

ADVENTURE HAS NO LIMITS. YOUR FREE TIME DOES.

Let local experts plan and book your dream adventures in the Alps.



Terms & Conditions

Effective April 1, 2025

Legal Jurisdiction

Alpenventures GmbH is based in Germany, and any legal action will be handled within the German legal system and according to German law, regardless of the country of activity or the nationality of the customer.

Prices

All Alpenventures GmbH tours are priced in Euros. As tour prices are based on a variety of factors, such as exchange rates in various countries, the timing of the booking and the prices charged by service providers, these prices can change at any time. The price is not final until a tour is "booked" online at that price.

Booking, Payment and Confirmation

Tours are booked by completing the Online Booking Form. At the time of booking, customers pay a 20% deposit online, unless otherwise specified.* This deposit is required in order for Alpenventures GmbH to begin checking availability and booking. The final payment is due 30 days prior to the first day of the tour*. Customers will receive an invoice for the remaining balance 15 to 30 days prior to the final payment due date. Failure to pay the remaining balance by the due date may result in the loss of all reservations and the customer forfeiting the tour in adherence to the Cancellation Policy.

*Some tours require a different deposit amount and a different final payment due date, depending on the booking conditions that Alpenventures GmbH needs to adhere to

Alpenventures GmbH

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80801 München

GERMANY

DE Phone: +49 (0)89 38 03 5305

US Phone: +1 719 445 8899

Email: service@alpenventuresunguided.com

Website: www.alpenventuresunguided.com

Geschäftsführerin: Brittany Haas

Sitz: Ismaning, GERMANY

Ust-IdNr.: DE308776015

Handelsregister: AG Muenchen HRB 228706

Bank: Postbank AG

IBAN: DE87 7001 0080 0716 5188 08

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Should Alpenventures GmbH be unable to book the tour as agreed upon at the time of booking due to the availability of the accommodations or other factors, the Alpenventures Tour Availability Pledge will apply.

Tour Availability Pledge

When a customer submits a booking, they are committing to booking an itinerary:

- within the date range provided in the booking
- that covers the stretch of trail that was booked
- that is not more difficult than the longest day of the itinerary on the website for the tour booked
- for the number of days booked
- for the number of people booked

If we are not able to meet all of the above criteria, we will work with you to find solutions to make your itinerary work. These solutions may include off-trail accommodation that is easily reachable with available transportation, expanding the date range or itinerary adjustments that may impact the number of days and/or the difficulty level. We will ask permission before proceeding with any of these modifications. Once we receive permission to proceed with a modified itinerary, we consider this a binding commitment and will proceed accordingly.

If we are not able to book an itinerary that meets the criteria above, and we are not able to find an agreeable solution, we will refund the full deposit. In all other cases, the standard Cancellation Policy applies.

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Cancelation Policy

Date Changes/Tour Postponement/Cancelation of part of the tour - All participants: Alpenventures GmbH does not have an obligation to accommodate date changes. Should a date change be required by the customer; the following fee schedule applies:

More than 30 days prior to the trip start date: 50€ per person Administrative Fee*, not to exceed 20% of the cost of the tour, and less any deposits/payments already paid to Service Providers by Alpenventures GmbH

Between 29 and 12 days prior to the trip start date: 100€ per person Administrative Fee*, and less any deposits/payments already paid to Service Providers by Alpenventures GmbH

Less than 12 days prior to the trip start date: we will do our best to accommodate your needs, and will provide you with a quote to include the sum of any cancellation fees plus a **150 € per person** administrative fee*

Customer Cancellation - All Participants: Alpenventures GmbH understands that surprises occur in life. We offer the following cancellation policy:

More than 30 days prior to the trip start date: we will refund your payments less a 100€ per person administrative fee*, not to exceed 20% of the cost of the tour, and less any deposits/payments already paid to Service Providers by Alpenventures GmbH

Between 29 and 12 days prior to the trip start date: we will retain 80 percent of the trip cost

Less than 12 days prior to the trip start date: or once the trip has begun, there will be no refund

*Administrative fees will not be charged for cancellations that are the result of what qualify under German law as "Hoherer Gewalt," or extreme circumstance (an Act of God). Customers may have the possibility to cancel without an Administrative Fee in cases such as a major national disaster, a war or terrorist attack that impacts the direct area of the tour. In cases of

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“Hoherer Gewalt,” both the Alpenventures GmbH and the Customer have the right to cancel. The balance of outstanding expenses, such as non-refundable deposits, will be split evenly between both parties.

