

Terms and Conditions of sale

Booking Conditions

Accepted means of payment are: PayPal, Visa, Eurocard/Mastercard, American Express, Twint and PostCard.

Booking conditions specific to FGT&C hotel package

Payment for your booking is made directly to the FGT&C using your credit card. The amount paid includes any service contained in the package. Any additional service must be paid directly to the hotel on departure. Any modification or cancellation must be notified to the FGT&C only.

A fee of CHF 50.00 will be charged for any modification or cancellation made from the day of the booking up to 3 working days prior to your arrival. After this period, and depending on the hotel's conditions, the full amount of the service may be withheld or partially refunded.

Conditions of purchase and use of the Geneva City Pass/Choco Pass

Payment is made by credit card directly to the FGT&C. The purchase is final and cannot be cancelled. No refund will be made. Prices include VAT.

The pass gives access to the listed Geneva City Pass/Choco Pass services and must be presented when used. Each service can only be used once. This offer cannot be combined with other discounts. The Geneva City Pass also gives free access to public transport on the entire unireso Tout Genève offer (zone IO) in 2nd class. It must be presented in the event of an inspection; ID may be required. It is personal, non-transferable and valid only when duly completed for the duration indicated on the pass. It cannot be refunded or replaced.

Booking conditions specific to tourism products

We require pre-payment when booking. No refund in the event of cancellation unless the service provider cancels the service due to force majeure.

Home printing terms

The Geneva City Pass/Choco Pass print size must be 100% (no size reduction). It must be printed on white paper. Changing the size of the print is prohibited. The Geneva City Pass/Choco Pass is not accepted if it is smudged or partially printed. To print the Geneva City Pass/Choco Pass, please only use a laser or inkjet printer with a minimum resolution of 600 dpi. The Geneva City Pass/Choco Pass printed or photocopied by fax or any other device is considered invalid.

Private guided tours booking conditions

1. Payment:
 - i. Payment for services is made by credit card (Visa, American Express, Mastercard, Twint, Paypal or Postcard) or by bank transfer.
 - ii. Any reservation made less than 30 days before the date of the service will be accepted by credit card only.
 - iii. If payment is not made on time, the service will be cancelled and FGTC will not be held responsible for the cancellation of the service.
 - iv. Payment is made in Swiss Francs ONLY.
2. Fees/supplements:
 - i. Last minute booking supplement (less than 2 working days): CHF 30
 - ii. Supplement for large group coordination costs: CHF 75
3. Changes:
 - i. The first change to a booking is free of charge. Any additional changes will be charged CHF 20.
 - ii. In the event of a change, we cannot guarantee the service with the initially planned guide.
4. Cancellation fees:
 - i. If a group does not show up at the meeting place, 100% of the costs are retained.
 - ii. In case of cancellation or modification less than 24 hours before the tour date (from Mondays to Saturdays until 17:45) or no-show, the destination requires 100% of the total amount.
5. Delay/waiting time for guides:
 - i. For any delay attributable to the client, the duration of the reserved service ends at the time indicated in the booking confirmation.
6. Services to a group of minors
 - i. For any service delivered to minors, responsible adults must accompany the group.
 - ii. Under no circumstances may the FGTC guide be solely responsible for the group.
7. Change of programme and cancellation of a service by FGTC
 - i. The service programme may be modified due to unforeseeable circumstances. In this case, FGTC will make every effort to replace the visit with an equivalent service or to propose an appropriate solution.
 - ii. In the case of force majeure, government measures, damage, technical problems, etc. FGTC reserves the right to cancel the service and make a full refund

