

GENERAL CONDITIONS

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

All CGN cruises for 1 to 9 people are subject to the present general conditions. Any exception to these general conditions must be in writing. Special supplementary clauses may be determined by contract and jointly agreed between the two parties. The services, tariffs, timetables, and boats may be modified by the CGN at any time. In this case no compensation can be claimed by the customer.

The rates in Euro are subject to modification in case of important currency conversion changes.

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

Individuals of up to 9 people are requested to book their table via our online form, by email, by phone, or at one of our ticket desks. A written confirmation will be sent to the Customer by the CGN. Seated places will be reserved at the tables.

Our dining areas are accessible with a 2nd class ticket during meal hours only. Outside meal hours, the main deck dining room as well as the upper deck are reserved for 1st class ticket holders only. Upgrades can be purchased on board all our boats.

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

Individuals 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. 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 valid official identity document in

the name of the person who is travelling (e.g. passport, identity card or driving license) and/or a SwissPass (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.

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 valid official identity document (passport, identity card or driving license) or a SwissPass (full 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 not possible for the Customer to go to the ticket office, he makes an advance payment on the CGN bank 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. American Express cards are **not** accepted by Fine Fourchette au fil de l'eau.
- By CGN gift voucher
- Reka vouchers and cards

5. CANCELLATION CONDITIONS

5.1 BY THE CUSTOMER

5.1.1 SCHEDULED CRUISE

Refunds according to the T600.9 conditions of the National direct service under:

allianceswisspass.ch/fr/tarifs/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. If the customer misses the departure of the boat, the ticket remains valid for the following departure, provided that the routing and the date are the same. If no other departure is available on the same day, it cannot be refunded. Special Saver tickets are only valid on the booked departure time.

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 cancel the cruise when it finds itself unable to carry it out faultlessly, for example due to weather conditions unfavorable for navigation, due to a boat breakdown or any other 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 (technical, weather, health measures in case of an epidemic or pandemic) 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 transportation part of the tickets. For cruises with meals and if the event takes place at the pier, only the transport part will be refunded. Under no circumstances shall the Customer be able to request compensation.

The change of the type of boat (contemporary boat instead of paddle steamer) is not admitted as reason for cancellation by the customer. In case of absence of the customer on the day of the cruise the catering order as per contract must be paid. The CGN expressly draws attention to the fact that navigation on the lake is subject to unforeseeable incidents (technical, weather, health measures in case of an epidemic or pandemic) that may apply at the last minute and for which CGN shall not be held liable.

In case b) above, the physical tickets bought at one of our ticket desks (onboard or onshore) for scheduled cruises and for event cruises will only be refunded upon request to customer service info@cg्न.ch by handing over the original ticket.

The refund will be made on the same support as the one used for the purchase (credit card, Twint, gift card, etc.).

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.

