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RESERVATION AND CANCELLATION CONDITIONS PILATUS ROPE PARK

Final reservations will be confirmed by Pilatus-Bahnen AG. Without a counter report you show your agreement with the confirmation.

The Pilatus Rope Park can also be visited in the rain and is also fun with appropriate outdoor clothing (rain protection, etc.). Safety is guaranteed even in such conditions.

Reservations can be cancelled free of charge by phone (+41 (0)41 329 11 11) until 5 PM the day before. On weekends until 2 PM.

In case of a no-show without prior cancellation on the day before, the rope park fee will be charged. In case of a late cancellation, the costs will also be charged in full.

In case of postponement due to bad weather conditions, an alternative date will be found together.

If a group is late for more than 10 minutes, the starting time is no longer guaranteed and we may have to prioritize other groups. In case of delays, waiting times must be expected.

If the actual number of participants is less than 2/3 of the confirmed number, the missing participants will be charged as well. This charge will not apply if notification is received in time.

If the event is cancelled by Pilatus-Bahnen AG, all costs for the participants will be waived.

There is no entitlement to financial refunds and/or compensation in the event of changing meteorological conditions during the stay that result in the closure or temporary closure of the rope park (storm/thunderstorm etc.).

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