

## General Terms and Conditions of Travel and Contract for Fan Travel to Floorball Events

These contractual conditions apply to the legal relationship between you and GAST AG Utzenstorf (hereafter referred to as GAST) (GAST's own products / tour operating). In the case of services provided by third parties or individual services, you conclude the contract directly with these other companies.

### 1. Registration, confirmation, payment

Your registration with GAST is binding on you. The travel contract between you and GAST comes into effect with the unconditional acceptance of your registration by telephone, in person or in writing. If you make reservations for other travel participants, you are responsible for their contractual obligations as you are for your own obligations. This is the beginning of the validity of the mutual rights and obligations arising from the contract. After registration you will receive a written confirmation. Payment must be made no later than 60 days before departure. In the case of bookings at short notice, the full amount is payable immediately. The trips will be carried out even if the Swiss Floorball National Team does not participate (no reason for cancellation).

### 2. Changes, cancellation conditions, cancellations

In the event of cancellation or changes made by you (name, date, hotel), we will charge a handling fee of CHF 80.00 per person to cover our costs. In the event of cancellation on your part, we will charge all cancellation fees of the service providers in addition to these fees:

### 3. changes, cancellation conditions and cancellations for reserved tickets

In the event of cancellation on your part: Definitely reserved tickets cannot be exchanged or returned free of charge. Cancellation costs are 100% in all cases. At the customer's request, GAST may endeavour to sell the tickets on and deduct an appropriate handling fee from any proceeds. In the event of cancellation of the floorball event by the tour operator: the ticket price paid will be refunded to you in the same amount as it is refunded to GAST by the tour operator.

### 4. Cancellation cover and SOS cover for travel incidents

Cancellation cover and SOS cover for travel incidents are not included in the package price and will be charged separately. The General Insurance Conditions (AVB) of European travel insurance apply, which we will be happy to send you on request. If you already have your own cancellation costs and SOS protection insurance, you can waive the cancellation costs and SOS protection in writing when you make your booking.

### 5. entry and customs regulations

For Swiss and EU citizens, EU countries require a valid passport or identity card. Other nationalities should enquire in good time as to which entry regulations apply. You will receive the current entry requirements for Covid19 a few days before departure, as they may be subject to change. Find out in good time which vaccinations are required for entry. Each participant is responsible for the completeness/validity of his or her travel documents, certificates, confirmations, etc.

### 6. program and price changes before conclusion of the contract

GAST expressly reserves the right to change brochure details, service descriptions and prices in the brochures prior to your booking. Should this be the case, your booking office will inform you of these changes before the contract is concluded.

### 7. Changes after conclusion of the contract

In exceptional cases, the agreed price may have to be increased. GAST reserves the right to adjust prices due to changes for which GAST cannot be held responsible (e.g. increases in transport costs, changes in exchange rates, government-imposed price increases such as VAT, new taxes, etc.). GAST also reserves the right, in your interest, to change the travel program or individual agreed services if special circumstances make this necessary. 8.

### 8. your rights if the tour price is increased or the program is changed after the contract has been concluded

If the program change leads to a substantial change in an essential point of the contract or if the price increase is more than 10 percent, you have the following rights:

- You can accept the changes to the contract
- You may withdraw from the contract by registered letter within 5 days of receiving notification from GAST. Any payments already made will be refunded.
- You may inform GAST in writing within 5 days of receipt of the notification whether you wish to take part in a proposed alternative trip. If the alternative trip is cheaper, the difference will be refunded to you. If the alternative trip is more expensive, the difference must be paid. If GAST does not receive any communication from you within 5 days, it will be assumed that you have agreed to letter a).

### 9. Cancellation of travel by GAST

Should the minimum number of participants of 10 not be reached, GAST reserves the right to charge a small group surcharge or to cancel the fan trips without compensation up to 30 days before the start of the trip. Should compelling reasons such as force majeure, epidemics, pandemics, strikes, etc. prevent the trip from taking place, you will be informed as quickly as possible. The amount paid will be refunded minus a handling fee of CHF 80.00 per person as soon as the refund has been made to GAST by third-party providers. There shall be no further claim for compensation. For admission tickets, see point 3.

### 10. complaints/complaints

In the event of any complaints, tour participants are obliged to go directly to the hotel or to inform GAST so that a remedy can be found. The hotel accepts complaints without, however, being entitled to acknowledge any claims. After return, complaints / claims must be submitted in writing no later than 14 calendar days after the end of the trip. After expiry of this period, any claim for compensation expires.

### 11. Liability

GAST shall not be liable if the non-performance or improper performance of the contract or the damage is due to the following causes.

- to omissions on your part before or during the trip (e.g. missing documents).
- to unforeseeable or unavoidable failures on the part of a third party who is not involved in the provision of the contractually agreed service.

c) to force majeure, epidemics, pandemics, strikes etc. or to an event which GAST, the agent or service provider could not foresee or avert despite due care.

### 12 Damage/valuables/luggage

GAST shall only be liable for personal injury, death, bodily harm etc. resulting from non-fulfilment or improper fulfilment of the contract if the damage was caused by us or our service providers. The limitations of liability in international agreements and national laws are reserved. In the case of other damage resulting from non-fulfilment or improper fulfilment of the contract, GAST shall only be liable if we or a service provider are responsible for the damage intentionally or through gross negligence. GAST's liability is limited to a maximum of the tour price, subject to lower liability limits in international agreements and national laws.

You are responsible for the safekeeping of your valuables, cash, jewellery, photographic and video equipment, luggage, etc. You are also responsible for the safekeeping of your luggage. GAST shall not be liable for theft, loss, damage, etc.

### 13. guarantee

We are a participant in the guarantee fund of the Swiss travel industry and guarantee the security of the amounts you have paid in connection with your booking. Detailed information can be found in the brochure "Guaranteed there and back", which you can obtain from us.

### 14. flat-rate order fee

In addition to the above-mentioned prices, your booking office may charge a flat-rate fee for processing your dossier.

### 15. ombudsman

Before taking legal action, you should contact the independent ombudsman for the travel industry. This will endeavour to reach a fair settlement to any problems between you and GAST. Address: Ombudsman for the Swiss Travel Industry, P.O. Box, CH-8038 Zurich.

### 16) The invalidity of individual provisions of the travel contract does not invalidate the entire contract.

### 173 Applicable law/place of jurisdiction

Swiss law shall apply to the legal relationship between you and GAST. Burgdorf/BE is agreed as the place of jurisdiction for legal action against GAST.

Subject to typographical and printing errors.

For ease of reading, only the masculine form has been chosen for these General Terms and Conditions of Travel and Contract. It goes without saying that the above formulations apply to all genders.