

Terms & Conditions

Alpine Urban Adventures

Last updated: 4th May 2026

These Terms & Conditions govern all bookings, tours, experiences, and services provided by Alpine Urban Adventures in Lugano, Switzerland.

By booking or participating in an Alpine Urban Adventures experience, the customer confirms that they have read, understood, and accepted these Terms & Conditions.

1. Service Description

Alpine Urban Adventures provides private guided sightseeing experiences in Lugano.

The service is a recreational tourism experience. It follows predefined itineraries and normally starts and ends at the same selected meeting point.

The service is not a taxi service, transfer service, shuttle service, public transport service, or on-demand transport service. Customers may not freely select destinations, request custom point-to-point transport, or use the service as a substitute for transport.

The vehicle is used as part of the guided experience and is ancillary to the overall tourism activity.

2. Booking

Bookings must be made in advance through approved booking platforms, QR code, or authorized booking channel.

A booking is confirmed only after:

1. the required customer information has been submitted;
2. the selected tour, date, and time have been confirmed;
3. full payment has been received; and
4. the customer has accepted these Terms & Conditions.

Alpine Urban Adventures may refuse, cancel, or modify a booking if necessary for safety, operational, legal, technical, weather-related, or availability reasons.

3. Customer Information

Customers must provide accurate and complete information during booking, including name, contact details, date of birth, nationality, and any other required information.

The customer is responsible for ensuring that the information provided is correct.

Alpine Urban Adventures is not responsible for issues caused by incorrect, incomplete, or false information provided by the customer.

4. Prices and Payment

Prices are displayed at the time of booking.

Payment must be completed before the booking is confirmed.

Accepted payment methods may include credit card, debit card, Apple Pay, Google Pay, or other available payment methods provided by the booking/payment platform.

All prices are shown in Swiss francs unless otherwise stated.

Any discounts, QR codes, referral codes, or promotional codes must be used at the time of booking and cannot be applied retroactively.

5. Meeting Point and Route

The meeting point must be selected during booking.

Tours start and end at the same selected meeting point unless Alpine Urban Adventures confirms otherwise in writing.

Customers cannot request different pickup and drop-off points.

Routes are predefined and may be adjusted by Alpine Urban Adventures for safety, traffic, road closures, weather, technical reasons, or operational needs.

Alpine Urban Adventures does not guarantee access to specific roads, viewpoints, attractions, or stops.

6. Customer Arrival and Late Arrival

Customers must arrive at the meeting point at least **10 minutes before** the scheduled start time.

If the customer arrives late, Alpine Urban Adventures may shorten the tour, reschedule the tour, or treat the booking as a no-show.

No refund is owed if the customer misses the tour due to late arrival, wrong meeting point, incorrect booking information, or failure to attend.

7. Cancellation and Refund Policy

Customers may cancel or request changes according to the cancellation rules displayed at the time of booking.

Suggested structure:

- More than 48 hours before tour: full refund or free rescheduling
- 24–48 hours before tour: 50% refund or rescheduling subject to availability
- Less than 24 hours before tour: no refund
- No-show: no refund

Alpine Urban Adventures may cancel or reschedule a tour due to weather, technical problems, vehicle unavailability, safety concerns, road restrictions, legal requirements, *force majeure*, or other circumstances outside its reasonable control.

If Alpine Urban Adventures cancels a tour before it starts, the customer may receive either a rescheduled tour or a refund of the amount paid.

Alpine Urban Adventures is not responsible for additional customer costs, including travel, hotel, restaurant, parking, missed connections, or other indirect expenses.

8. Safety Rules

Customers must follow all safety instructions given by Alpine Urban Adventures before, during, and after the tour.

Customers must remain seated while the vehicle is moving and must wear any required safety equipment, including seatbelts where available and required.

Customers must not:

- stand while the vehicle is moving;
- distract the driver;
- open doors or leave the vehicle while moving;
- throw objects from the vehicle;
- damage the vehicle;
- behave aggressively, dangerously, or disrespectfully;
- consume illegal substances;
- board the vehicle while intoxicated or under the influence of drugs;
- bring dangerous, illegal, or unsuitable items onboard.

Alpine Urban Adventures may refuse participation or stop a tour without refund if a customer's behavior creates a safety risk or disrupts the experience.

9. Health, Fitness, and Personal Suitability

Customers are responsible for deciding whether they are fit and able to participate.

Customers must inform Alpine Urban Adventures before the tour of any medical condition, disability, pregnancy, mobility issue, allergy, or other circumstance that may affect safe participation.

Alpine Urban Adventures may refuse participation if it reasonably believes that participation may create a safety risk for the customer, other passengers, the driver, the public, or the vehicle.

Participation is at the customer's own risk to the extent permitted by Swiss law.

10. Children and Minors

Minors may participate only if accompanied by a parent, legal guardian, or responsible adult.

The accompanying adult is responsible for the minor's behavior and safety during the experience.

Alpine Urban Adventures may set minimum age, height, or safety requirements depending on the vehicle, route, and applicable rules.