Customer Cancellation – Some Participants: In the case that one or more participants on a tour, but not all participants on a tour, the following applies:

The Standard Cancellation Policy applies, and additionally, there will be charges for expenses at accommodations where we are not able to adjust the room size to accommodate the smaller group size.

Unused Tour Elements During the Tour

Any unused reservations on a tour, such as accommodations or transportation, will not be refunded, unless agreed and confirmed (via email) with Alpenventures GmbH directly.

Service Provider Payments

All services mentioned in the eGuidebook, such as accommodations, meals, and transportation, have already been paid for by Alpenventures GmbH unless otherwise specified. If a service provider denies the receipt of payment, it is important that Alpenventures GmbH is contacted to resolve the situation. Customers will not be reimbursed for payments made to service providers that Alpenventures GmbH has already paid, except in situations where Alpenventures GmbH is not responsive in a timely enough manner to resolve the situation.

Limitation of Liability

Tour Operator: As a Tour Operator, or “Reiseveranstalter” in Germany, Alpenventures GmbH is responsible to ensure all bookings are made and that the accommodations, transportation or other trip elements are as promised. We are not responsible for incidents that occur between booked elements of the tour.

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Mountain Hut and Campground Accommodations: Many of Alpenventures' tours use hut and campground accommodations. The quality, facilities (showers, internet, etc.) can vary greatly when using these types of accommodations. Please note that at the huts, blankets and pillows are not washed between guests, rather, guests are expected to bring a hut sleeping bag (sleeping bag liner) for hygienic reasons. Alpenventures is not liable for the quality hygiene of these facilities, including the possibility of bed bugs.

Self-Guided Outdoor Adventure: All tours offered by Alpenventures GmbH include activities that can lead to injury or death. At the time of booking, customers are confirming that they have the skills and fitness level necessary to safely participate in the specified activities without a guide. Alpenventures GmbH customers are responsible for their own decision-making on tour and are encouraged to always minimize risk and make safe decisions. Alpenventures GmbH carries no liability for accidents that happen outside of booked accommodations, to include accidents related to a lack of skill or knowledge of the adventurer, a mistake, decision-making, route conditions or acts of God. Alpenventures GmbH carries no liability for third party service providers.

Tour Information: Alpenventures GmbH is dedicated to providing adventurers with as much information and planning support as is reasonably possible. Alpenventures GmbH customers are always responsible for applying their own navigation skills and judgement, rather than relying only on information provided by Alpenventures GmbH. As factors and conditions can unexpectedly change in an outdoor environment, Alpenventures GmbH does not carry any liability for the accuracy of additional tour information provided. We encourage customers to check conditions with huts, hotels and other locals along their route in order to ensure a safe journey.

Use of the Navigation App: For most tours, Alpenventures GmbH customers are provided with the route details for their tour on a navigation app. This app provides the GPS routing for their tour, as well as general directions. However, the information provided by the Navigation App should never replace good judgement and traditional navigation skills. Alpenventures GmbH will not be responsible for accidents that occur related to the information provided in the Navigation App or other GPX tracks that are provided.

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Marketing Partnerships: Marketing partners and affiliate partners are released from all liability pertaining to Alpenventures' tours.

Grievances

Alpenventures GmbH is dedicated to providing the best possible experience for our customers, understanding that there are many unforeseeable factors that can impact an outdoor adventure tour. In the case of a dissatisfied customer, we ask that the customer contact us as soon as possible via phone or email. We will do our best to resolve the situation.

Formal Grievances: If the customer is not satisfied with the resolution provided by Alpenventures GmbH, the customer is invited to submit a formal grievance in writing to service@alpenventuresUNGUIDED.com. The grievance should include their reservation number, an exact description of the grievance, the relevant dates or services associated with the grievance, and any supporting documentation to prove the situation of the grievance. Alpenventures GmbH will research this request and provide a written response to the email from which the initial grievance was sent, within 30 days.

Country Entry Requirements (Passport, Visa, Health Requirements)

German Citizens: Alpenventures GmbH operates many tours within the Schengen Area (including Italy, France, Switzerland, Austria), which allows the free movement of people and goods across borders. German citizens do not have to fulfill any requirements, in addition to carrying an approved form of identification, when participating in Alpenventures GmbH tours within the Schengen Area.

For tours located outside of the Schengen Area, such as in Peru, Chile, Argentina or South Africa, Alpenventures GmbH will inform German citizens of the entry requirements at the time of booking.

All Other Nationalities: As country entry requirements can change unexpectedly, Alpenventures' customers are responsible for ensuring they are able to enter the country or countries in which the tour is booked.

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