



SOCCATOURS

General contractual, tour and
insurance conditions



GENERAL CONTRACTUAL, TOUR AND INSURANCE CONDITIONS

Dear training camp organiser

We very much appreciate you choosing us to book your group travel, training camp or tournament travel. That is why we strive to make all formalities as simple and pleasant for you as possible.

Please read these tour conditions carefully as, by booking, you accept these travel conditions, which will be communicated to you before booking. The following contractual, tour and insurance conditions become part of the package tour contract concluded between you as a customer and SOCCATOURS as the tour operator.

They supplement and complete the statutory provisions of the Package Travel Directive.

The tour conditions do not apply if the customer has not booked a package, since they will receive different information about this. The tour conditions also don't apply to business trips provided that a framework agreement has been concluded with the customer for the organisation of business trips.

These general business and tour conditions are accepted by you at the time of the booking and can be viewed online at any time at www.soccatours.com > Information > General contractual, tour and insurance conditions.



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A. BUSINESS AND TRAVEL TERMS AND CONDITIONS FOR END CUSTOMERS OF PACKAGE TOURS

1. Conclusion of the tour contract, obligation for fellow travellers

- 1.1. The following applies to all booking channels:
 - 1.1.1. The basis of this offer is the travel description and any additional information for the respective tour, as far as this is available to the customer at the time of booking.
 - 1.1.2. The customer is responsible for all the contractual obligations of travellers for whom they make the booking as for their own, in as far as they have assumed this obligation by express and separate declaration.
 - 1.1.3. If the content of the confirmation differs from the content of the registration, a new offer from the operator is available, to which they are bound for a period of ten days. The contract is concluded on the basis of this new offer, in as far as the tour operator has advised of the change with regard to the new offer and has fulfilled their pre-contractual information obligations and the customer declares their acceptance to the tour operator within the binding period by express promise or advance payment.
 - 1.1.4. The pre-contractual information provided by the operator about the essential characteristics of the travel services, the travel price and all additional costs, payment methods, the minimum number of participants and the cancellation rates will only then not form part of the package tour contract if this has been expressly agreed between the parties.
 - 1.1.5. The contractual partner is the individual who offers the operator the conclusion of a tour contract, unless this person acts in the name and on behalf of a legal entity (association or company) and is authorised to do so qua amt.
 - 1.1.6. By submitting a cost assumption form or by filling out and sending an appropriate online form on the operator's website, the tour contract can be taken over by a third party, regardless of whether this is an individual or a legal entity. By signing this document, the customer confirms that they will bear the costs of the booked travel service.
 - 1.1.7. The customer agrees that all communication between them and the operator is in electronic form by email. No postal delivery is required for the delivery of offers, pre-contractual information, travel price certificate, travel documents such as travel confirmations and vouchers, nor for payment reminders and other reminders.
 - 1.1.8. The customer is asked to provide all information necessary for the organisation of the trip in good time and no later than 30 days before departure (e.g. serious allergies of participants, disabilities, participant and checklist, main and other nationalities, etc). If this information is not provided, or not provided in full, and the travel service is therefore not provided by the operator or service provider as described, the trip is neither considered to be defective in this respect nor is the operator obliged to reduce the travel price or to pay compensation.
- 1.2. The following applies bookings made verbally, by telephone, in writing, by email or by fax:
 - 1.2.1. With the booking (tour registration), the customer bindingly concludes the tour contract with the tour operator.
 - 1.2.2. The contract is concluded with the receipt of the booking confirmation (declaration of acceptance) by the tour operator. It does not require any particular form. Upon or immediately after the conclusion of the contract, the tour operator will send the customer a travel confirmation in writing or in text form. The operator is not obliged to do this if the booking is made less than seven working days before the start of the trip.
- 1.3. In the case of electronic bookings (e.g. Internet, app, telemedia), the following applies to the conclusion of the contract:
 - 1.3.1. The customer will be informed of the online booking process on the corresponding website.