11. Weather and Operational Conditions

Tours may operate in normal weather conditions.

Alpine Urban Adventures may cancel, delay, shorten, or modify a tour due to rain, storms, snow, extreme temperatures, unsafe road conditions, traffic, construction, public events, police instructions, technical issues, or other operational reasons.

Weather-related changes do not automatically entitle the customer to compensation beyond the refund or rescheduling policy stated above.

12. Vehicle and Technical Issues

The vehicle used for the experience is approved for road use according to applicable Swiss requirements.

However, Alpine Urban Adventures may cancel, delay, or reschedule a tour if the vehicle becomes unavailable or if a technical issue occurs.

If a tour cannot take place due to a vehicle or technical issue attributable to Alpine Urban Adventures, the customer may receive a rescheduled tour or refund of the amount paid.

No additional compensation is owed for indirect losses or inconvenience to the extent permitted by law.

13. Customer Property

Customers are responsible for their own personal belongings.

Alpine Urban Adventures is not responsible for lost, stolen, damaged, or forgotten items unless caused by unlawful intent or gross negligence.

If lost items are found, Alpine Urban Adventures may assist with return, but any shipping, handling, or recovery costs are the customer's responsibility.

14. Photos, Videos, and Marketing

Alpine Urban Adventures may take photos or videos during tours for promotional purposes only with the customer's consent where required.

Customers may take photos and videos for personal use, provided this does not create a safety risk or interfere with the tour.

Commercial use of photos, videos, logos, branding, or content related to Alpine Urban Adventures requires prior written permission.

15. Third-Party Services and Partners

Bookings may originate from hotels, restaurants, shops, QR codes, referral partners, or third-party platforms.

These partners are independent third parties and are not responsible for operating the tour unless expressly stated.

Alpine Urban Adventures is not responsible for incorrect information provided by third parties unless confirmed directly by Alpine Urban Adventures in writing.

Payment providers, booking platforms, and external services may have their own terms and privacy policies.

16. Liability

Alpine Urban Adventures provides its services with reasonable care and in accordance with applicable Swiss law.

To the maximum extent permitted by Swiss law, Alpine Urban Adventures is not liable for:

- indirect losses;
- consequential damages;
- loss of enjoyment;
- missed travel connections;
- hotel, restaurant, parking, or transport costs;
- delays caused by traffic, weather, road closures, public events, police instructions, or third parties;
- loss or damage caused by customer misconduct;
- injury or damage caused by failure to follow safety instructions;
- incorrect information provided by the customer;
- circumstances outside Alpine Urban Adventures' reasonable control.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is not permitted under Swiss law, including liability for unlawful intent or gross negligence.

Any liability of Alpine Urban Adventures, where legally permitted, is limited to the amount paid by the customer for the relevant booking.

17. Customer Responsibility and Indemnity

The customer is responsible for their own conduct and for complying with these Terms, safety instructions, and applicable laws.

The customer agrees to compensate Alpine Urban Adventures for damage caused intentionally, negligently, recklessly, or through violation of these Terms, including damage to the vehicle, equipment, property, staff, other customers, or third parties.

18. Force Majeure

Alpine Urban Adventures is not liable for failure or delay caused by events outside its reasonable control, including extreme weather, natural events, accidents, road closures, public demonstrations, official instructions, pandemics, technical failures, strikes, power failures, or other force majeure events.

In such cases, Alpine Urban Adventures may cancel, reschedule, or modify the tour.

19. Right to Refuse Service

Alpine Urban Adventures may refuse participation, remove a customer from a tour, or cancel a booking without refund if the customer:

- violates these Terms;
 - behaves dangerously or abusively;
 - appears intoxicated or under the influence of drugs;
 - refuses to follow safety instructions;
 - provides false information;
 - creates a risk to safety, property, or the experience.
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20. Data Protection

Alpine Urban Adventures processes customer data for booking management, payment processing, customer communication, safety, legal compliance, and service improvement.

Customer data may be processed through third-party booking, payment, website, or email systems.

Personal data is handled in accordance with applicable Swiss data protection law.

A separate Privacy Policy may apply and should be made available on the website.

21. Intellectual Property

All content on the Alpine Urban Adventures website, including text, images, logos, branding, graphics, designs, and materials, belongs to Alpine Urban Adventures or its licensors.

Customers and partners may not copy, reproduce, distribute, modify, or commercially use this content without prior written permission.

22. Changes to These Terms

Alpine Urban Adventures may update these Terms & Conditions at any time.

The version applicable to a booking is the version available at the time of booking, unless a change is required by law or safety reasons.

23. Governing Law and Jurisdiction

These Terms & Conditions are governed by Swiss law.

The place of jurisdiction is Lugano, Canton Ticino, Switzerland, subject to mandatory consumer protection rules and legally required jurisdictions.

24. Contact

Alpine Urban Adventures
Lugano, Ticino, Switzerland

Email: alpineurbanadventures@gmail.com
Website: www.alpineurban.ch

Acceptance

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