



General Terms and Conditions

1. Scope of application

The General Terms and Conditions (GTC) apply to all offers from Ikigai Travel GmbH. The version valid at the time of booking is relevant.

2. Registration

Registration can be made in writing, electronically or by telephone. As soon as the registration is confirmed by e-mail or in another electronic form, it is considered binding. With the registration are the General Terms and Conditions become part of the contract between you and Ikigai Travel GmbH.

When registering for more than one person: The person registering is responsible for the obligations of all participants as for his or her own, this also applies to the payment of the price/fee.

All participants will receive the equipment list and the detailed programme with the necessary further information with the confirmation of registration.

If you do not receive a response from Ikigai Travel GmbH within 24 hours on working days, please to make sure that the registration has worked.

3. Payment

A deposit of 50% must be paid within 7 days once you get the confirmation of registration from Ikigai travel GmbH. The remaining amount is to be transferred up to 2 months before the start of the tour. If you book less than 30 days before the start of the offer, the full amount is to be paid immediately.

4. Conditions of participants

Good health, appropriate fitness, the technical requirements set out in the detailed programme and suitable equipment are required for all tours.

Participants are obliged to inform the hiking guide of any health problems or other risks both at the time of registration, before the tour and during the tour.

Participants are responsible for ensuring that their equipment and clothing are suitable for the conditions.



If the participant does not fulfil the fitness and / or technical requirements, Ikigai Travel GmbH or the organiser or the responsible tour or hiking leader may exclude the participant from the event. In the event of exclusion for the above reasons, no refund will be made.

The instructions of the hiking / tour guide must be strictly followed on the tour. Participants who do not fulfil these requirements may be excluded from the tour by the responsible tour leader without entitlement to a refund.

Our time together should be a great experience for all participants. Every participant contributes to the success and a pleasant atmosphere during a tour within the scope of their possibilities. Participants whose behaviour disrupts the course of the tour or the well-being of the rest of the group may be excluded by the hiking guide, or the organizer or the responsible tour leader without any right to a refund.

5. Equipment

Ikigai Travel GmbH can organise the material required for the respective tour (e.g. snowshoes, avalanche transceiver, shovel, probe, telescopic poles, crampons, tents etc.) if notified at the registration or before the tour.

Damage to and loss of hired equipment is the responsibility of the hirer/participant and will be charged in full.

6. Group size

Approx. 8-10 participants per hiking guide, a different group size is also possible for individual offers.

7. Services and Price

All prices are quoted in Swiss francs (CHF) gross, including statutory value added tax (VAT), and may be quoted either per person or as flat rates. Ikigai Travel GmbH expressly reserves the right to change prices. Prices in foreign currencies are for information purposes only and are not binding.

The services included in the price may vary depending on the offer / tour. These are listed in the short description of the offer / tour. If not explicitly mentioned, the price always excludes the followings: outward and return journey and travel costs during the tour, snacks and drinks, guide's expenses, unforeseen surcharges, participants who are not SAC members will be charged an additional fee for overnight stays in SAC huts, hire equipment and insurance.



If additional expenses are incurred by the hiking / tour guide for the tour, these are owed.

If the parties do not agree on a price / daily fee, a daily fee of CHF 500 plus expenses applies.

If the outward journey (travelling by public transport and/or on foot) begins after 13.00 on the day before, the guest/group owes half of the daily fee for this day.

If the outward journey begins before 13.00, the full daily fee is due.

8. Insurance

Personal insurance cover (accident, illness, liability, theft, etc.) is the responsibility of the participants. It is recommended that you take out liability, health and accident insurance (incl. search and rescue costs) and cancellation insurance are recommended.

Even with careful planning and preparation, a residual risk cannot be excluded. By booking, the participant expressly recognises this fact and waives any claims for damages or other liability.

