed fare will be charged.
- The entire confirmed invoice amount will be charged, if the customer is not present to start the trip.
- A cleaning fee of CHF 250.- will be charged for extraordinary soiling.
- Public trips without booking always take place. For trips with booking, the operator reserves the right to cancel the trip if the number of participants is insufficient.
- Public transport tickets (GA travelcard, Half-Fare travelcard and SGZ tickets) are not valid on public journeys.