

## **General**

Regarding all business affairs between the client/organizer and the WSG only these “General Terms and Conditions“ are valid. Regulations to the contrary issued by the client are only valid if the WSG has accepted them explicitly and in writing.

Should individual regulations of these “General Terms“ be invalid, the commitment regarding the other regulations agreed upon and the contracts based on them, are still binding. The ineffective regulation has to be replaced with an effective one closest to its purpose and effect.

## **Prices**

All prices are quoted, even without explicit indication, in EURO incl. legal taxes and dues added.

### **General Cancellation Terms for Special-trips (Brunch, Captains BBQ, ...) for private guests**

Until 15 days prior to the departure/event the cancellation is free, 14 days until the day of the event we charge 100 % of the total price.

It is explicitly stated that a cancellation of the order has to be submitted in writing for reasons of validity. Until 15 days before the trip the cancellation is without a charge, after then we charge 100% of the total price

### **General Cancellation Terms for a linecruise-trip with breakfast on board for private guests**

Until 24 hours prior to the departure/event the cancellation is free, after then we charge 100 % of the total price of the ordered breakfast.

It is explicitly stated that a cancellation of the order has to be submitted in writing for reasons of validity. Until 24 hours before the trip the cancellation is without a charge, after then we charge 100% of the total price from the ordered breakfast.

### **General Cancellation Terms for a linecruise-trip with breakfast on board or for Special-trips (Brunch, Captains BBQ, ...) for groups**

Until 15 days prior to the departure/event the cancellation is free, 14 days until the day of the event we charge 100 % of the total price for Special-trips, and 100 % from the ordered breakfast at the linecruise.

It is explicitly stated that a cancellation of the order has to be submitted in writing for reasons of validity. Until 15 days before the trip the cancellation is without a charge, after then we charge 100 % of the total price for Special-trips, and 100 % from the ordered breakfast at the linecruise.

## **Place of Jurisdiction**

For any disputes deriving from this contract the exclusive jurisdiction of the court is the federal capital of Klagenfurt as well as the application of the Austrian law is agreed upon.



### General Terms of Transport

#### **for tours, chartered trips, theme trips and for non-scheduled trips**

The vessel's crew is responsible for the maintenance of safety and order on board of the vessels and the ship piers. Therefore, we kindly ask you in your own and in all passengers' interest to imperatively obey all crew orders.

PARENTS and CHAPERONS respectively will be held liable for the safety of their kids and all other persons who need supervision on board of the vessel.

INFANTS (under 6 years of age) are only allowed access to the vessel when accompanied by an adult. All passengers until the completed 5<sup>th</sup> year of age are considered INFANTS; all passengers from the 6<sup>th</sup> to the completed 15<sup>th</sup> year of age are considered CHILDREN.

#### **Passengers are excluded from the trip/participation if they:**

1. are met without a valid fare card or ticket. (in this case an increased fare of € 100.00 plus ticket will be charged)
2. harass other passengers due to drunkenness, taking drugs or hallucinogenic substances or inappropriate behaviour or endanger the operation of the ship due to
3. are under 6 years of age and are not accompanied by an adult or a chaperon (minimum at the age of 16).

#### **The following objects may not be carried on board:**

1. objects with a weight of 50 kilos and above
2. objects which cannot be loaded due to their composition or due to their extended size
3. loaded guns (except customs officer and policeman)
4. wearing visible weapons of all kinds is prohibited
5. dangerous items

#### **In addition, passengers**

1. may not proceed beyond the safety area (railing, handrail, etc.).
2. may not open the exit doors and protective grating arbitrarily.
3. may not soil the vessel wilfully, in particular the dumping of cigarette butts is forbidden and no objects may be thrown into the lake.
4. may only use the entrances, exits, ship piers, quays, accesses, stairs, etc. designated for embarking and disembarking the vessel.
5. may only embark and disembark when the vessel is tied on to the pier and the ship's crew has given permission.



**Transport of bicycles, e-bikes, scooter, luggage and animals \*)**

Objects, which can be carried on the lap of the passenger without hindrance, annoyance or endangering of other persons on board, are regarded as carry-on luggage. Carry-on luggage as well as Dogs (due to safety restrictions dogs need to wear a muzzle and must be kept on the a leash!) and small animals in containers may be taken along for free but only in combination with a valid fare card or ticket of the owner and under the sole responsibility of the owner.

Should there be sufficient space and the safety on board of the vessel is ensured, bicycles, e-bikes, scooter and luggage may be taken on the big vessels “Kärnten” and “Klagenfurt” (see schedule!), liable to fare costs. However, only one-way tickets are issued in this case (no return tickets):

\*) During chartered trips and theme trips the transport of bicycles, E-Bikes, scooters, luggage and animals is not permitted.

Furthermore, embarking the vessel with INLINESKATES is not permitted due to safety regulations.

In case lost property and objects left behind are found, they will be deposited with the ship’s crew and may be picked up the next day at the office of the navigation company, Friedelstrand 3, in Klagenfurt, by the owner.

By purchasing a ticket you agree to our terms and conditions and conditions of carriage. Compliance with any guidelines and guidelines regarding Covid-19 are accepted.

In case of vessel failures, pandemic,, changes of schedules and the likes, no compensation is executed. Tariff Regulations & Conditions of carriage of the navigation company Wörthersee Schifffahrt GmbH apply.

**Last updated: 2021**

