Versions

Current version valid from 1 July 2026

Validity

These General Terms and Conditions (GTC) apply to all business relationships between the Swiss National Park SNP (www.nationalpark.ch) and its private customers. They may only be accepted or rejected in their totality.

Offer / Prices

All prices are in Swiss francs (CHF) and include statutory value added tax (VAT).

Online shop: VAT is currently 8.1%, for books 2.6% (VAT No. CHE-103.223.672). The details and prices listed online are provided without guarantee. Availability is subject to change, and errors and omissions excepted.

Prices, delivery quantities and terms and conditions for business customers will be provided on request. The Swiss National Park SNP reserves the right to refuse orders if there is any suspicion that the goods are intended for commercial use.

Events: the terms and conditions for each event, as described on the website www.nationalpark.ch, are binding.

Note
Prices are subject to change. Articles and events may be sold out.

Orders / Registrations

Orders in the shop can only be placed via the automated online ordering system (shopping basket). There is no minimum order value. Registrations for events can be made via the relevant online form or by the method specified on the website.

By submitting an order or registration, you enter into a binding contract with the SNP. From this point onwards, the rights and obligations arising from the contract, including these Terms and Conditions, come into effect. Registration for an event will be confirmed by the SNP via email.

PRODUCT SALES SNP SHOP

Dispatch and Delivery Times

Items in stock are dispatched immediately. Subsequent deliveries are made as soon as the goods arrive. A detailed invoice is enclosed with every delivery. Non-observance of delivery times by SNP does not entitle the customer to withdraw from the contract or to make further claims. No deadlines set by the customer will be accepted.

Deliveries are made via Swiss Post; the delivery time within Switzerland is 2–4 working days.

We charge the following shipping costs
Switzerland CHF 6.–
Abroad CHF 18.–

Payment

The available methods of payment (including various credit cards and TWINT) and the applicable conditions are specified in the respective offers. Payment by cash on delivery or by cheque is not possible.

The goods remain the property of SNP until full payment has been received. If payment is not made, the matter will be referred to a debt collection agency, resulting in additional costs for the debtor.

Warranty Conditions
Defective goods will be exchanged. The defect must be reported by email within 7 days of receipt and must be verifiable by us.

Liability
The SNP accepts no liability for goods purchased.

INTERNATIONAL DELIVERIES
Customers placing orders from outside Switzerland run the risk of incurring additional expenses and charges (for example, Germany imposes an import tax of 19% or 7% (figures provided without guarantee).
In accepting these Terms and Conditions, the customer recognises and agrees to accept this risk.
Deliveries abroad come under the jurisdiction of Swiss law; the place of jurisdiction is Zernez.

Note
The conditions listed in the section International Deliveries only apply to deliveries outside of Switzerland. Some of these differ from the terms and conditions of delivery within Switzerland.

Customers placing orders from outside Switzerland confirm, by submitting their order, that the order does not violate any laws applicable in their country.

Delivery
Delivery within the EU takes 4–8 working days. Goods are sent via Swiss Post.

Payment
Deliveries abroad must be paid for by credit card.

All prices on www.nationalpark.ch are quoted in Swiss francs (CHF). Foreign customers can change the currency to euros (EUR) at any time using the corresponding function. Credit card payments are debited accordingly in Swiss francs (CHF) or in euros (EUR).
Credit card companies use daily updated exchange rates for invoicing.

VAT
When shipping goods internationally, the corresponding laws of the destination country apply. Swiss VAT will therefore not be charged on international consignments, and as a rule, the recipient must pay the VAT upon receipt of the consignment, for example in Germany 19% / 7% respectively (information without guarantee).
We try to keep the procedure as simple as possible for you. VAT is payable not to the SNP but to the customs authorities of the destination country. We declare the value of the goods.

Customs Duties
In accordance with the EU customs reform of 1 July 2026, the recipient will now pay EUR 3.– per item ordered, unless the order consists of multiple items of the same product. From 1 November 2026, an additional charge of EUR 2.– per consignment will apply.

SNP EVENTS

The SNP reserves the right to cancel any advertised event. In such cases, any registration fees already paid will be refunded. The SNP also reserves the right to replace announced speakers with others, and to make any necessary changes to the event programme, provided that the overall nature of the event is preserved. Participants will not be entitled to claim compensation because of these changes.

Participant behaviour at events
During an excursion, guides may draw participants' attention to specific safety precautions or rules of conduct. This applies, for example, to compliance with safety regulations or in situations involving increased safety risks (e.g. adverse weather conditions). The guide’s instructions must be followed at all

times. At events involving children and their families or school groups, the duty of supervision lies with the parents or accompanying adults.

Payment
Please refer to the event details for information on the accepted payment methods and the terms and conditions.

Cancellation Policy
The cancellation policies for the various events are set out in the event details and are binding.

Liability
Participants are responsible for taking out their own liability and accident insurance.

The SNP is only liable for wilful misconduct and gross negligence in connection with its own events. Liability for slight negligence is excluded. Under no circumstances is the SNP liable for the negligence of customers or third parties.

Equipment
The event descriptions detail any requirements or considerations regarding necessary equipment. We recommend that all participants in excursions wear footwear and clothing suitable for the terrain and weather conditions. We recommend sturdy outdoor clothing.

Personal Data
We take data protection seriously and are committed to complying with all applicable legal requirements regarding your privacy. Personal data is collected for registration purposes only. This data is used strictly for registration, deregistration, or matters relating to the specific service (e.g. quality surveys). It is neither used for marketing purposes nor passed on to third parties.

Governing Law and Jurisdiction
The place of jurisdiction is Zernez. Swiss law shall apply.