

## **General Terms & Conditions (GTC) for online bookings «vouchers»**

At Engadin St. Moritz Tourismus AG (ESTM AG), vouchers can be purchased online via the Experience Shop of Engadin St. Moritz Tourismus AG. ESTM AG is the legal operator of an E-GUMA® voucher management system of the company Idea Creation GmbH. These GTCs are accepted with every order. Errors arising from transmission, typesetting or printing cannot be excluded.

### **Purchase of vouchers**

Each voucher can be purchased online for a chosen value (minimum value: CHF 50).  
The voucher generally can be redeemed for all services provided by the participating partners.  
Following the purchase, the buyer receives a confirmation e-mail at the e-mail address that was provided.  
The voucher is valid for 2 years, commencing from the date of purchase.

### **Dispatch of the vouchers**

The buyer can choose between two shipping options:

- Dispatch of the voucher by e-mail to the specified e-mail address
- Dispatch of the voucher by post (postal dispatch) to the postal address given.

If the buyer chooses to have the voucher sent by e-mail, he/she will receive an e-mail with the purchased voucher(s) after placing the order.

If the buyer chooses postal delivery, he/she will receive a confirmation e-mail with the order confirmation after the purchase.  
This order confirmation is not a substitute for the value voucher.

The actual value voucher will be sent to the buyer by post after the order has been processed.

### **Redemption**

The vouchers cannot be redeemed in the Experience Shop of ESTM AG.

Once purchased, the voucher can be redeemed at all participating partners of the destination Engadin St. Moritz.

The partners read the QR code and debit the corresponding amount required.

In case of loss, the voucher cannot be replaced.

The voucher is personalised but can be transferred. ESTM AG accepts no liability in the event of loss, theft, or damage to the voucher.

The responsibility for the value voucher and the associated value lies with the purchaser.

The balance of the value voucher can be used for full or partial payments with one or more partners.

The use of more than one voucher with the same code is considered fraud and is punishable by law.

### **Returns and exchanges**

Vouchers cannot be returned or exchanged.

Vouchers cannot be returned to participating partners for cash value.

### **Amendments or additions**

The ESTM AG reserves the right to adapt and modify the above mentioned GTCs and the content as necessary. The currently valid version of the GTCs is published on the website of the Experience Shop.

St. Moritz, November 2022

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