

GENERAL CONDITIONS FOR INDIVIDUAL TRAVELLERS (UP TO 9 PEOPLE) INCLUDING EVENT CRUISES

All CGN cruises for 1 to 9 people are subject to these general conditions. Any exception to these general conditions must be in writing. Special supplementary clauses may be determined by contract by joint agreement between the two parties. The services and tariffs may be modified by the CGN at any time.

1. BOOKING OF SCHEDULED CRUISES

1.1 OFFER

The offer published for each cruise is good evidence at the time of booking.

1.2 BOOKING WITH MEAL

Groups of up to 9 people are requested to book their table via our online form, by email or by phone. A written confirmation will be sent to the Customer by the CGN in the first two cases. Seated places will be reserved at the tables.

2. BOOKING OF EVENT CRUISES

2.1 OFFER

The offer published for each cruise is good evidence at the time of booking.

2.2 BOOKING

Groups of up to 9 people are requested to reserve their event cruise via our website, by phone or at one of our CGN ticket offices. A written confirmation will be sent to the Customer by the CGN in the first two cases. If the Customer books tickets with a meal, a table will be reserved. If the Customer books tickets without a meal, no seat is reserved.

3. ONLINE TICKET PURCHASE

3.1 GENERAL PROVISIONS

All online tickets are for a specific person and are non-transferrable. They are only valid upon presentation of a currently valid official identity document in the name of the person who is travelling (e.g. passport, identity card or driving license) and/or a full or half price travel pass in the name of the same person. It is possible to buy tickets online for dogs (child tariff). These tickets indicate the name of the accompanying person. The latter must be able to provide proof of identity. It is essential for the ticket to be printed on an A4 sheet.

3.2 VALIDITY

For all online tickets, the date of travel is defined by the Customer at the time of purchase via the Internet. The Customer must be in possession of an online ticket before the start of the trip (boat departure according to timetable). Online 1st and 2nd class tickets at the normal tariff are issued for a single or return ticket. Online

tickets are valid one day.

3.3 OBLIGATION TO PROVIDE PROOF OF IDENTITY

The online ticket is for a named person and is non-transferrable. It is only valid accompanied by a currently valid official identity document (passport, identity card or driving license) or a general or half-price travel pass in the name of the person travelling. These documents must be presented to the ticket inspectors.

4. PAYMENT CONDITIONS

4.1 PAYMENT OF THE TICKETS

4.1.1 SCHEDULED CRUISE

No deposit is requested.

4.1.2 EVENT CRUISE

Payment of the full price is requested before the cruise. The tickets are effectively booked when the full amount has been paid.

If the Client does not have a credit card, he can buy the ticket in advance at a CGN ticket office. If it is impossible for the Customer to go to the ticket office, he makes an advance payment into the CGN CCP post office account.

4.1.3 ONLINE PURCHASE

The payment of the full price is requested when making the purchase.

4.2 PAYMENT METHODS

CGN and the restaurants accept the following methods of payment :

- Cash (CHF & Euros)
- By credit / debit card
- By CGN gift voucher
- Reka vouchers (except the Beau Rivage Palace in Lausanne)

5. CANCELLATION CONDITIONS

5.1 BY THE CUSTOMER

5.1.1 SCHEDULED CRUISE

Refunds according to the T600.9 conditions of the Swiss direct service under www.ch-direct.org/fr/Themes/TarifsPrescriptions

5.1.2 EVENT CRUISE

The event cruises are not refundable or exchangeable.

5.1.3 ONLINE PURCHASE

Online tickets are not exchanged or refunded.

5.2 BY THE CGN

a) Partial cancellation onboard the boats

The CGN undertakes to ensure a cruise according to the conditions specified at the time of booking. However, the CGN shall not be held liable in the case of modification to the itinerary or timetable occurring during a cruise for a reason outside its control.

b) Full cancellation onboard the boats

The CGN may abandon the cruise when it finds itself unable to carry it out faultlessly, for example due to weather conditions unfavourable for navigation, due to a boat breakdown or any event of a force majeure nature.

In this case :

- For scheduled cruises including online tickets

The CGN will refund in full the deposits paid by the Customer without the latter being able to claim any compensation. The CGN expressly draws attention to the fact that navigation on the lake is subject to unforeseeable incidents and administrative restrictions that may apply at the last minute and for which CGN shall not be held liable.

- For event cruises including online tickets

The CGN will refund the travel part of the tickets. For cruises with meals and if the event takes place on the quay, only the transport part will be refunded. Under no circumstances shall the Customer be able to request compensation. The CGN expressly draws attention to the fact that navigation on the lake is subject to unforeseeable incidents and administrative restrictions that may apply at the last minute and for which CGN shall not be held liable.

In case b) above, the online tickets for scheduled cruises and for event cruises will only be refunded upon request to customer service info@cgn.ch.

6. CONTROL AND SECURITY ONBOARD

All passengers onboard are subject to the Captain's authority. The Captain has the right to refuse access to the boat or to have removed from the boat any person who :

- is under the influence of alcohol or drugs ;
 - behaves in an indecent manner;
 - does not respect the rules applicable onboard the boat or does not respect the Captain's orders.
- If need be, the Captain may request police assistance. He may interrupt a cruise to hand a person over to the police. The crew only receives orders from the Captain. The ticket must be presented onboard the boat when there is a ticket inspection.

7. LIABILITY AND DISPUTES

The Customer guarantees the respect of the above conditions and the regulations on navigation for all individuals who board at his request the CGN boats. In this respect, he is jointly and severally answerable for any damage that could be caused to the CGN.

8. INSURANCE

The CGN takes out the usual insurance policies for the boat with coverage against fire and water damage.

9. COMPETENT COURT

Any dispute relating to this contract, notably concerning its existence, validity and interpretation, shall only be referred before the courts with jurisdiction in Lausanne, Vaud, Switzerland. Swiss law shall alone apply.