- 1.3.2. The customer can correct their entries, delete or to reset the entire online booking form, with the use of which being explained.
- 1.3.3. The contract languages offered for online booking are indicated. In as far as the contract text is saved by the tour operator, the customer will be informed about this and about the possibility of viewing the contract text at a later date.
- 1.3.4. By pressing the button "Book subject to payment", "Order subject to payment" or a button with comparable wording, the customer asks to conclude the tour contract with the tour operator bindingly.
- 1.3.5. The customer is immediately informed of the receipt of their booking (tour booking) by electronic means (confirmation of receipt). The operator is not obliged to do this if the booking is made less than seven working days before the start of the trip.
- 1.3.6. Transmission of the booking (tour registration) by pressing the button "Book subject to payment" or a button with comparable wording does not constitute a claim from the customer to conclude a tour contract.
- 1.3.7. The contract shall only come into existence upon receipt by the customer of the booking confirmation from the tour operator, which is provided on a permanent data medium. If the tour confirmation is provided immediately after pressing the button "Book subject to payment" or a button with comparable wording with the display of the booking confirmation directly on the screen, the tour contract is concluded with the presentation of this booking confirmation. This does not require any interim notification of the receipt of his booking, provided that the customer is offered the possibility of storing it on a permanent data medium and of printing the booking confirmation. However, the binding nature of the tour contract does not depend on the customer actually using these storage or printing options.
- 1.4. The customer is not entitled to additional bookings (adding additional participants to an existing tour contract). However, the operator will try to guarantee additional bookings as far as possible. The tour price for the additional booked persons may differ from that of the original booking.
- 1.5. The tour operator points out that in the case of package holiday agreements concluded remotely (letters, catalogues, telephone calls, faxes, emails, short messages (SMS) sent via mobile communications as well as radio, teledata and online services), there is no right of cancellation, but only the statutory right of withdrawal and termination, in particular the right of withdrawal. However, a right of cancellation exists if the contract for tour services was concluded outside business premises, unless the oral negotiations on which the contract was concluded were conducted on the basis of a previous order from the consumer; in the latter case, there is no right of cancellation.

2. Payment of the tour price, travel documents

- 2.1. Tour operators and travel agents may only request or accept payments on the travel price before the end of the package if there is an effective customer money protection agreement. After conclusion of the contract a deposit of 30% of the tour price is due for payment. If the advance payment is not received in the operator's account within one week, the customer is officially in default of payment for this amount.
- 2.2. The final payment is due 30 days before the start of the tour if the tour operator's right of withdrawal can no longer be exercised. No further payment request is required beyond the original booking confirmation. If the final payment is not received in the operator's bank account by the date agreed, the customer is officially in default of payment for this amount. The operator is entitled to charge the customer interest for each day their payment is late.
- 2.3. The operator may, in its own name, on behalf of the hotelier, the owner of the sports facilities or other service providers, request a deposit from the customer together with the price of the tour. The deposit will be refunded in full, provided that the customer is not responsible for any damage.

- 2.4. If the customer does not pay the deposit and/or the final payment in accordance with the agreed payment deadlines, although the tour operator is willing and able to perform the contractual services properly, has fulfilled their legal information obligations and there is no legal or contractual right of retention on the part of the customer, the tour operator is entitled to: after a reminder, withdraw from the package agreement after setting a deadline and charge the customer cancellation costs in accordance with the tour operator's cancellation scale (see accordingly "Cancellation by the customer before the start of the tour").
- 2.5. If the customer books additional travel services on site from a service provider that are not confirmed by the tour operator in the tour contract, the tour operator is not liable for the proper performance of these services. Payment for such services shall be made directly to the provider. This applies regardless of whether or not other services provided by this provider are confirmed by the organiser or not.
- 2.6. The operator may offer payment by bank direct debit within the framework of a SEPA Direct Debit Mandate. If direct debit is not possible for a reason for which the customer is responsible, the operator is entitled to charge a direct debit fee of CHF 10 for each failed attempt.
- 2.7. If the customer does not pay on time, the operator is entitled to commission third parties to collect the payment arrears. The costs for this are regularly borne by the customer, in particular costs for courts and/or bailiffs incurred by the lawyer and/or collection company, rates for sending files, costs for targeted searches in a legal database, costs for determining the address of the debtor, costs of detective work, costs for information on registers, costs for necessary translations, and costs incurred by visiting an external sales office.
- 2.8. The voucher from the tour operator is proof of the payment made to the tour operator and will be sent to the customer immediately after receipt of the final payment. At the same time, the voucher can be used to claim the service from the service providers, without which check-in at the accommodation is not possible.

