

SWT - booking TERMS & CONDITIONS 10/01/2010

1. PRICES

We reserve the right to change prices offered on our web site at any time but this will not affect the price of any bookings that have already been confirmed. The prices on the web site are shown in Swiss Francs. Prices may differ from time to time to reflect any movement in exchange rate levels. If any refund is made (subject to Swisswatchtours Terms & Conditions), exchange rates may affect the amount paid back, less any administration charge.

2. HOTEL ROOM TYPE INFORMATION

For a description of hotel room types please refer to the relevant search page on the web site.

Services included in the rates are detailed on the web site (see Tour Itinerary and full FAQ's) and on the booking confirmation. Personal expenses such as porter services, drinks from the mini bar, meals at restaurants, tips, dry cleaning, laundry, room service delivery charges, room service meals or snacks, telephone calls are not included in the prices and shall be paid directly to hotels or suppliers by the customers. This list is not exclusive or exhaustive.

3. OTHER ACCOMMODATION INFORMATION

- A deposit may be payable on arrival, which will normally be applied on a credit card, in order to cover any supplementary charges incurred.

4. PRODUCT INFORMATION

Product information posted on our web site is based on information collected from hotels and suppliers or contractors in Switzerland. We do not endorse or recommend any particular accommodation, means of travel, travel product, jewellery, watches or related products. Reasonable care has been taken that the content of our web site is correct but it is subject to amendment at any time without notice. All content on this web site is published in good faith but you acknowledge that we, as tour/booking agent, cannot check the accuracy of all information provided by its suppliers.

5. STAR RATINGS/ GRADINGS HOTELS:

Star ratings are used to symbolise the overall quality, level of service, food standard and range of facilities available in any given hotel. The criteria applied within each country will vary depending on the specific requirements established by the relevant issuing body. Descriptions on the web site are a generalisation of all hotels on a worldwide basis and shall be referred to for information purposes only. We cannot guarantee or warrant any kind of services or level of quality offered by hotels. Some countries do not use star ratings for official categorisation of hotels.

6. BOOKINGS, PAYMENTS, RECONFIRMATIONS AND CONFIRMATIONS

Bookings will be accepted on the web site until 24 hours prior to the date of arrival. There are special conditions for bookings made with only short notice.

Bookings for travel arrangements made 30 days or less in advance must be paid for on line and in full by credit or debit card at the time of booking. This also applies to any additional charges for amendments made to bookings within 7 days of travel.

Bookings will need to be reconfirmed within 14 days of creation. Failure to do so will result in the booking automatically cancelling in the system. Note that once full payment is received, reconfirmation is not necessary.

Bookings for travel arrangements made 40 days or more in advance may be paid for on line at the time of booking by credit or debit card or net payment via Post Finance.

7. Cancellation and Amendment Conditions

For accommodation:

Hotels are pre-booked and the costs are within the cost of the tour, so there are no refunds for cancellations within 30 days of a tour start date.

Cancellations

Cancellation charges will be applied in relation to the notice period between notification of cancellation and the date of stay at each place of accommodation within a booking

Notice period

Less than 30 days

More than 30 days

Charges

No refund can be made

Charges will still apply

Travel Insurance

We strongly recommend you have this when booking to cover the possibility of cancelling and re-iterate the importance of Medical Insurance when in Switzerland if not a Swiss National.

8. Amendments

These will be made without an administration charge to the client where there is a mistake by Swisswatchtours with the booking, so long as there will be no financial loss to Swisswatchtours by so doing.

9. REFUNDS

They can only be made subject to the terms of this document and no presumption of any refund should be made when booking a tour.

10. COMPLAINTS

Any complaint regarding the supply of a service should be brought to the attention of the accommodation or service provider as early as possible during your stay in order for the complaint to be dealt with quickly. However if not resolved to your satisfaction it should be notified to us in writing by email within 1 month of the date of the supply of the service. Any complaint received after 1 month of the date of supply of the service will not be investigated.

11. LIABILITIES AND GENERAL

1) Although we take reasonable care to ensure that published descriptions are correct we do not own or operate hotels or other accommodation or travel services. We accept no liability for errors or omissions in the description of accommodation or other travel services on the web site. We reserve the right to change your accommodation booking to one of at least comparable standard and to notify you of such change as soon as possible after it occurs. No compensation is payable for such changes. In extreme circumstances we may be forced to cancel your booking in which case you will be notified of such change as soon as possible and a full and prompt refund will be made.

2) In no circumstances shall we be liable for any consequential and indirect loss or damage. Our liability shall be limited to the amount paid to us for any booking. No liability for death or personal injury however caused will be accepted by any or all of the staff of Swisswatchtours or any of its contractors.

3) We endeavour to ensure that any discount vouchers are redeemable; however we allow our supplier partners to change the terms of these vouchers or withdraw them without notice at any time. This rarely happens and whilst the discount should be available it cannot be guaranteed.

4) We shall not be liable for any failure or delay in performance of our obligations, which results directly or indirectly from any cause or circumstance, which is beyond our reasonable control. Without limiting the generality of the foregoing, the following shall be regarded as such circumstances: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, epidemic, lightning, explosion, fog or bad weather, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations undertaken by the hotel, strikes, lockouts or boycotts, embargo, blockade.

5) We reserve the right to change these bookings terms from time to time.

6) The booking confirmation and these terms represent our entire agreement and as a result you have not entered into a contract with us on the basis of any representation not expressly incorporated into these documents.

7) If any of our booking terms shall be illegal or unenforceable such term shall not form part of the booking terms but the validity and enforceability of the other booking terms shall not be affected.

8) The laws of Switzerland shall apply to these terms and shall be subject to the exclusive jurisdiction of the Swiss courts.

END

Update:

Cancellation & Amendment -

BOOKING TOURS - clients must book in advance using the Booking Form.

All bookings are subject to our Terms & Conditions. If a client cancels a booking, more than thirty days notice should be given but no guarantee of a refund should be assumed. For cancellations of less than thirty days the deposit and/or paid cost will be forfeit and clients should not expect any refund. No Show - if a client or visitors booked by the booking client do not show on the day of the watch tour no refund will be given.

Whilst Swiss watch tours makes every effort to secure a visit to a suitable watch or parts manufacturer, Swiss watch tours does not guarantee any particular maker or factory.

*Tour clients may be put with other visitors in the transport and/or with other visitors for the watch tour and may be put with other visitors at the manufacturer and/or museums unless a specific request is made at the time of booking and Swiss watch tours agrees to the same.

** Tours to watch making factories only available on weekdays.

*** No guarantee is given that any particular brand or manufacturer will be available. The experience is about the watch making process.