

General Terms and Conditions

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Valid from: December 2025

We recommend that you read these General Terms and Conditions carefully before using the FARE it. Travels & Tours GmbH platform and making reservations. By completing a transaction on our website, you agree to these terms and conditions.

1. About our company

1.1 Company registration details

FARE it. Travels & Tours GmbH operates this website from Switzerland. Our company is officially registered in the Bern Commercial Register under company identification number (UID) CHE-222.130.735.

1.2 Our role as an intermediary

We act as a transparent intermediary for various service providers, including airlines, tour operators, car rental companies, accommodation providers, consolidators and insurance companies. When you make a booking through our platform, the contract is concluded directly between you and the service provider. Therefore, in addition to these terms and conditions, the provider's general terms and conditions, including the airline's conditions of carriage, also apply to your booking.

We strongly recommend that you review the provider's specific terms and conditions before completing your transaction, as they contain important details about your booking. You can request copies of the provider's terms and conditions by contacting us (see the "Contact" section). Always refer to your travel documents for the airline's specific conditions of carriage.

2. Customer responsibilities

By using our services, you agree to the following obligations:

You assume full financial responsibility for all transactions made under your account credentials. To make purchases, you must be at least 18 years of age, have legal capacity and be making the booking for your own travel. If you are booking for multiple travellers, including groups, families or groups, you assume payment responsibility for the entire booking.

All information provided must be truthful and accurate. You must notify us immediately in writing of any changes to your contact details, including postal address, email address or telephone number.

Providing incomplete or incorrect payment card details, including name discrepancies or errors in the billing address, may result in delays in ticket issuance, price increases or cancellations of reservations. Please check that your payment details match your card statement exactly.

The use of our platform for speculative, misleading or fraudulent reservations is strictly prohibited.

3. Applicable legal framework

3.1 Swiss legal system

Our business activities are subject to Swiss law, in particular:

- Swiss Code of Obligations (CO)
- Federal Act on Data Protection (FADP)
- Federal Act against Unfair Competition (UWG)
- European Regulation 261/2004 for flights from the EU/Switzerland

3.2 Package Travel Act

The Swiss Federal Act on Package Travel transposes EU Directive 2015/2302. This generally excludes individual bookings such as flight or accommodation reservations only. The enhanced consumer protection applies specifically to complete package tours and associated travel services.

4. Payment security and insolvency insurance

4.1 Securing customer payments

FARE it. Travels & Tours GmbH attaches great importance to the protection of your financial transactions. Customer funds are transferred directly to the service providers without delay. Reservations are only confirmed after successful payment processing and acceptance by the provider.

4.2 Financial insolvency of the provider

Should a service provider become insolvent:

- Airlines operating from locations in Switzerland/the EU generally have insolvency insurance
- Travel insurance can offer financial protection
- Credit card transactions may offer chargeback protection mechanisms
- Our team will help you find alternative solutions

5. Cancellation rights

Important note on cancellation rights

The standard 14-day right of withdrawal for online purchases does NOT apply to travel-related services, including flight and hotel bookings. This exclusion exists because travel services have fixed dates and immediate obligations to third parties after confirmation.

6. Reservation process and conclusion of contract

6.1 Conclusion of binding contracts

A legally binding contract is concluded as soon as we have confirmed your reservation and payment has been successfully received. For group reservations, the person making the booking assumes full responsibility for all travellers listed.

6.2 Step-by-step booking process

Follow these booking steps:

- Select your preferred flights and/or accommodation.
- Review all booking details, including passenger names, travel dates and prices.
- Enter your payment details.
- Receive an order confirmation by e-mail (provisional confirmation).
- Receive an e-ticket or accommodation voucher (official confirmation) within 24 hours.

6.3 Requirements for the accuracy of information

Please check that all information provided is complete and correct, especially passenger names (which must match their passports exactly), dates of birth, contact details and payment details. Inaccuracies may result in boarding being refused.

6.4 Age restrictions

You must be at least 18 years old to make reservations through Fareit.ch.