3. Services and changes to contract contents that do not affect the price of the tour

- 3.1. Deviations of essential travel services from the agreed content of the tour contract, which become necessary after the conclusion of the contract and were not caused by the tour operator against good faith, are permitted for the operator, provided the deviations are insignificant and do not impair the overall layout of the trip.
- 3.2. Changes to contract contents do not constitute a tour deficiency if they arise due to safety measures implemented by a service provider for health protection reasons.
- 3.3. The tour operator is obliged to inform the customer about significant changes to the service immediately after becoming aware of the reason for the change on a permanent data medium (e.g. also by email, SMS or voice mail) clearly, understandably and in emphasised form.
- 3.4. In the event of a substantial change to a substantial characteristic of a tour service or a deviation from the customer's special requirements which have become part of the package agreement, the following applies:
 - 3.4.1. Within a reasonable period set by the tour operator at the same time as notification of the change, the customer shall be entitled to either accept the change or to withdraw from the package agreement free of charge or to ask to participate in a replacement tour if the tour operator has offered such a tour.
 - 3.4.2. The customer can choose whether to respond to the tour operator's notification or not. If the customer responds to the tour operator, they can either agree to the change of contract, request participation in a replacement tour, if one was offered to them, or withdraw from the contract free of charge.
 - 3.4.3. If the customer does not respond to the tour operator or does not do so within the time limit set, the notified change shall be deemed to have been accepted. The customer must be made aware of this in the declaration in accordance with clause 3.2 in a clear, understandable and emphasised manner.

- 3.5. If the tour operator arranges third-party services within the scope of the trip, they themselves are not liable for the performance of the third-party service, provided that reference is made in the travel documents to the arrangement of this third-party service, for example by stating this on the website or by issuing airline tickets with labels from other tour operators. By booking, the customer also accepts the general terms and conditions of the respective operator.
- 3.6. The customer agrees that access authorisations in the form of physical and/or digital tickets, admission tickets and/or vouchers for certain services are partly issued only at the destination and not sent to the customer before the start of the tour.
- 3.7. If the use of outdoor sports facilities is included in the tour contract, the quality of the service shall be deemed to have been agreed as follows: It is the responsibility of the respective owner or operator of the sports facilities to determine whether they are unplayable or unusable. The unplayability or unusability of training, play and sports venues due to adverse weather conditions constitutes a tour deficiency for which the customer is entitled to a reduction in the tour price by the amount of the expenses actually saved. Any further damages are excluded.
- 3.8. Because individual flights may deviate from the regular flight schedule due to delays or schedule changes, departure dates are always and exclusively valid for flight tickets issued by the airlines.
- 3.9. In the event of flight delays or schedule changes, the operator shall endeavour to find the best possible and most convenient solution to the problem for the customer. Nevertheless, the customer exempts the operator from any claims arising from delays or flight schedule changes. Additional costs resulting from flight delays or flight schedule changes shall be borne by the customer.
- 3.10. The tour operator's package tours are not suitable for persons with reduced mobility, unless the offer explicitly states that they are suitable for persons with reduced mobility.

4. Cancellation by the customer before the start of the tour, cancellation costs

- 4.1. The customer can withdraw from the package contract at any time before the start of the tour. The cancellation must be declared to the tour operator. If the tour was booked through a travel agent, cancellation can also be declared to the travel agent. The customer is advised to declare the withdrawal on a durable medium.
- 4.2. If the customer cancels before the start of the tour or if they do not start the tour, the tour operator loses the right to the tour price. Instead, the tour operator may demand reasonable compensation if the cancellation is not their responsibility or if exceptional circumstances arise at the destination or in the immediate vicinity of the destination which significantly impair the execution of the package or the transport of persons to the destination; Circumstances are unavoidable and exceptional if they are beyond the control of the tour operator and their consequences could not have been avoided even if all reasonable precautions had been taken.
- 4.3. The amount of the compensation is determined on the basis of the price of the tour, minus the value of the expenses saved by the tour operator and minus what they acquire through other use of the tour services, which must be justified by the tour operator at the request of the customer. The tour operator has defined the following compensation rates taking into account the period between the cancellation and the start of the tour as well as the expected savings of expenses and the expected purchase through other uses of the tour services. The compensation will be charged after the date of receipt of the cancellation notice as follows using the respective cancellation scale: Up to 31 days before the start of the trip the organiser will charge a cancellation fee of 25%, from the 30th to the 11th day this is 60%, from the 10th to the 3rd day this is 80%, from the 2nd to one day before departure this is 95%, on departure day this is 100% of the total price.
- 4.4. These rates apply not only to the cancellation of the entire tour group, but also to individual participants, even if the rest of the group starts the trip in accordance with the contractual regulations. In the event of non-commencement of the trip, without cancellation ("no show"), the customer remains obliged to pay in full.

