



General Terms and Conditions

Lake Zug & Lake Ägeri

1. Subject of the contract

These General Terms and Conditions govern the legal relationship between Schiffahrtsgesellschaft für den Zugersee AG (SGZ) and Ägerisee Schiffahrt AG (AeS) and their customers. They form part of the booking. SGZ and AeS undertake to carry out confirmed cruises in accordance with the published and agreed conditions. In the event of a vessel being unable to operate as a result of force majeure or a technical defect, the contract shall be annulled without any compensation being due to any party. SGZ/AeS shall endeavour to do everything in their power to offer the customer an alternative.

2. Conclusion of the contract

Customers can book by telephone, online, in writing or in person. A contract is concluded when the customer confirms a booking.

3. Number of guests

Please let us know of any major changes to the number of guests up to 5 working days before your event. We will need to know the final number 48 hours before the event at the latest. Additional guests are billed for at the same price or paid for on board. In the case of group offers for 10 or more persons, the same menu must be chosen for everyone.

4. Prices

All published prices are in Swiss francs (CHF), including the Swiss VAT that is valid at the time. Prices may change without notice. Discounts for Half-Fare travelcards or GA travelcards are accepted only upon presentation of the card in question. These discounts do not apply on charter cruises or special cruises.

5. Payment

On board our vessels, we accept all common payment methods (cash, credit card, REKA card, Postcard, EC card). Alternatively, we can issue the customer with an invoice for the full amount. Online bookings are paid for by credit card (via our system provider Saferpay).

6. Deposit

SGZ/AeS reserve the right to charge a deposit for booked cruises. The deposit will be deducted from the cruise price or reimbursed in the event of cancellation, minus handling charges.

7. Cancellation

The following costs will be charged for the cancellation of confirmed bookings:

Scheduled cruises for individual persons:

No cancellation or rebooking charges

Special cruises for individual persons (non-scheduled public cruises):

Up to 2 days before the cruise	Free of charge
Fewer than 2 days before the cruise	100% of the total amount (cruise/catering)

Scheduled and special cruises for groups (non-timetabled public cruises):

Up to 30 days before the cruise	Free of charge
Up to 14 days before the cruise	CHF 300 processing fee
Up to 5 days before the cruise	50% of the total amount (cruise/catering)
Fewer than 5 days before the cruise	100% of the total amount (cruise/catering)

**Vessel charter/cruise services for charter cruises:**

Up to 60 days before the cruise	CHF 300 processing fee
Up to 30 days before the cruise	50% of the total amount
Fewer than 30 days before the cruise	90% of the total amount

Catering for charter cruises (GASTRONAUTIC/GASTRO ÄGERISEE):

Up to 60 days before the cruise	Effective costs or a minimum of CHF 500
Up to 30 days before the cruise	Effective costs or a minimum of 50%
Fewer than 30 days before the cruise	Effective costs or a minimum of 90% of the Total amount

For cruises that include third-party services, special cancellation conditions apply. These are specified on the ticket or in the order confirmation.

8. Data privacy

Guests' personal data is stored in accordance with Swiss Data Protection Law. If necessary to fulfil the contract correctly, personal data is forwarded to the partners of SGZ and AeS. In booking an event, guests agree to being informed of offers, special deals, etc. in the future. If guests do not want to receive this information, they may cancel (reservation@zvb.ch or +41 41 515 58 58).

9. Catering

GASTRONAUTIC (SGZ) and GASTRO ÄGERISEE (AeS) are lessees on board all vessels belonging to SGZ and AeS, and provide catering services for guests. It is not possible to use the services of other caterers.

10. Cancellation/postponement

In exceptional cases, SGZ and AeS reserve the right to postpone (non-scheduled) cruises with few bookings or to hold an event while moored. Guests will be informed of any changes as soon as possible.

11. Liability

If any damage occurs to the vessel, furniture or facilities owing to negligent or deliberate behaviour on the part of the guests, the guests concerned shall be liable. In the case of heavy soiling, additional cleaning costs will be billed to the customer. It is not permitted to light fire-works within the vessel or to affix nails, screws or sticky tape, or apply paint to the walls or windows. If the customer wishes to decorate a vessel, this must be agreed on with SGZ/AeS in advance. Instructions issued by the vessel's captain must be followed at all times.

12. Final provisions

The relationship between the customer and SGZ and AeS is governed exclusively by Swiss law. The place of jurisdiction is Zug.

Zug, March 2023

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