

General terms and conditions for the sale and use of CGN gift cards

1. General points

1.1. The CGN gift card is a payment card (debit card), onto which a specific amount of money may be loaded. This amount may be redeemed at various CGN points of sale, at the onboard restaurant or on the website cgn.ch.

2. Purchasing and loading a CGN gift card

2.1. The gift card is a payment card with a prepaid sum of money on it. It may be purchased at any of our CGN points of sale, or online at the website www.cgn.ch.

2.2. The CGN gift cards may be loaded with a minimum amount of CHF 10 at the ticket office and CHF 50 online, up to a maximum of CHF 3,000.

2.3. A gift card can be topped up, and this can be done an unlimited number of times.

3. Using the gift card

3.1. The amount loaded onto the gift card enables the customer to use it to buy CGN services (tickets for travel, items from the shop) or on-board catering services.

3.2. The balance in the gift card account may be used to pay all or part of the price of a purchase.

3.3. Should the transaction be rendered impossible due to technical problems, CGN reserves the right to refuse the option of paying by gift card.

3.4. The gift card is not tied to a single named individual, and is therefore transferable. We reject all liability in the event that the card is lost, stolen or damaged. No reimbursement and/or replacement shall be possible in the event that the card is lost or stolen. A claim may only be made upon presentation of the gift card.

3.5. Neither the total amount nor the balance at any given time may be converted into cash, or exchanged for vouchers. It is also forbidden to exchange payment methods; in other words, using the gift card to buy REKA-Cards and cash replacement products (e.g. a TWINT asset) and purchase other gift cards is prohibited.

3.6. In the event of cancellation, the reimbursement will be paid to the same means as that used for the purchase.

4. Balance of the gift card.

4.1. The balance on the card and its expiry date may be checked either by scanning the QR code, or online, at the website www.boncard.ch.

4.2. The balance on the card **shall cease to be valid 5 years after the date of purchase**. Checking the balance does not count as use of the card.

5. No interest accrues

- 5.1. A CGN gift card is not an asset that yields interest.

6. Cost of delivery

- 6.1. The cost of delivery within Switzerland stands at CHF 8.50; this cost shall be added to the order. If you purchase the card from one of our ticket offices, there is no delivery charge.

7. Amendments

- 7.1. CGN reserves the right to amend these general terms and conditions for the sale of the CGN gift card at any time.
- 7.2. The up-to-date version may be consulted at <https://www.cgn.ch/cgv> or may be requested at any of our ticket offices.
- 7.3. The customer accepts the current version of these general terms and conditions. In the event of any grey

area or discrepancy between the French, German and English versions, the French version of the general terms and conditions shall prevail.

8. Legal jurisdiction

- 8.1. Any dispute pertaining to this contract, particularly in relation to the existence, validity and interpretation thereof, shall fall exclusively within the remit of the competent courts in the jurisdiction of Lausanne, Canton of Vaud, Switzerland. The contract shall be governed solely by Swiss law.

9. Contact info

- 9.1. If customers have any questions about the gift card, they may call our Infoline service on +41 (0)848 811 848 or write to info@cgn.ch; alternatively, they may go to one of our CGN sales points.