- 4.5. The costs of the cancellation, in particular the payment of damages to the operator, will be borne under certain conditions (please refer to the attached insurance conditions for details) by the travel cancellation insurance, the conclusion of which the operator offers and strongly recommends.
- 4.6. In any case, the customer shall be entitled to prove that the reasonable compensation due to the tour operator is substantially lower than the compensation lump sum requested thereby. Any additional costs incurred by the operator as a result of efforts to transport the customer to their destination will be borne by the customer if the customer does not arrive or arrives late for departure. Costs of changes to bookings, notably name changes, are borne by the customer.
- 4.7. The tour operator reserves the right to demand a higher, individually calculated compensation instead of the aforementioned flat rates, provided the tour operator proves that they have incurred significantly higher expenses than the applicable flat rate. In this case, the tour operator is obliged to quantify and justify the compensation demanded, taking into account the expenses saved and less what they acquire through other use of the tour services.
- 4.8. If the tour operator is required to refund the tour price as a result of a cancellation, they must do so immediately, but in any case within 14 days after receipt of the cancellation notice.
- 4.9. In terms of travel instructions and travel warnings, German customers are subject to the requirements of the Foreign Office in Berlin, Austrian customers are subject to the requirements of the Federal Ministry for European and International Affairs in Vienna, and customers from Switzerland and all other countries are subject to the requirements of the Federal Department of Foreign Affairs in Bern.
- 4.10. In the event that a travel warning is issued for the same reason both at the time of booking and at the time of travel commencement, the tour operator is only obliged to refund the tour price if they cannot offer an adequate alternative tour. An alternative tour is deemed to be adequate if it is similar in terms of travel, hotel category, catering, weather conditions, possibilities of using sports facilities and travel price to the tour originally booked and does not deviate by more than 10% from the original tour price.
- 4.11. The customer's legal right to ask the tour operator that a third party instead of themselves enters into the rights and obligations from the package contract remains unaffected by the above conditions. Such a declaration is in any case timely if it is received by the tour operator 7 days before the start of the tour.

5. Changes to bookings

- 5.1. After conclusion of the contract, the customer shall not be entitled to make any changes to the date of the trip, the destination, the place of commencement of the trip, the accommodation, the mode of transport or the sports facilities to be used (changes to bookings). This does not apply if the change to the booking is necessary because the tour operator has not provided any, insufficient or incorrect pre-contractual information to the traveller; in this case changes can be made to the booking free of charge.
- 5.2. If it is possible to make a change to the customer's booking, this can only be carried out after withdrawal from the tour contract in accordance with clause 4.10 in accordance with these General Contractual and Tour Conditions and at the same time as the new registration. This does not apply in the case of change requests, which incur only minor costs.

6. Unused services

- 6.1. If the traveller does not claim individual tour services the tour operator was willing and able to provide to them in accordance with the contract, for reasons attributable to the traveller, they shall not be entitled to a pro rata refund of the tour price, if such reasons did not entitle them to cancel the travel contract free of charge or to terminate the travel contract according to the statutory provisions.
- 6.2. The tour operator will endeavour to recover the saved expenses from the service providers. This obligation shall not apply if the services involved are of a completely insignificant nature.