7. Travel document requirements

7.1 Passport and identity verification

You are solely responsible for keeping valid travel documents. Passports must be valid for at least 6 months beyond your return date. The names in the booking must match exactly with the information in the passport.

7.2 Entry permits and visas

It is your responsibility to obtain the necessary entry permits and visas. We recommend that you check the requirements on the website of the Federal Department of Foreign Affairs: www.eda.admin.ch

7.3 Medical requirements and vaccinations

Make an appointment for a medical examination 6–8 weeks before your departure. Check with the Federal Office of Public Health (FOPH) for the latest health regulations.

7.4 Minors travelling

Passengers under 18 traveling without a legal guardian must carry a signed parental/guardian authorization letter, full travel itinerary (including dates and duration), and guardian contact details. Please refer to Section 17 for additional requirements.

Requirements may vary depending on the airline and/or destination country authorities. We strongly recommend contacting us or the respective airline prior to booking to confirm the applicable policies.

8. Travel warnings and safety

8.1 Official travel advice

The Federal Department of Foreign Affairs (FDFA) issues safety advice for travellers. Before booking and travelling, you should:

- check the latest advice at www.eda.admin.ch/reisehinweise
- Register your trip via Itineris: itineris.eda.admin.ch
- Keep up to date with the latest information throughout the planning phase

8.2 Travel warnings after booking

If the FDFA issues new warnings after you have booked, you may be entitled to cancel with minimal or waived cancellation fees. Contact us immediately to review the available options.

9. Pricing structure and website information

9.1 Currency and pricing information

All prices are quoted in Swiss francs (CHF). The prices displayed include: the base price of the trip, relevant taxes, airport fees and our administration fee. The final offers in the confirmation phase include all prepaid taxes and transaction fees, which are included in your total price.

9.2 Accuracy of website content

FARE it. Travels & Tours GmbH cannot guarantee the complete accuracy of all information on the website, including prices, descriptions or dates, nor its suitability for your specific needs. We undertake to correct any errors or omissions immediately after they are discovered.

9.3 Destination taxes and administrative fees

At certain destinations, local departure or arrival taxes must be paid. These taxes must be paid directly by passengers. FARE it. Travels & Tours GmbH accepts no liability for refusal of boarding due to unpaid local taxes. The price of your ticket includes our booking and transaction fee for creating and managing the reservation. This administration fee is non-refundable.

9.4 Price changes

Prices are subject to change without prior notice. If airlines adjust their fares or we discover pricing errors before departure, we will notify you immediately. You remain responsible for any price differences.

9.5 Handling foreign currencies

For bookings in foreign currencies, we may add surcharges for currency conversion costs and exchange rate fluctuations.

10. Payment options and terms

10.1 Available payment methods

Payments are processed via various debit and credit cards using secure e-commerce connections. Accepted payment options are:

- **Credit cards:** Visa, Mastercard, American Express, Diners Club International, JCB, UnionPay
- **Debit cards:** Visa Debit, V PAY, Debit Mastercard, Maestro, PostFinance Card
- **Mobile payments:** TWINT, Apple Pay, Google Pay, Samsung Pay, PostFinance Pay
- **Other:** PayPal, invoice (on request), bank transfer (minimum amount CHF 1,000) All

online transactions benefit from 3D Secure protection and PCI DSS certification.

10.2 Payment processing for flights

Full payment is required at the time of booking. We reserve the right to charge credit card fees. We reserve the right to cancel reservations if payment service providers decline transactions or if incorrect payment details are provided.

11. Compliance with provider regulations

You must comply with all airline requirements, including check-in times, flight reconfirmations and other operational procedures. Scheduled flight tickets are subject to certain fare-dependent conditions regarding changes, refunds and length of stay. Confirmed flights must be used in the order specified on the ticket. Certain airlines require flight reconfirmation 72 hours prior to departure.

12. Ticket issuance guidelines

After completing your booking on Fareit.ch, you will receive an order confirmation at the email address you provided. After payment confirmation, you will receive a separate email with your e-ticket receipt. Many airlines restrict name changes. All necessary changes are subject to the specific policies of the respective airline.

