

General Terms and Conditions of Business of Grimselwelt

Version as at March 2026

Scope and application

Grimselwelt is a legally subordinate department of Kraftwerke Oberhasli AG (hereinafter referred to as "KWO").

These General Terms and Conditions of Business (GTCs) apply to all programmes of Grimselwelt involving visits and rides. Any agreements that deviate from the GTCs must be made in writing and signed by all parties.

Conditions of visiting

A set maximum number of people applies for each programme. This can be found on the website www.grimselwelt.ch and in the online booking tool.

Programmes are conducted in German (other languages on request).

Registration is only valid for the time shown on the ticket. No refunds will be paid for lost tickets.

Performance

The time the service is to be provided will be notified in advance. There is no entitlement to service in the event of late arrival or no-show or if participants break off their visit. There will be no refunds.

Changes to the programme

KWO reserves the right to make changes to its programme or cancel a programme for operational or weather reasons. Participants may be charged for any additional cost incurred if the programme is changed. Participants incur no cost if a programme is cancelled by KWO. The KWO does not owe any compensation for the cancellation.

Illness/accident

Visitors who cannot take part in the programme due to illness or accident will be refunded on submission of a doctor's certificate. Refunds will not be paid for accompanying visitors.

Prices

The Grimselwelt programmes are charged per head or at a flat rate.

Invoices will be issued for firm bookings. Visitors can change the method of payment, reservation and invoice up to seven days before the programme date (see "Payment methods and conditions").

Invoices will be issued after registration has been confirmed by KWO.

All prices for Grimselwelt programmes are in Swiss francs and include VAT.

Additional drinks at lunch beyond the programme booked must be paid separately on-site.

We reserve the right to change our prices.

Payment methods and conditions

- **Immediate payment**

If visitors select "Immediate payment", the booking is binding. Cancellations are not possible.

- **Reservation, pay online later**

If visitors select "Reservation, pay online later", the reservation can be changed (cancelled and rebooked) up to seven days before the programme date. Payment must be made no later than seven days before the programme date, otherwise the booking will be cancelled. Once payment has been made the booking is binding and cannot be cancelled. The provisions governing "Immediate payment" then apply.

- **Payment on account**

Reservations over CHF 400.00 from within Switzerland may be made on account.

Reservations can be changed or cancelled free of charge up to seven days before the programme date. No further changes or cancellations may be made thereafter. Invoices are due net within 30 days.

Payment on account is not available to foreign visitors.

Cancellations

Cancellation options depend on the payment method selected.

Cancellations must be made in writing using your internet log-in. Cancellations made less than seven days before the programme date will be charged in full.

Visitors who do not make contact will be treated as a no-show and charged in full.

Refunds if operations are suspended

Tickets can be refunded or exchanged if visiting is not possible because operations are suspended due to a technical fault or the access road beyond Innertkirchen is closed.

Discounts and free rides

Depending on the offer, anyone entitled to discounts or free rides can claim these in advance in our online shop or on-site at the ticket offices by the lifts (bottom stations).

Promotional codes can only be redeemed in advance in our online shop.

Vouchers

Grimselwelt vouchers can be redeemed for the service and duration shown in the online shop, at the ticket offices by the lifts and in the Grimsel hotels. Vouchers are valid for two years from the date of issue.

Transport in the tunnels

No external vehicles are allowed in the tunnels. Any transport required will be provided by KWO.

Liability/insurance

KWO undertakes to exercise due diligence when providing services to visitors. KWO shall only be liable for claims for contractual or non-contractual loss or damage resulting from wilful intent or gross negligence. The burden of proof is on the customer.

Final provisions

KWO reserves the right to amend the GTCs and other contractual provisions at any time. All amendments will be notified to the customer in good time, indicating when they come into effect. Any customer severely prejudiced by an amendment to the GTCs is entitled to terminate the contract with effect before the date the amended GTCs come into effect. The right of termination expires when the amendment comes into effect.

The sole place of jurisdiction is Thun. Only Swiss law is applicable.