7. Termination for cause

- 7.1. The tour operator can terminate the travel contract without notice if the traveller causes lasting disruption despite a warning from the tour operator or if they behave in breach of contract to such an extent that the immediate cancellation of the contract is justified. This does not apply if the behaviour contrary to the contract is caused by a breach of the tour operator's information obligations.
- 7.2. If the tour operator cancels, they retain the right to the price of the tour; however, they must take into account the value of the expenses actually saved as well as those benefits to be credited which they obtain from another use of the service not used, including the amounts credited to them by the service providers.
- 7.3. Irrespective of the cancellation of the tour contract by the tour operator, the hotelier, the owner or the operator of the accommodation can issue the customer with an exclusion order. The customer is required to inform the operator without delay on a permanent data medium of an exclusion order issued against individual, multiple or all participants on the tour. The operator will consider each individual case and decide whether the customer's tour contract will be cancelled or whether the tour contract will be maintained and a transfer to other accommodation will take place. Any additional costs incurred by the operator, or the customer shall be borne by the customer.
- 7.4. The consumption of alcoholic beverages provided by the customer is not permitted in any of the accommodation, unless this exception is confirmed to the customer on a permanent data medium. Guests under the influence of alcohol may be asked to leave.
- 7.5. If a traveller consumes alcohol in a destination booked as part of a SOCCASHAPE® offer, this entitles both the hotelier to issue an exclusion order for the property and the operator to terminate the tour contract immediately and without notice.
- 7.6. If a traveller consumes a prohibited substance which is covered by the local law on the use of narcotic drugs, this entitles both the hotelier to issue an exclusion order for the property and the operator to terminate the tour contract immediately and without notice.
- 7.7. The tour operator's duty to provide assistance ends with the cancellation of the tour contract by the tour operator, if the tour operator terminates the tour agreement for behavioural reasons.

8. Traveller's obligation to cooperate

- 8.1. The customer shall advise the operator of a contact person responsible for the tour group ("Delegation Leader"), unless the customer is taking part in the tour themselves. All statements made by the operator or service provider to the Delegation Leader shall be valid as if they had been provided to the customer themselves.
- 8.2. The customer must inform the tour operator if they do not receive the necessary travel documents (e.g. flight ticket, hotel voucher, other vouchers) within the time period notified by the tour operator.

- 8.3. If the tour is not provided free of tour defects, the traveller can demand remedy.
- 8.4. Restrictions imposed by public authorities for reasons of health protection or resulting from hygiene measures do not constitute a tour defect and do not justify a reduction in prices.
- 8.5. If the tour operator was unable to remedy the situation as a result of a culpable omission of the notification of defects, the traveller cannot assert any reduction claims or claims for damages.
- 8.6. The traveller is required to inform the tour operator's representative of any defects immediately and on site. If there is no representative of the tour operator on site and this is not a contractual requirement, any tour defects affecting the tour operator must be brought to the attention of tour operator's contact, and the availability of the tour operator's representative or contact point on site will be indicated in the tour confirmation. However, the traveller may also inform the travel agent through whom they booked the package tour of the defect. The tour operator's representative is charged with taking remedial action if this is possible. However, they are not authorised to settle claims.
- 8.7. If a customer/traveller wishes to cancel the package tour contract because of a tour defect, if it is substantial, they must give the tour operator a reasonable notice period to remedy the situation. This only does not apply if the remedy is refused by the tour operator or if an immediate remedy is necessary.
- 8.8. The traveller is advised that loss, damage and delays to baggage in connection with air travel must be reported by the passenger immediately on site by way of a "Property Irregularity Report" ("P.I.R.") to the responsible airline in accordance with air traffic regulations. Airlines and tour operators may refuse refunds on the basis of international agreements if the damage report has not been completed. In the event of damage to luggage, the damage report must be submitted within 7 days and, in the event of a delay, within 21 days of delivery. In addition, the loss, damage or misrouting of luggage must be reported to the tour operator, their representative or their contact or the travel agent immediately. This does not release the traveller from the obligation to notify the airline of the damage in accordance with the above paragraph within the periods set out above.
- 8.9. The customer is solely responsible for obtaining the necessary consent from all participants regarding data protection-relevant processes. If the customer provides such data to the operator, the operator is free from any liability in this respect under the data protection law.

