



General Terms and Conditions

Lake Zug & Lake Ägeri

1. Subject matter

These General Terms and Conditions govern the legal relationship between Schifffahrtsgesellschaft für den Zugersee AG (SGZ) and Ägerisee Schifffahrt AG (AeS) and their customers. They form an integral part of the booking. SGZ and AeS undertake to carry out the confirmed trips in accordance with the published and agreed conditions. In the event of a boat cancellation due to force majeure or a technical defect, the contract shall lapse without any compensation for either party. SGZ/AeS shall make every effort to offer the customer an alternative.

2. Conclusion of contract

The customer can make a reservation by telephone, online, in writing or in person. The contract is concluded when the customer makes a definitive reservation.

3. Number of participants

Please notify us of any significant deviations from the number of persons registered at least 5 working days before the event. The final number of persons must be confirmed 48 hours before the event. Additional guests will be charged at the same price or paid for on site at the ship's ticket office. For group offers of 10 persons or more, a uniform menu selection is mandatory.

4. Prices

All published prices are in Swiss francs and include the currently applicable Swiss VAT rate. Prices are subject to change. Reductions for Half-Fare or GA travelcards are only available upon presentation of the relevant card. Not applicable to extra or special trips.

5. Payment

Payment on board the ships can be made using standard payment methods (cash, credit card, Twint, RekaCard, Postcard, EC card). Alternatively, guests can be invoiced for the total amount. For online reservations, payment is made by credit card (debited by our system providers Saferpay and Datatrans).

6. Deposit

SGZ/AeS reserve the right to charge a deposit for reserved trips. This deposit will be credited to the travel costs or refunded in the event of cancellation, minus any administrative costs.

7. Cancellation

The following costs will be charged for cancellation of a confirmed order.

**Individuals Course trips:**

No cancellation or rebooking fees

Individuals on special trips (public trips outside the timetable):

Up to 2 days before the event	Free
After that	100% of the total amount (boat trip/catering)

Groups Course and special trips (public trips outside the timetable):

Up to 30 days before the event	Free
Up to 14 days before the event	CHF 300 processing fee
Up to 5 days before the event	50% of the total amount (boat trip/catering)
After that until the day of the event	100% of the total amount (boat trip/catering)

Extra trips Boat hire/services Boat trip:

Up to 60 days before the event	CHF 300 processing fee
Up to 30 days before the event	50% of the total amount
After that until the day of the event	90% of the total amount

Extra trips for catering (GASTRONAUTIC/GASTRO ÄGERISEE):

Up to 60 days before the event	Actual costs or min. CHF 500
Up to 30 days before the event	Actual costs or at least 50%
After that until the day of the event	Actual costs or at least 90% of the total amount

Special cancellation conditions apply to journeys involving services provided by third parties. These are noted on the ticket or order confirmation.

8. Data protection

Guests' personal data is stored in accordance with Swiss data protection law. Where necessary for the proper fulfilment of the contract, personal details will be passed on to SGZ and AeS partners. By registering for an event, guests agree to receive information about offers, promotions, etc. in the future. If this is not desired, they can unsubscribe (reservation@zvb.ch or 041 515 58 58).

9. Catering

GASTRONAUTIC (SGZ) and GASTRO ÄGERISEE (AeS) are the tenants on all SGZ and AeS ships and are responsible for the culinary well-being of guests. It is not possible to engage another caterer.

10. Cancellation of the event

In exceptional cases, SGZ and AeS reserve the right to postpone trips (outside of regular service) with few bookings or to operate with the ship stationary. Guests will be informed of any changes as soon as possible.



11. Liability

Guests are liable for any damage to the ship, furniture or facilities caused by negligent or wilful acts. In the event of heavy soiling, the customer will be charged for additional cleaning costs. It is forbidden to set off fireworks inside the ship or to attach nails, screws, adhesive tape or paint to the walls and windows. If the ships are to be decorated, this must be agreed in advance with the SGZ/AeS. The skipper's instructions must be followed.

12. Final provisions

Swiss law applies exclusively to the relationship between the customer and SGZ and AeS. The place of jurisdiction is Zug.

Zug, January 2026