General Terms and Conditions for Offers of the Wildnispark Zurich Foundation

1. Application

These general terms and conditions apply to all bookable group offers, participation in courses and excursions, as well as other chargeable services provided by the Wildnispark Zurich Foundation. If the Wildnispark Zurich Foundation acts solely as an intermediary, the general terms and conditions of the respective park partner (i.e. third-party provider) applies.

2. Obligations

The group offer is deemed to be legally binding from the date of delivery of the agreement. Participation in courses and excursions is deemed to be legally binding from the time of registration. The registration will be confirmed in writing by the Wildnispark Zurich Foundation. If services are booked for other participants, the person making the booking is deemed to be the party to the contract and is responsible for the payment and fulfilment of the obligations of all participants. Offers from park partners on the website or other communication channels of the Wildnispark Zurich Foundation are to be regarded as non-binding advertisements by the park partner.

3. Prices

The current prices of the Wildnispark Zurich Foundation apply. These can be viewed at https://www.wildnispark.ch/en/offers-german-only/program-for-you. All prices are in CHF including VAT (with the exception of the hire of the Remise and the Sihlwald pavilion). Prices are subject to change without notice.

4. Payment Modalities

Payment of group offers is made by invoice (to be paid within 30 days of receipt). Payment pf courses and excursions is made directly online at the time of booking.

5. Cancellations and Changes by the Customer

Cancellations and all changes to services that have already been confirmed must be made in writing. The customer has no right to postpone the event. The following costs are incurred in the event of cancellation:

Up until 31 days before the event	free cancellation
Up until 15 days before the event	50% of the costs
14 days or less before the event	100% of the costs

If the booked service cannot be taken up, a substitute person may generally be named to take over the service under the same conditions. The substitute person is liable together with the person who made the booking for the price quoted.

Cancellation insurance is the responsibility of the participants.

In the event of cancellation of services by third-party providers, the general terms and conditions of the respective parking partner shall apply.

5.1. Delays to Group Offers

In the event of delays of up to 20 minutes, the late arrival time will be deducted from the booked tour time. The guides of the Wildnispark Zurich Foundation are obliged to remain on site for these 20 minutes and wait for the group. In the event of delays of more than 20 minutes, the guided tour will be cancelled and charged at 100% as agreed. Delays or cancellations of the guided tour on the day of the event by the customer must be reported to the guide by telephone.

5.2. Delays to Courses or Excursions

If participants arrive late, this will affect the course or excursion, which is why late arrivals may be excluded by the organiser. In this case, the costs will not be refunded.

6. Implementation Regulations by the Wildnispark Zurich

Group offers, courses and excursions take place regardless of the weather (with the exception of extreme events). Appropriate clothing and good shoes are required. A good level of physical fitness and surefootedness are required for some programmes. Corresponding information will be published in the event description.
In the event of extreme weather conditions (e.g. hail, thunderstorms, storms), it is at the discretion of the tour guide to cancel or shorten the tour for safety reasons.

Certain offers may be based on a minimum number of participants. If this minimum is not met, the Wildnispark Zurich Foundation may cancel the booking after the registration deadline. In the event of cancellation by the Wildnispark Zurich Foundation, participants will be informed in a timely manner and any payments already made will be refunded or no costs will be charged. If the route is shortened or changed, the offer is deemed to have been carried out (without refund).

7. Liability

Liability and accident insurance are the responsibility of the participants.

The Wildnispark Zurich Foundation is only liable for intent and serious negligence in relation to its own offers. Liability for slight negligence and liability for auxiliary persons is excluded. Under no circumstances shall the Wildnispark Zurich Foundation be liable for the customer's own negligence or for the negligence of third parties. Liability for loss of profit or for other direct or indirect consequential damage is excluded.

The Wildnispark Zurich Foundation does not guarantee the correct fulfilment of contracts by third-party providers. The Wildnispark Zurich Foundation is in no way liable for damages incurred by participants in connection with the services provided by the third party. Any claims for damages must be directed to the third-party provider.

8. Privacy Policy

The Wildnispark Zurich Foundation uses personal data exclusively for the purposes of customer service and customer information and only passes it on to third parties if this is necessary. The detailed privacy policy is available at www.wildnispark.ch/de/rechtliches/datenschutz and is deemed to have been accepted upon registration.

9. Concluding provisions

The Wildnispark Zurich Foundation may amend these provisions at any time. The currently valid version is published on https://www.wildnispark.ch/en/legal-matters/general-terms-and-conditions and applies to bookings made from the date of activation. Swiss law applies and the place of jurisdiction is Horgen.

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