

# General Terms and Conditions – VBZ Gourmet Line

**1 Subject** VBZ offers culinary and cultural tours in its vehicles under the name «Gourmet Line».

**2 Ticket sales (online, at VBZ sales points or by phone)** The details on the website [www.genusslinie.ch](http://www.genusslinie.ch), at the sales points and in advertisements do not constitute an offer, but are only an invitation to customers to make an offer. Customers communicate the offer to acquire tickets to VBZ via [www.genusslinie.ch](http://www.genusslinie.ch) or verbally.

**3 Prices** The prices of tickets for Gourmet Line trips are stated in Swiss francs on the website [www.genusslinie.ch](http://www.genusslinie.ch). The prices stated vary depending on the offer, and include statutory value-added tax. Any delivery or processing costs are not included. VBZ reserves the right to unilaterally change the prices at any time. The prices that apply to customers are those valid at the time of ordering and listed on the order confirmation.

**4 Vouchers** Vouchers must be used immediately when purchasing, before payment; otherwise they cannot be accepted.

**5 Admission to the Gourmet Line trip** The tickets are registered by our (catering) partner on entry to the Gourmet Line trip. It is not possible to be admitted more than once with the same ticket. Only the first person to show each ticket will be admitted.

**6 Validity of ticket** The ticket entitles the holder to attend the event listed on the ticket on the date specified. The validity of the ticket cannot be extended beyond the date of the event.

**7 Change to programme and non-performance** If events occur that are outside VBZ's sphere of influence (e.g. demonstrations, defective vehicle, disruption to line, accident, government directives), VBZ is entitled to cancel a Gourmet Line trip, to terminate it or to change the route without any obligation to pay compensation. In the case of significant under-occupancy of an event, VBZ retains the right to cancel or postpone a trip. For this reason, trips with less than 65 % occupancy cannot proceed. Replacement tickets can be issued for the same event on another date or a refund can be given as per Section 8.

**8 Exchange and return/refunds** Customers cannot exchange or return purchased tickets. This rule does not apply if VBZ cancels an event. In such a case, the purchase price for the ticket is refunded. The entitlement to a refund is non-transferable and is due only to the customer who bought the ticket. The refund payment is made in the same manner as the payment for the tickets.

**9 Duties during attendance at event** By purchasing the ticket, customers acknowledge the admission, transport, safety and other implementation rules of VBZ. This also includes any requirements laid down by the authorities in relation to entitlement to enter the respective event. Customers are aware that they can be excluded from the event without compensation if they breach these rules or fail to comply with them.

**10 Exclusion of liability** VBZ rejects any liability for property damage or personal injury which results from improper conduct of customers. Where persons under the influence of alcohol or drugs endanger the safety or

order of the Gourmet Line trip, VBZ staff can refuse them entry before the start of the trip or instruct them to leave the vehicle.

**11 Data protection** For information on data protection, please refer to the VBZ data protection policy (in German).

**12 Place of jurisdiction and applicable law** Zurich is the place of jurisdiction for any disputes arising from Gourmet Line contracts. Only Swiss law applies; the application of conflict of law provisions is excluded.

**13 Amendments to the GTC** VBZ may adjust and amend these GTC at any time. Customers will be notified in an appropriate manner of adjustments and amendments to the GTC, in particular by publication of the relevant details on the website [www.genusslinie.ch](http://www.genusslinie.ch). The applicable GTC are those available at the time of the order.