

General Terms and Conditions 2026 & 2027

Applicability

The revised cancellation and amendment fees apply to all new FIT bookings made **from 15 May 2026 onwards, until further notice**. Unless otherwise stated below, Switzerland Travel Centre's General Terms and Conditions of Contract and Travel continue to apply in accordance with the customer's location.

1. Area of Application

1.1 Changes to Bookings and Cancellations by the Customer

All changes and cancellations are subject to the fees outlined below. Requests for changes or cancellations must be submitted in writing by email and are valid only once confirmed by Switzerland Travel Centre (STC).

1.2 Amendment and Cancellation Fees

Switzerland Travel Centre (STC) reserves the right to charge a fee depending on the service booked, as detailed below. In addition, any fees charged by individual service suppliers (including but not limited to airlines, hotels, and rail companies) may be passed on to the customer. Cancellation or amendment fees are waived only in exceptional and duly justified circumstances.

2. Package Holidays

A package holiday consists of at least two services (e.g. hotel and train ticket) quoted as a package.

2.1 Amendment

Once a booking has been confirmed, a fee of **CHF 30.00 per booking** applies, plus any charges levied by our suppliers.

Please note: fees apply even if the booking is subsequently cancelled (capped at CHF 120.00). Amendments include name change, change of destination, etc.

2.2 Amendment Fee – Exceptions

- Where an amendment requires a complete rebooking of a holiday package involving more than one location, regardless of whether travel documents have already been issued, the booking will be treated as a cancellation. The fees set out below will apply, in addition to any supplier charges.
- If an amendment involves upselling (e.g. higher hotel or room category, rail ticket class upgrade, or additional services etc.) before travel documents have been issued, no fee will be charged. If travel documents have already been issued, a fee of **CHF 30.00 per booking** applies.

3.0 Cancellation

Once a booking has been confirmed, the following fees apply:

Up to 30 days before travel:

CHF 60.00 per adult, capped at CHF 120.00 per booking

29–15 days before travel:

30% of the total package price, minimum CHF 60.00 per adult

14–8 days before travel:

60% of the total package price, minimum CHF 60.00 per adult

7–0 days before travel/no-show

100% of the total package price

****Please note** anyone 16 years old or older is considered an adult and will be charged according to above. Anyone below 16 years old is considered “child” and no cancellation fees would apply.

3.1 Glacier Express & GoldenPass Express Prestige Class, & Bernina Express Pullman Class

All Glacier Express seat reservations (including Excellence Class), GoldenPass Express Prestige Class, and Bernina Express Pullman Class services are **non-refundable** once confirmed.

3. Accommodation

3.1 Bookings Made via the Booking Engine by the Partner

3.1.1 Cancellation

Individual hotel cancellation deadlines apply as advised at the time of booking via the booking engine

3.1.2 Amendment

Details of existing hotel bookings cannot be amended by the partner via the booking engine after confirmation. Cancellation and rebooking with the amended details are therefore required. No additional fees apply.

3.2 Bookings Made via the Operations Department

3.2.1 Cancellation

For accommodation-only bookings made via our operations department, cancellation deadlines will be advised at the time of booking.

3.2.2 Amendment

Changes to hotel-only bookings can be made free of charge. Where an amendment involves a change to travel dates or occupancy, any resulting price difference will be applied in line with the supplier's updated rates.

4. Single Services

Single services include rail products, mountain excursions, private transfers, guided excursions, activities and sightseeing, private guides, ski passes, and equipment rental.

4.1.1 Amendment

Once a booking has been confirmed, changes (including name changes, date of birth, travel dates, or ticket type) are subject to availability. A fee of **CHF 30.00 per booking** applies, in addition to any supplier fees.

4.1.2 Amendment – Exceptions

If an amendment involves upselling and is requested before travel documents have been issued, no fee will be charged. If travel documents have already been issued, a fee of **CHF 30.00 per booking** applies.

4.1.3 Cancellation

Once a booking has been confirmed, the following fees apply:

Up to 15 days before travel:

CHF 30.00 per service, capped at CHF 60 per booking

Less than 15 days before travel or no-show

No refund

4.1.4 Non-Refundable Seat Reservations on Panoramic Trains

The following are non-refundable and non-amendable:

- Glacier Express seat reservation, including Excellence Class
- GoldenPass Express seat reservations – *Prestige Class only*
- Bernina Express seat reservation – *Pullman Class only*

The above fees are applicable for all new FIT bookings made by partners as of 15th May 2026 and are valid until further notice or until replaced by a revised edition. Unless otherwise stated above, STC's General Terms and Conditions of Contract and Travel continue to apply.