

General terms and conditions - Guided tours

1. Scope

These General Terms and Conditions govern the booking and participation in **guided tours organised by On the Rocks Srl**, based in Ortisei (BZ), Val Gardena.

2. Booking and confirmation

A guided tour booking is **binding only after full advance payment** has been received. Once payment is received, On the Rocks will send a **written booking confirmation**.

3. Payment

Payment must be made according to the methods and deadlines indicated at the time of booking.

If payment is not received within the stated timeframe, the booking **cannot be guaranteed**.

4. Cancellation policy

A full refund will be issued in the following cases:

- cancellation made **at least 48 hours before** the start of the tour
- cancellation due to **adverse weather conditions** (e.g. heavy rain on the day of the tour)
- cancellation due to **accidents or sudden illness** (medical certificate required)

For cancellations made **less than 48 hours before** the tour start or in case of **no-show**, **no refund will be granted**.

5. Tour modification or cancellation by On the Rocks

On the Rocks reserves the right to **modify or cancel a tour at any time** if **weather, safety, technical or organisational conditions** do not allow the tour to be carried out safely or according to quality standards.

In such cases, a **full refund** or, where possible, an **alternative date** will be offered.

6. Participation requirements

Participants declare that they are in **good physical condition** and fit to take part in the activity.

It is the participant's responsibility to choose a tour suitable for their technical level and to follow the guide's instructions at all times.

7. Liability

Participation in guided tours is at the **participant's own risk**.

On the Rocks is not liable for damages resulting from reckless behaviour, failure to follow the guide's instructions or improper use of equipment.

8. Insurance

Any personal insurance coverage remains the responsibility of the participant, unless otherwise explicitly stated.

9. Applicable law and jurisdiction

These General Terms and Conditions are governed by **Italian law**.

The place of jurisdiction is **Bolzano, Italy**.