**GENERAL CONDITIONS**

**Booking conditions**

The accepted means of payment are PayPal, Visa, Eurocard/Mastercard, American Express, Twint and PostCard.

**Booking conditions specific to FGT&C hotel packages**

Payment for your booking is made directly to the FGT&C using your credit card. The amount paid covers all services included in the package. Payment for any additional services must be made directly to the hotel at the time of departure. Any modification or cancellation must be notified to the FGT&C only.

A fee of CHF 50 will be charged for any modification or cancellation made from the day of the booking until 3 working days prior to arrival. After this deadline, according to the hotel’s terms and conditions, the total amount of the service may be debited or partially refunded.

**Conditions of purchase and use of the Geneva City Pass**

Payment is made by credit card directly to the FGT&C. The purchase is final and cannot be cancelled. No refunds will be made. Prices include VAT.

The Geneva City Pass gives access to the services listed in the accompanying brochure. It must be presented every time it is used. Each service can only be used once. The offer cannot be combined with other discounts. This Geneva City Pass also gives access to free public transportation throughout zone 10 (Tout Genève) of the Unireso network in 2nd class. It must be presented to transport conductors; proof of identity may also be required. The pass is personal, non-transferable and valid only if duly filled-out for the period stipulated on the card. The Geneva City Pass cannot be refunded or replaced.

**Booking conditions specific to tourist products**

We require prepayment at the time of booking. No refunds will be granted in the event of cancellation unless the service provider cancels the service on grounds of force majeure.

**Conditions for printing at home**

The Geneva City Pass must be printed on white paper at 100% printed size. It must be printed on white paper. Changes to print size are not permitted. A Geneva City Pass that is smeared or partially printed will not be accepted.

To print the Geneva City Pass, please use a laser or inkjet printer with a minimum resolution of 600 dpi. A Geneva City Pass that is printed or photocopied by fax or any other device will not be considered valid.