

TOUR OPERATOR & TRAVEL AGENT CANCELLATION & REBOOKING POLICY



The revised cancellation and amendment fees will be applicable to all FIT bookings made by partners for travels as of 01st November 2020.

Unless otherwise stated below, STC's General Terms and Conditions of Contract and Travel continue to apply as per your respective/acc. to your location.

1. Area of Application

1.1. Change of booking and cancellation by the customer

All changes or cancellations will incur additional fees mentioned below. Any cancellation or change must be done by email and needs to be reconfirmed by STC.

1.2. Cancellation and handling fee

STC is entitled to charge the customer a handling fee. The handling fee is according to the service booked. Details see below.

Additionally, STC can add additional fees dependent on fees charged by individual service suppliers such as airlines, hotels, train companies etc. Only in exceptional circumstances will STC waive a cancellation or amendment fee.

2. Package Holidays

A package holiday consists of at least two services (i.e. Hotel and train ticket) quoted as a package.

2.1. Amendment Fees

After our confirmation has been raised, we will charge an amendment fee of CHF 60.- per booking file plus any charges that may be made by our own suppliers. This particularly will apply where non-refundable rates have been booked.

2.2. Name Changes

If changes only concern name changes, we charge the following fees:

- CHF 30.- per booking file plus any charges that may be made by our own suppliers

2.3. Amendment Fees – Exceptions

In case of changes that require a complete re-book of a holiday package in more than one location, regardless if documents have been issued or not, we will treat this as a cancellation and our below cancellation fees apply plus any charges that may be made by our own suppliers.

2.4. Cancellation Fees

Upon our confirmation being raised: In case of a cancellation the following fees in percentage of the package price apply, unless otherwise specified on our product tariffs or when advised differently by our staff at time of booking.

Up to 30 days before travel:	handling fee to be paid (CHF 120.- per booking)
29 - 15 days before travel:	30% of overall package cost; min. CHF 120.- per booking
14 - 8 days before travel:	60% of overall package cost; min. CHF 120.- per booking
7 - 0 days before travel or no show:	100% of overall package cost

Note: In all cases tickets must be returned unused to STC otherwise 100% cancellation fee applies.

2.5. Excellence Class Glacier Express

For any Glacier Express bookings with the Excellence Class the following cancellation fees apply unless otherwise specified on our product tariffs or when advised differently by our staff at time of booking (booked within a package)

Up to 30 days before travel:	CHF 420.- per person + handling fee (CHF 120.- per booking)
29 - 8 days before travel:	60% of overall package cost; min. CHF 420.- per person + handling fee CHF 120.-
7 - 0 days before travel or no show:	100% of overall package cost

Note: In all cases tickets must be returned unused to STC, otherwise, a 100% cancellation fee applies.

3. Accommodation only

3.1. Bookings made via STC Booking Engine by the partner

The individual hotel cancellation deadlines apply as advised at time of booking via the STC Booking Engine.

3.2. Bookings made via STC's Operations Department

If an accommodation-only booking has been made via our operations department, cancellation deadlines will be stated upon the booking. For all cancellations STC is entitled to charge a handling fee of a minimum of **CHF 30.- per booking file**.

If the accommodation-only booking involves more than three different locations within one file an amendment or cancellation fee may apply as outlined above.

3.3. Name changes

- Change done directly within the booking engine by partner*: free of charge
- Done by the operations team: CHF 30.- per booking file

***Note:** Currently, details of existing hotel bookings cannot be amended by the partner in the booking engine afterwards. Therefore, a cancellation and rebooking with the adjusted details is necessary.

4. Rail Product only & Mountain Excursions

4.1. Amendment Fees

Once confirmation has been raised, if you wish to change your travel arrangement in any way, e.g. your chosen departure date or different type of ticket, we will do our utmost to make these changes where possible. Modifications incur min. an amendment fee of **CHF 30.- per booking file** which will be charged to you together with any other costs involved in making these alterations.

4.2. Cancellation Fees

In case of a cancellation the following cancellation fees apply, provided tickets are returned to STC unused or with the relevant documents attached, otherwise 100% cancellation fees apply. Please note that not all tickets are refundable and that partially used tickets are non-refundable.

Refundable Rail tickets (Printed tickets & E-tickets)

The following conditions apply for the below train tickets, unless specifically mentioned:

- Any type of Swiss Travel Passes
- Swiss Cards/Combi
- Half-Cards & Junior Cards
- Regional Passes
- Point-to-Point tickets & Upgrade Tickets
- Mountain Excursions & Vouchers

Up to 15 days before travel: 30% cancellation charge per person; min CHF 30.- per booking file
Less than 15 days before travel: No refund

Non-refundable Rail tickets

The following rail tickets are non-refundable and non-amendable:

- **Seat reservation**
- **European rail tickets & Cross border Tickets**
- **Excellence Class Glacier Express Ticket**

5. Private Transfers, Guided Excursions, Activities & Sightseeing, Personal Guides, Ski Passes & Equipment - only

The individual cancellation and amendment deadlines apply as advised at time of booking. If nothing is mentioned, the following conditions apply.

5.1. Amendment Fees

We will do our utmost to make changes where possible. After our confirmation has been raised, we will charge an amendment fee of **CHF 30.- per booking file**, plus any charges that may be made by our own suppliers. Amendments are only possible until 7 days prior departure.

In case of changes being done less than 7 days prior departure, we will treat this as a cancellation and our below cancellation fees apply.

5.2. Amendment & Cancellation Fees

In case of a cancellation the following fees apply unless otherwise specified on our product tariffs or when advised differently by our staff at time of booking.

Up to 8 days before travel:	handling fee of CHF 30.- per service
7 - 0 days before travel or no show:	100% of the price

The above fees are applicable for all FIT bookings made by partners for all travels as of 01st November 2020 and are valid until further notice or until replaced by a revised edition. Unless otherwise stated above, STC's General Terms and Conditions of Contract and Travel continue to apply.