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**General Terms & Conditions (GTC) for online bookings «souvenirs»****General Information**

For the terms and conditions between Engadin Tourismus AG and the ordering party, hereinafter called «customer», the following terms and conditions (GTC) shall apply exclusively. By using the website [booking.engadin.ch](http://booking.engadin.ch) the customer accepts those GTC. Orders are binding after the order confirmation.

**Delivery**

Delivery will be within three to five business days by mail. The products are shipped directly from the supplier of the product. In the case of multiple product purchases, it is possible that several packages will be delivered to the customer's home by mail. If the products are shipped abroad, any customs costs will be the responsibility of the buyer. If individual products are no longer in stock or available, the customer will be contacted within two working days and informed about the expected delivery date.

**Prices**

Price changes and changes to the order and delivery conditions are reserved until the order is confirmed by Engadin Tourismus AG. All prices are net prices and do not include the statutory Swiss VAT (7.7% as of 01/01/2018).

**Shipping Costs**

The cost of shipping packaging, declaration, and customs charges must be borne by the customer.

**Payment**

Products will be shipped after the customer's credit card has been charged. When returning or in case of non-acceptance of the delivery, incurred costs will be charged to the customer. Payment is made by Payyo directly to the supplier of the product.

**Data Protection**

Data protection is a high priority for Engadin Tourismus AG. As a visitor of our website, you decide what information you wish to provide to us. Without your express permission, you will not provide any personal information by visiting the website [booking.engadin.ch](http://booking.engadin.ch). If we receive data from you via the internet or email, they will be treated confidentially. Please note that this data is forwarded to the indicated service provider. We further reserve the right to use your information for marketing purposes or to appoint a third party for a specific project, for example, market analysis or judging of a competition for us. Other use of your personal information, sale to third parties, in particular, is expressly excluded.

**Cookies**

Cookies are small data elements a website can send to your browser to facilitate your work with database-assisted systems. However, you can set your browser so that it alerts you when you receive a cookie or reject it automatically. You can, therefore, decide whether to accept it or not. Without acceptance of a cookie, however, online purchases are not possible on this website.

**Security**

Your credit card information will be encrypted using SSL technology before transmission to the authorized recipient. Your credit card details are not stored in any database.

**Complaints**

Complaints will only be considered if made within five days after the receipt of the goods in writing. Special sizes and custom-made products are excluded from return and/or exchange.

**Place of Fulfilment**

The place of fulfilment for the delivery of goods as well as for your payment shall be the registered office of Engadin Tourismus AG, unless expressly agreed otherwise.

**Jurisdiction**

Contracts entered into with Engadin Tourismus AG are subject to Swiss law. Jurisdiction is St. Moritz (Switzerland).

St. Moritz, January 2024