13. Changes to reservations

Please contact us first to clarify whether your ticket conditions allow changes. All changes are subject to availability and the provider's restrictions. Additional amounts must be paid in the event of cost increases. FARE it. Travels & Tours GmbH charges a standard administration fee for all types of changes.

14. Cancellations and refunds

14.1 Cancellations initiated by the customer

All cancellation requests are subject to the specific terms and conditions of the provider. Some tickets exclude refunds and changes. As an agent, we must adhere to the airline's terms and conditions and cannot deviate from the fare rules.

14.2 Cancellation processing fees

All cancellations are subject to an administrative fee of CHF 50 per passenger, in addition to the airline's penalty fees.

14.3 Refund processing

Approved refunds usually take about two weeks for authorisation by the airline. Refunds will be transferred back to the original payment card, minus the airline's cancellation fees.

14.4 Tax refund

For non-refundable tickets, unused taxes may be refunded. Not all taxes are refundable.

15. Changes initiated by the provider

Airlines reserve the right to change flight schedules or cancel flights for operational reasons. In rare cases of cancellations, possible remedies include alternative flights, rerouting or other remedies applicable under the provider's terms and conditions.

16. Denied boarding, delays and cancellations

Airlines provide information on passenger rights, which is also displayed at European airports. Airlines are responsible for all payments or refunds. European regulations require the publication of the Community list of airlines that are prohibited from operating in the EU: www.ec.europa.eu/transport/air-ban/list_en.htm

17. Unaccompanied minors (UMNR)

The transport of unaccompanied minors is subject to the individual regulations of the airlines. Before completing your booking, please check whether the airline offers and permits UMNR services. Bookings for UMNR services require express confirmation from the airline. Legal guardians bear full responsibility for fulfilling all requirements, providing the necessary documents and transport to/from the airport.

18. Transport of animals

Regulations for the transport of pets vary depending on the airline. Please check the guidelines for transporting pets before booking. Pet owners must provide all necessary documentation, including health certificates and proof of vaccination. The transport of service animals requires the airline's approval and compliance with regulations.

19. Scope and limitations of liability

As a booking agent, FARE it. Travels & Tours GmbH mediates agreements between customers and travel service providers. Our liability extends only to errors in the booking process that are directly attributable to our actions. We exclude liability for delays caused by the airline, missed connections, the quality of accommodation, baggage problems, denied boarding and cases of force majeure.

20. Travel insurance

Highly recommended protection

We strongly recommend that ALL travellers take out comprehensive travel insurance immediately after booking. Essential insurance cover includes: trip cancellation, medical emergencies and repatriation, luggage insurance, compensation for travel delays, 24/7 emergency assistance. Insurance is NOT included in our prices. Swiss providers include: TCS, Allianz, AXA, Zurich, ERV.

21. Data protection

FARE it. Travels & Tours GmbH is subject to the Swiss Federal Act on Data Protection (DSG). All personal data is stored exclusively on servers in Switzerland. You have the right to access, rectify, erase, restrict processing and data portability. [Contact:admin@fareit.ch](mailto:admin@fareit.ch). Full privacy policy: www.fareit.ch/datenschutz

22. Complaints and complaints procedure

Problems relating to travel services should be reported immediately to the service providers at the destination.

Ombudsman for the Swiss Travel Industry

Etzelstrasse 42, 8038 Zurich, Switzerland

Telephone: +41 44 485 45 35

Email info@ombudsman-touristik.ch

23. Legal basis and jurisdiction

The relationship between the customer and FARE it. Travels & Tours GmbH is governed exclusively by Swiss law. Subject to mandatory legal provisions, the courts at the registered office of FARE it. Travels & Tours GmbH in Bern, Switzerland, shall have exclusive jurisdiction over all disputes arising in connection with these General Terms and Conditions.

24. Final provisions

Should any provision of these terms and conditions be invalid, the remaining provisions shall remain unaffected. We reserve the right to change these terms and conditions at any time. Changes will be published on our website.

25. Contact details:

FARE it. Travels & Tours GmbH

Jurastrasse 15, 3422 Alchenflüh,

Bern Email: admin@fareit.ch

Website: www.fareit.ch

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