

General terms and conditions

Last updated: 01.02.2022

1. Registration and terms of payment

The contract between you and Richmond Hiking Adventures comes into effect with your written, electronic or telephone registration and becomes effective. You will receive a written confirmation.

For multi-day tours, we ask you to transfer a deposit within 10 days of receipt of the confirmation. The remaining amount is due 30 days before the start of the tour.

For half-day and one-day tours, as well as for short-term bookings of a multi-day tour, the total price must be paid immediately.

Special requests are only part of the contract if they have been confirmed by Richmond Hiking Adventures. With the registration you accept the general terms and conditions.

2. Prices

The prices are per person in CHF and include the services as per the description of each hike.

Cancellation and rebooking

3.1 By the client

Cancellations are only valid if they are received in writing by Richmond Hiking Adventures. The following costs will be charged to cover expenses:

up to 31 days before the start of the hike - 50 % of the price

30 - 11 days before the start of the hike - 75 % of the price

10 - 0 days before the start of the hike - 100 % of the price.

The day on which the written cancellation is received by Richmond Hiking Adventures is regarded as the deadline. If you are unable to start the tour, but are able to find a substitute person who will take your place under the same conditions, only an administrative fee will be charged. If you cancel or interrupt the tour or trip prematurely, no refund will be made.

It is recommended that you take out cancellation insurance.

3.2 By Richmond Hiking Adventures

If a hike or trip is cancelled due to external conditions (e.g. weather, force majeure) or due to an insufficient number of participants, Richmond Hiking Adventures may also withdraw from the contract at short notice. If no equivalent replacement program is offered, you are entitled to a refund of any payments already made. Further claims are excluded.

4. Program changes

As a rule, our hikes take place in all weather conditions. However, also in your interest, Richmond Hiking Adventures reserves the right to make extensive changes to the program, the travel area and other services (e.g.

accommodation, means of transport). In this case, Richmond Hiking Adventures will endeavour to offer you substitute services of the same value as far as possible. With your booking you agree to this. Any additional or reduced costs will be charged to you or refunded. If the price difference is more than 10%, you have the right to withdraw from the contract with a full refund of any payments already made. Richmond Hiking Adventures also reserves the right to change the program en route.

5. Safety and liability

Richmond Hiking Adventures offer you the greatest possible safety. Nevertheless, a residual risk can never be completely excluded. With your booking you expressly acknowledge this fact and waive any claims for compensation or other liability.

For safety reasons, Richmond Hiking Adventures reserve the right to exclude individual clients from the hike, to change the program or to terminate the hike prematurely. This applies especially in the case of insufficient equipment or poor physical condition of individual or several clients. In such cases, no compensation or refund can be claimed.

Richmond Hiking Adventures has liability insurance over 10 million CHF with Zurich Insurance Company Ltd.

6. Complaints

If the services rendered do not correspond to the description or if they are defective, you should immediately request a remedy from the hiking guide. If your intervention does not lead to a solution, ask the hiking guide to confirm your complaint in writing. You must submit your complaints and any claims for compensation in writing no later than 4 weeks after your return journey.

7. Insurance

You are responsible for your own insurance cover. Comprehensive health and accident insurance including rescue costs is the responsibility of the participants. We recommend that you become a patron of the Swiss Air-Rescue REGA and take out cancellation insurance.

8. Visual material

During the tour, pictures are taken which may show recognisable individuals. These pictures are taken by guests or mountain guides, tour leaders and can be made available to each other. Richmond Hiking Adventures reserves the right to use pictures (without facial recognition) for marketing purposes.

9. Applicable law and place of jurisdiction

Swiss law shall apply. The place of jurisdiction is in Luzern. Furthermore, points 4, 7, 8, 11, 13, 17, 18 and 19 of the general terms and conditions of the [Swiss Mountain Guide Association](#) shall apply.