

Terms and Conditions

Zurich Private Tours by Julian Konhäuser

The following Terms and Conditions apply to all services provided by Zurich Private Tours by Julian Konhäuser, hereinafter referred to as “Zurich Private Tours”.

1. About the Company

Zurich Private Tours is an independently operated business based in Zurich, Switzerland. We offer tailor-made private tours and curated experiences in Zurich and the surrounding regions.

Important Note: Our services are not available to guests of Park Hyatt Zurich. Zurich Private Tours operates independently and has no affiliation with Park Hyatt Zurich.

2. Booking & Payment

Bookings must be confirmed in writing by email, via our booking system, or through authorized third-party platforms. A booking becomes binding upon written confirmation by Zurich Private Tours.

Unless otherwise agreed, full payment is due prior to the start of the tour. Accepted payment methods include bank transfer, credit card, or cash on the day of the service.

Prices may be adjusted before the booking is confirmed. Final prices include Swiss VAT where applicable.

Online bookings via our website or third-party platforms are considered binding once confirmed. For services that include extras or upgrades (e.g. chocolate tastings, photo packages), these must be selected at the time of booking or confirmed in writing before the tour date.

3. Cancellations & No-Shows

By the client:

- Free cancellation is possible up to 48 hours before the scheduled start time.
- For cancellations between 24 and 48 hours before the tour, 50% of the total amount will be charged.
- For cancellations less than 24 hours in advance, the full amount (100%) will be charged.

Transaction fees:

In the event of a cancellation, any transaction or processing fees incurred through third-party payment providers (e.g. Stripe, PayPal) — up to 5% of the payment amount — are non-refundable and will be deducted from any eligible refund.

No-shows:

A tour is considered a “no-show” if the client fails to appear at the agreed meeting point within **30 minutes** after the scheduled start time **without informing Zurich Private Tours** by phone or in writing. In such cases, the tour is cancelled and the full amount (100%) is charged.

Prepaid tickets and third-party costs:

Tickets, admission fees, or other services purchased in advance as part of the tour preparation (e.g. for museums, mountain railways, boats, etc.) are non-refundable, unless the third-party provider explicitly offers a refund. These costs will be charged in full, even in the event of a timely cancellation by the client.

By the provider:

Zurich Private Tours reserves the right to cancel any tour at any time and for any reason, including illness, logistical or operational constraints. Any payments already made will be refunded in full. No further claims or compensation will be accepted.

4. Delays

In case of client delays exceeding 15 minutes, the duration of the tour will be reduced accordingly. The tour will not be automatically extended. Whether and to what extent the tour continues beyond the scheduled end time is at the sole discretion of the guide.

5. Tour Adjustments

We reserve the right to modify itineraries due to weather, traffic, safety concerns, or the availability of locations. Tours will take place in most weather conditions. However, in the event of dangerous weather or exceptional circumstances, Zurich Private Tours may

cancel or adjust the itinerary at short notice. Any changes will be communicated as early as possible and made in the client's best interest.

6. Custom Itineraries

Tailor-made or multi-day tours may be subject to separate terms and cancellation policies, which will be communicated during the inquiry or booking process.

7. Transportation

If transportation is requested, we may coordinate with independent, licensed chauffeurs. These drivers operate under their own responsibility. Zurich Private Tours acts solely as an intermediary and assumes no liability for delays, accidents, or service disruptions related to transport providers.

8. Third-Party Services (e.g. cable cars, museums, boats)

Some tours may include services provided by external third parties (e.g. cable cars, ships, museums). These services are subject to the terms and conditions of the respective providers. By participating in such activities, clients accept those terms and any associated risks.

Zurich Private Tours is not liable for delays, cancellations, closures, or accidents caused by third-party providers.

9. Language

Unless otherwise agreed, all tours are conducted in English. Other languages may be offered upon request and subject to availability.

10. Accessibility & Special Requests

We do our best to accommodate accessibility needs and individual preferences. However, we cannot guarantee that all locations, transport options, or third-party providers are wheelchair accessible or meet all special requests. Please inform us of such needs at the time of booking.

11. Client Responsibilities

Clients are responsible for ensuring they are physically fit and appropriately dressed for the selected activity. Please inform us in advance of any medical conditions, allergies, or limitations.

12. Client Conduct

All participants are expected to behave respectfully and follow safety instructions. Zurich Private Tours reserves the right to exclude any guest without refund if their behavior endangers themselves or others.

13. Liability

Participation is at the client's own risk. Zurich Private Tours is not liable for:

- Injuries or accidents not caused by gross negligence or intent,
- Delays, interruptions, or issues caused by third parties or force majeure,
- Loss or theft of personal belongings.

14. Insurance

We strongly recommend that clients carry their own travel, accident, and health insurance. Zurich Private Tours does not provide insurance coverage of any kind.

15. Photography

All photos taken during the tour are intended for personal, non-commercial use only. Any commercial use by the client is strictly prohibited unless expressly authorized in writing by Zurich Private Tours.

Zurich Private Tours reserves the right to use selected images for marketing purposes, but only with the client's prior written consent. If you do not wish to be photographed or have your images used for promotional purposes, please inform us before the start of the tour.

Professional photos will only be taken if the client signs a written disclaimer before the start of the tour. Without this consent, no photos will be taken. Edited photo galleries are typically delivered within 72 hours after the tour and remain accessible for 90 days.

16. Gratuities

Tips and gratuities, whether paid directly to the guide or via the Zurich Private Tours website, are passed on 100% to the guide.

Please note that third-party payment providers may charge processing fees, which are beyond our control and are not deducted by Zurich Private Tours.

17. Force Majeure

We are not liable for failure or delay in performance due to circumstances beyond our control, including but not limited to natural disasters, pandemics, strikes, or government regulations.

18. Privacy

Your data is treated confidentially and in accordance with Swiss data protection laws. For more information, please refer to our separate Privacy Policy.

19. Jurisdiction and Applicable Law

These Terms and Conditions are governed exclusively by Swiss law. The place of jurisdiction is Zurich, Switzerland.

20. Language

These Terms and Conditions are available in German and English. In the event of discrepancies or questions of interpretation, the German version shall prevail.

Last Update: 18th of June 2025