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Guided Swiss Alps: walks, hikes, e-bike, and rail tours

BOOKING TERMS AND CONDITIONS FOR RAIL TOURS

Bookings

A booking is considered confirmed and legally binding once a deposit payment of 10% of the total tour has been received by us.

Rail Tour 13 day Rail Tour = \$790 per person deposit
Rail Tour 7 day Rail Tour = \$459 per person deposit

On receipt of the deposit payment, a booking confirmation that confirms the details of the booking will be sent to the lead travel, or travel agent (as applicable).

It is the responsibility of the lead traveler, or travel agent, to check that all details are correct and to advise us immediately of any inaccuracies.

The lead traveler or travel agent should also advise us, preferably at the time of the booking, of any medical, or psychological conditions that may have an impact on travel arrangements or activities.

Any alterations requested 60 days or less, prior to tour date, will be subject to an alteration fee of \$33 per person, together with any costs or charges incurred or imposed by contracted service suppliers.

Approximately 20 days prior to departure date, the final tour documentation will be mailed to you/your travel agent.

Payments

A 10% deposit payment of the total tour amount is required to confirm a booking. Payment of the balance is due on or before 90 days in advance of the tour date.

Where a booking is received within 90 days of tour departure date, then the full amount is required to confirm the booking.

If full payment is not received by the due date, it is assumed that the booking is to be cancelled. In this case, we reserve the right to retain the paid deposit.

Payment can be made by credit card against PayPal invoice, or by bank transfer, in either Swiss Francs or US Dollars.

Travel Insurance

We strongly recommend that you take out sufficient appropriate travel insurance adequate to your needs at time of booking. This insures any payments - less applicable fees - is recoverable in the event of a cancellation.

Cancellations

Should you wish to cancel your tour, immediate notice may be given verbally, but must be followed up in writing by the lead traveler or travel agent. Your notice of cancellation takes effect once it has been received in writing by us.

Cancellation of arrangements already concluded incurs costs. The following cancellation charges will be levied and refund of any monies already paid will be arranged according to this schedule:

- 1. Cancellations made more than 90 days** prior to departure are subject to a \$100 per person fee.
- 2. Cancellations made 61 to 90 days** prior to departure are subject to a \$500 per person fee.
- 3. Cancellations made 31 to 60 days** prior to departure are subject to a \$1,000 per person fee.
- 4. Cancellations made within 30 days** prior to departure are subject to 100% non-refundable fees.

Once the tour begins, there is no refund for any used or unused portions-including prepaid meals and rooms

Cancellation or non-use of pre-paid services are not refundable.

Transportation vouchers and rail passes are bearer documents, and cannot be refunded if lost or stolen.

Depending on the reason for cancellation, these cancellation charges, less any applicable excess, may be claimed under the terms of the insurance policy. Claims must be made directly to the concerned insurance company .

Data and Privacy Protection

We undertake to protect all personal information imparted to us. Personal information given to us will only be passed on to the relevant suppliers of your travel arrangements where necessary to do so in order to provide the service(s) you have requested.

We do not collect or share personal information for marketing or any other purpose.

Our Legal Limitations

ECHO Trails may contract with independent contractors to provide transportation, guide services, and/or all other related travel services.

We assume no responsibility, however caused, for injury, loss, or damage to person or property in connection with any service provided by an independent contractor, or resulting directly from the following: Acts of God, detention, annoyance, terrorism, thefts, pilferage, force majeure, civil disturbances, government restrictions, or regulations, strikes, delays, and expenses arising from quarantine, failure of any means of conveyance to arrive or depart as scheduled, discrepancies or change in transit or hotel services over which we have no control.

We reserve the right to make reasonable changes in the itinerary where deemed advisable for the comfort and well-being of tour members, or in the case of unusual and unforeseeable circumstances beyond our control and the consequences of which we could not have avoided even with due care.

By accepting these Terms and Conditions, the participants agree to be bound by the above terms and conditions.