

## General terms and conditions

### 1. Contract

1.1. Upon receipt of the booking confirmation on the website [www.inticino.com](http://www.inticino.com) a contract is concluded between inticino and the end customer. By sending the booking confirmation the customer confirms that he has read and understood these General Terms and Conditions.

### 2. Our Services

2.1. Inticino deals with selling through its platform activities organized by an external partner, responsible for carrying out the activities as described below.

2.2. Inticino manages the payment process and any cancellation or refund but does not deal with issues related to the activities unless expressly indicated.

2.3. Each activity includes only what is indicated on its website or, in some cases, on the website of the competent partner. Any other claims by the customer are excluded.

### 3. Liability

3.1. Responsibility of inticino:

Inticino is only responsible for the promotion, the organization of the booking and the execution of payments. Any liability for accidents or other damage caused to the customer during the conduct of the activity is the sole responsibility of the partner responsible for conducting the activity.

3.2. Responsibility of the partner:

The partners of inticino are responsible to the customers for the risks related to the activity they carry out. Since the client starts the activity organized by a partner, the partner is responsible for the proper conduct of the activity according to the trade and the regulations in force and to conduct it safely.

### 4. Withdrawal by the client

4.1. The customer may withdraw from the contract at any time. The date of the written declaration sent to inticino is the relevant moment of cancellation.

4.2. Unless otherwise stated, the following cancellation conditions apply:

- Up to 48 hours before the activity full refund of the price paid deducted transaction costs for electronic payments. In case of cash payment full refund.
- Less than 48 hours before the activity no refund will be paid.
- In case of cancellation upon presentation of medical justification there will be a refund of the price paid deducted transaction costs for electronic payments.

4.3. If the customer does not show up for the activity or interrupts it before it is concluded, he or she is not entitled to any refund.

### 5. Withdrawal by inticino

5.1. Inticino reserves the right to withdraw from the contract or cancel the activity under the following conditions:

- If the activity foresees a minimum number of participants and this number is not reached, Inticino may terminate the contract 24 hours before the date of the activity. In this case a full refund is guaranteed. Other claims are excluded. Alternatively, inticino may propose another date in agreement with the customer.
- If weather conditions prevent the activity from being carried out, inticino or the partner responsible for the operation can cancel the contract even at short notice and offer the customer another date or a refund of the price paid.
- If the customer does not meet the eligibility requirements of inticino or its partner for a given activity or is clearly unsuitable for the proper conduct of the activity, the customer may be excluded from participation without being entitled to a refund. This right is also reserved for the partner present at the activity and responsible for its safety and management.

### 6. Processing of personal data

6.1. Inticino undertakes to treat personal data confidentially and not to disclose them to third parties if not necessary for the organization of the activity.

### 7. Forum and applicable law

7.1. The place of jurisdiction is Lugano according to the rules of Swiss law.