

# Imboden Bike – Guided E-Bike Tours, Lauterbrunnen

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## Terms and Conditions – E-Bike Tours

### **1. Contracting Parties**

The contract is concluded between the booking customer and Imboden Bike. Personal data provided on this website will be processed and used solely for handling your inquiries or reservations, in accordance with applicable national and European data protection regulations. Imboden Bike ensures the confidentiality of your data and will not sell, rent, or make it available to third parties.

The booking customer confirms, upon completion of the booking, the accuracy of the personal data provided, which is necessary for the proper execution of the tour. It is prohibited to change this data independently.

### **2. Participation Requirements**

- Minimum age: 16 years.
- Suitable clothing and sturdy footwear are required.
- Every participant must be able to operate an E-Bike safely.

### **3. Tour Times and Duration**

- Tours take place on Wednesdays, Saturdays, and Sundays, or by request.
- Duration: approximately 3–4 hours, depending on the chosen tour (Waterfall Adventure, View Point Adventure).
- Tours take place in all weather conditions, except in extreme conditions that pose a safety risk.

### **4. Tour Packages**

- Package 1: Basic E-Bike Experience (E-Bike, guide, helmet, snacks & drinks, 20% discount on souvenir T-shirt and bike jersey).
- Package 2: Premium E-Bike Experience (E-Bike, guide, helmet, snacks & drinks, free souvenir T-shirt & bike jersey).
- Prices depend on group size: under 4 people / 5 or more people.

### **5. Booking and Payment**

- Bookings can only be made via the website or by email.
- 50% of the total amount must be paid in advance at the time of booking.
- The remaining payment is due on-site, cash or by credit card.

## **6. Cancellations / Withdrawal**

- The 50% prepayment is non-refundable in case of cancellation.
- No refunds for cancellations by the customer.
- Unforeseeable weather conditions or force majeure entitle Imboden Bike to postpone or cancel the tour.

## **7. Liability**

- Each participant is liable for damage caused to the E-Bike or accessories.
- Imboden Bike is not liable for accidents, injuries, or health problems during the tour, unless caused by gross negligence of the guide.
- Participants are advised to have private accident insurance.

## **8. Behavior on the Tour**

- Participants must follow the guide's instructions at all times.
- Consumption of alcohol or drugs during the tour is prohibited.
- The guide may exclude participants from the tour for grossly unsafe behavior.

## **9. Data Protection**

- Personal data is used only for booking and conducting the tours and will not be shared with third parties.

## **10. Jurisdiction / Legal**

- For all disputes arising from or in connection with the tour booking, the national courts in Switzerland have exclusive jurisdiction.