9. Cancellation of booking by participants

Cancellation of a booking must be notified by the participant immediately, if possible, in written form by email. The effective date is the date of receipt of the cancellation. If this takes place at the weekend / on a public holiday, the next working day is decisive. The following costs apply:

- A processing fee of minimum CHF 100 will be charged for each participant in all cases (multi-day tours, private tours according to confirmation);

Additionally, the following percentages of the total offer / tour price will be charged

- 5% for cancellations up to 6 months before the tour
- 10% for cancellations up to 5 months before the tour
- 20% for cancellations up to 4 months before the tour
- 30% for cancellations up to 3 months before the tour
- 40% for cancellations up to 2 months before the tour
- 50% for cancellations up to 1 month before the tour
- 80% for cancellations up to 15 days before the tour
- 100% for cancellations less than 8 days before the tour / no-shows without prior cancellation or cancellations on the day of the tour



If someone cancels a tour prematurely, or does not start the tour, the entire price is owed. This also applies if the participant is so late that the group cannot wait for this late participant. This decision is made by the hiking / tour guide on site at his own discretion.

Services already booked and paid for by Ikigai Travel GmbH services from third parties (such as hotels, flight tickets, etc.) are shall in any case be borne by the participant, insofar as these not refunded to Ikigai Travel GmbH by the third-party service provider.

The cancellation conditions of the booked third-party service providers apply.

10. Programme changes (before or during the tour), interruption and cancellation

Offers / Tours generally take place in all weathers. Despite careful planning, not all risks can be ruled out. Bad weather or natural events can lead to changes or cancellation of a tour. You agree that Ikigai Travel GmbH may adjust the programme without consultation with the guests and put together an alternative programme.

Any additional cost incurred due to a change in programme, area, accommodation or travel will be charged to the participants, or reduced costs will be refunded. Ikigai Travel GmbH will communicate any changes to the programme at least 2 days before the start of the tour by 6 p.m. or, if agreed shorter notice.

The agreed daily fee / the agreed price is also owed if

- a) the guide in a started tour for reasons of safety (bad weather, unfavourable conditions, excessive demands on the guest etc.) has to cancel the tour;
- b) if the guide cancels a tour due to bad weather
- c) a rest day at the guest's request;
- d) if the guest cancels the tour.

If an engagement lasting several days has to be cancelled, this applies mutatis mutandis.

If the hiking / tour guide mentioned in the invitation to tender is not available or is unable to attend for good reason, Ikigai Travel GmbH can provide a qualified replacement.



11. Cancellation by Ikigai Travel GmbH

Ikigai Travel GmbH reserves the right to cancel the offer / tour early due to:

- a) illness/accident of the hiking guide / tour guide;
- b) insufficient number of participants (The tour can also take place with fewer participants if they are prepared to pay a higher price.);
- c) weather / natural conditions (e.g., weather, lack of snow in winter, closed paths) and for lack of a suitable alternative:

Registered persons will be refunded all amounts already paid, less any advance payments to third parties, for examples, hotels, flights and agencies which Ikigai Travel GmbH will not be refunded. Optionally Ikigai Travel GmbH can also issue a voucher instead of a refund.

12. Data protection

Participants' personal data will only be used for offers from Ikigai Travel GmbH. Data will only be passed on to third parties within the scope of the booked offer if necessary, e.g. for services provided by third parties such as hotel reservations etc.

13. Image right

During the tour, photos and films are taken by hiking / tour guides and participants. Participants declare that they agree to the use of this photographic material by Ikigai Travel GmbH.

If a participant does not want this, he/she is obliged to inform the hiking / tour guide and Ikigai Travel GmbH in writing in advance.

14. Risks & liability

For outdoor activities such as hiking, snowshoes hiking, canoeing, etc., a residual risk cannot be avoided or ruled out despite careful planning and guidance. The liability of Ikigai Travel GmbH, is excluded for slight negligence, fault of the participants, third-party fault and force majeure. With the registration, participant recognises these dangers and risks and waives any claims for damages and / or liability against the provider.

15. Applicable law and place of jurisdiction

The contractual agreement is subject to Swiss law. The place of jurisdiction is Oberdorf, Canton of Nidwalden.

6370 Oberdorf, Mar 2026 (V4)