

General Terms & Conditions (GTC) for online bookings «vouchers»

At Engadin St. Moritz Tourismus AG, vouchers can be purchased online in the HolidayShop of Engadin St. Moritz Tourismus AG. With each purchase, these GTCs are being accepted. Errors arising from transmission, typesetting or printing cannot be excluded.

Purchase of vouchers

- Each voucher can be purchased online for a chosen value (minimum value: CHF 50). The buyer can decide whether the voucher can be redeemed at all participating partners in the Upper Engadin or only at one specific partner.
- The voucher generally can be redeemed for all services provided by the participating partners.
- Following the purchase, the buyer receives a confirmation e-mail at the e-mail address that was provided.
- Once purchased, a voucher can be printed by the buyer (e. g. in order to be presented as a gift) as a temporary confirmation. However, that document is no substitute for the final voucher which will be sent to the buyer by mail.
- Only the voucher that is being mailed to the buyer by the Engadin St. Moritz Tourismus AG can be redeemed at the participating partners.
- The voucher is valid for 2 years, commencing from the date of purchase.
- The vouchers can only be purchased by using a credit card. The credit card payments are collected by TREKKSOFT AG, Hauptstrasse 15, 3800 Matten, Schweiz («TREKKSOFT»). TREKKSOFT will appear as TREKKSOFT TOUR BOOKING on the buyer's credit card statement. The domain that is used for the payment process is owned and operated by TREKKSOFT. Please send any requests regarding credit card payments or chargebacks to support@payyo.ch.
- The vouchers cannot be redeemed in the HolidayShop of Engadin St. Moritz Tourismus AG.

Shipping of vouchers

- After receiving the order and the payment details, a purchased voucher will be sent by mail to the address provided (the delivery address).

Redemption

- Once purchased, the voucher can be redeemed at all participating partners of the destination Engadin St. Moritz or at the chosen partner.
- The voucher is personalised but transferable. Engadin St. Moritz Tourismus AG is not liable in case of loss, theft or damage. The responsibility of the voucher and its value rests with the owner.
- In case of loss, the voucher cannot be replaced.
- The balance of the voucher can be used for full payments. If the entire amount of the voucher is not redeemed, no payment of the remaining amount will be made. In this case, the remaining balance will be forfeited.
- The voucher loses its value upon redemption at a participating partner and can be discarded.

Returns and exchanges

- Vouchers cannot be returned or exchanged.

Amendments or additions

The Engadin St. Moritz Tourismus AG reserves the right to adapt and modify the above mentioned GTCs and the content as necessary. The currently valid version of the GTCs is published on the website of the HolidayShop.

St. Moritz, August 2021
