

GUIDELINES FOR GUIDED TOURS at BERNINA International AG in Steckborn

Thank you for your interest in BERNINA International in Steckborn, Switzerland. We look forward to welcoming you soon on a guided tour with us. In order to provide cost transparency and ensure equal treatment of all our visitors, we have drawn up these guidelines and ask you to read them carefully.

Our standard tours last about 75 minutes and can be booked for specific dates agreed with us. The programme consists of a brief introductory presentation (lasting about 15 mins) followed by a tour around the facilities (about 60 mins).

For safety reasons, children under the age of 6 may not take part in guided tours. Children aged 6-16 must be accompanied by an adult.

Prices

Standard guided tours at BERNINA International are free of charge for groups of at least 10 people, if one of the two following criteria is met:

- The application is made by a school, college or university
- Or the organisation and application is by a BERNINA stockist or a BERNINA distributor

In all other cases, the following prices apply:

Per group of at least 10 people (max. 15 people) CHF 150
 For groups with more than 15 people, special terms will be agreed.

Additional services

Snacks/refreshments or lunch can also be arranged on request, and are charged at cost price.

Visiting times

Tuesday, Wednesday and Thursday
 Morning, start: 8 – 11 am, afternoon, start: 1 – 2 pm

Dates

Please submit an application for your group at least 4 weeks before the desired date, using the *application form*.

Tours are not available during the following periods:

Second half of July, first half of August, whole of December and first half of January

We will do our best to arrange the tour on your desired date. Please note, however, that BERNINA provides no guarantee that the guided tour will take place on the date requested. We reserve the right, in exceptional cases, to reject requests for guided tours or to postpone the date of guided tours.

Payment terms

Upon receipt of the application form we will check your request and contact you within one working week to discuss organisational details and possible questions.

Along with the confirmation email regarding your guided tour, we will send you an invoice, together with a payment form, via email. We request that you make the payment within 10 days of receiving the invoice. Payment constitutes a definitive booking of the tour.

Cancellations must be received by us via email no later than four working days before the date of the tour. In such cases we will refund the invoice amount minus 20% (administrative costs). If you cancel your tour later than 4 working days before the booked date, we can unfortunately not refund the fee.

Recommendations regarding your visit

- Please allow enough time for your journey to the site. It takes about 10 minutes to walk from Steckborn railway station to BERNINA International AG. Visitor parking is marked. If you arrive late, the length of your tour will be reduced accordingly. Please let us know as soon as possible by telephone in the event of delays or other emergencies. If we have not heard anything from you by 30 minutes after the agreed starting time, the tour will be considered cancelled.
- Taking photographs and filming, whether with a camera or a mobile phone, is permitted solely for personal use and only in the areas of BERNINA International that are generally accessible to the public. **Taking photographs/filming in the assembly facilities and taking photographs/filming people whose faces can be identified is only allowed in consultation with the tour leader.**
- Please bring a raincoat in the event of bad weather, as we will be outside for part of the tour.
- The tour itself lasts about 60 minutes at normal walking pace. If people with walking difficulties are taking part, please inform the organisers about this in advance, so that we can take it into account when designing the tour.
- You are welcome to ask questions at any time or inform the guide if something is not as it should be.

We look forward to seeing you and hope that you will like BERNINA International AG in Steckborn.

Steckborn, Switzerland, August 2013