



laramandioni

General Terms and Conditions (GTC) Lara Mandioni

Registration

Registrations for coaching, guidance, one-day or multi-day tours, hiking retreats, courses and other offers must be made in writing. Registration is binding and, upon registration, Lara Mandioni's General Terms and Conditions (GTC) become an integral part of the contract.

Safety

As a coach, snow sports instructor and hiking guide, Lara Mandioni undertakes to ensure the greatest possible safety during the booked period. Outdoor activities involve a residual risk that cannot be ruled out despite professional, careful planning, preparation and execution.

Conditions of participation

A prerequisite for coaching and guidance is a stable physical and mental condition, as well as the ability to think, make decisions and act. For outdoor activities, fitness, technique and equipment must be adequate for the difficulty and length of the activity. The client is obliged to inform Lara Mandioni of any personal risks (in particular health risks).

If these conditions are not met, Lara Mandioni is entitled to exclude the client from the activity or to interrupt the activity without any entitlement to a refund.

Programme changes/cancellation policy/refunds

For weather and safety reasons, changes to the programme, area or tours may occur at any time. This will be done in consultation with the client. The aim is to find an equivalent, feasible activity. Any additional costs shall be borne by the client.

If there are insufficient participants or dangerous conditions, Lara Mandioni is entitled to withdraw from the contract. In this case, or if a multi-day event has to be cancelled prematurely, the client will be refunded the value of the service not provided.

Services

Lara Mandioni's offer clearly states which services are included in the price. All costs not mentioned, in particular travel, food and accommodation costs, as well as rental equipment and other additional expenses, are to be paid by the client.

Prices/expenses

Lara Mandioni's fee is adjusted according to the activity, number of participants and duration, event or accompaniment. Her expenses for travel to and from the event, any transfers, board and lodging, the organisation of rental equipment and other expenses shall be borne by the client.

Payment/Cancellation

For individual bookings, the payment method will be agreed upon with the client.

For offers advertised directly by Lara Mandioni, the client will receive a confirmation of registration and an invoice upon receipt of the registration.

If a client cancels their booking, the following costs will be charged:

Up to 61 days before the start of the activity: free of charge

60 to 31 days before the start of the activity: 50% of the total cost of the activity

30 to 16 days before the start of the activity: 80% of the total cost of the activity

15 to 0 days before the start of the activity: 100% of the total cost of the activity

If Lara Mandioni incurs external costs, these will be borne by the participant.

Any deviating cancellation conditions will be announced with the offer.

Cancellations due to weather conditions are not considered a valid reason for waiving cancellation fees.

Cancellations due to accidents are not exempt from cancellation fees. However, clients affected by such accidents may submit the cancellation invoice to their insurance company for a possible refund.

If a client (individual or group) commissions Lara Mandioni to organise a hike, trek or event, she may request a deposit of at least £200 up to 70% of the total fee.

If a client cancels a hike, trek or event, the deposit will be forfeited.

If a client (individual or group) commissions Lara Mandioni to organise a hike, trek or event, she may require a deposit of at least CHF 200 up to 70% of the total fee, depending on the amount of preparation, clarification and reservations required. If the client cancels their order, the deposit will not be refunded, even if the cancellation is made 61 days before the start of the activity.

Insurance

Insurance cover is the responsibility of the participant. We recommend taking out cancellation insurance (also known as cancellation cost insurance), health and accident insurance, and insurance to cover search, rescue and repatriation costs in the event of accident or illness, unless and insofar as this insurance is already included in your health and accident insurance policies.

Data protection/image material

Lara Mandioni uses personal data (name, address, telephone number, email address) for the organisation of outdoor activities and for sending newsletters. The transfer of data to third parties is excluded without written consent.

Lara Mandioni uses images of outdoor activities for social media. The transfer of data to third parties is excluded without written consent. Participants may exclude this in writing when registering.

Lara Mandioni does not ask for any information about personal health. However, it is the participant's responsibility to inform her of any health issues that could be life-threatening. All participants are required to carry their personal emergency contact form with them during the activity or programme.

Place of jurisdiction

The place of jurisdiction is Stans (NW).

For reasons of readability, the masculine form has been used in the text, but the information refers to members of both genders and diverse individuals.

Lara Mandioni, 2025