9. Limitation of liability

- 9.1. The operator's contractual liability for damages, which are not bodily damages, and which were not caused culpably, is limited to three times the travel price. Any further claims under the Montreal Convention or the Air Transport Act shall not be affected by the restriction.
- 9.2. The tour operator shall not be liable for service disruptions, personal injury and property damage in connection with services which are merely mediated as external services (for example, excursions, theatre visits, exhibitions, transport services to and from the announced departure and destination point), If these services are clearly identified as external services in the tour quote and the booking confirmation, stating the identity of the related contractual partner, such that they are clearly not part of the tour operator's package tour and have been selected separately for the traveller.
- 9.3. However, the tour operator is liable if and to the extent that the damage to the traveller was caused by the tour operator's breach of their information, clarification or organisational obligations.
- 9.4. In all cases, the traveller is responsible for taking part in sports and other leisure activities, even if these are a defining feature of the tour. The traveller should check sports facilities, equipment and possibly vehicles carefully before using them. The organiser shall only be liable for accidents which occur at sporting events and other activities if they are guilty of gross negligence.

10. Assertion of claims

- 10.1. The customer/passenger must assert any claims against the tour operator. Claims can also be asserted through the travel agent if the package was booked through this travel agent. It is recommended that claims are asserted using a permanent data medium.
- 10.2. The tour operator points out, with regard to the law on consumer dispute settlement, that they do not participate in voluntary consumer dispute settlements. If a consumer dispute resolution would become mandatory for the tour operator after these tour conditions have been printed, the tour operator will inform the customer accordingly.

11. Information requirements regarding the identity of the operating carrier, flight delays and schedule changes

- 11.1. The EU Regulation on informing passengers of the identity of the operating airline requires the tour operator to inform the customer of the identity of the operating airline of all air transport services to be provided in connection with the tour booked at the time of booking.
- 11.2. If, at the time of booking, the operating airline is not yet known, the tour operator is required to inform the customer of the airline or airlines likely to operate the flight or flights.
- 11.3. As soon as the tour operator knows which airline will operate the flight, they must inform the customer of this.
- 11.4. If the airline named to the customer as the operating airline changes, the tour operator must inform the customer of the change. They must immediately take all reasonable steps to ensure that the customer is informed of the change as soon as possible.
- 11.5. The list of banned airlines in the EU and Switzerland ("Black List") is available on the European Commission's website at http://ec.europa.eu/transport/modes/air/safety/air-ban/index_de.htm.

12. Cross-border travel, passport, visa and health regulations

- 12.1. The tour operator will inform the customer/traveller about general passport and visa requirements as well as health formalities of the destination country including the approximate time limits for obtaining any necessary visas before the conclusion of the contract and of any changes to them before the start of the journey.
- 12.2. The customer is responsible for obtaining and carrying the travel documents required by the authorities, any vaccinations required and for complying with customs and foreign exchange regulations. Disadvantages arising from non-compliance with these regulations, e.g. the payment of cancellation costs, shall be borne by the customer. This does not apply if the tour operator has not provided the relevant information or if this is insufficient or incorrect.
- 12.3. The tour operator shall not be liable for the timely issue and access to necessary visas by the respective diplomatic representation, if the customer has commissioned them with their procurement, unless the tour operator has breached their own obligations.

13. Rules on the use of sports and training facilities

- 13.1. The customer accepts the special and any individual rules on the use of sports and training facilities, notably the respective house and site rules, even if they were not provided at the time of conclusion of the contract. Just like these general business and tour conditions, they form an integral part of any contract. Excluded from these rules are agreements explicitly set out in the tour contract.
 - 13.1.1. Unless otherwise stated, the training places and times are allocated by the organiser, the hotelier, the operator or the owner. The customer is required to inform the organiser in advance of their wishes in this regard, which are however not binding for the organiser and the respective service provider. The customer has no decision-making authority in this respect.
- 13.2. The respective owners of the sports and training facilities reserve the right to block access to the facilities due to unplayability. Unplayability may be due to (list not exhaustive): Rainfall, snow, hail, storm or other adverse weather. In this case, the price of the tour will be reduced by the cost of using the sports facilities. Any further reduction of the tour price or compensation for damages is excluded.
- 13.3. If the organisation of a friendly or test match has been agreed as service provision, this item - unless otherwise agreed - shall not take place in addition, but instead of a training item.

14. Insurances

- 14.1. If travel includes insurances, the customer must provide the participant list (with first and surnames, date of birth and nationality) at least 30 days before departure. If this does not take place or does not take place in full, the operator is released from the service.
- 14.2. The operator recommends that customers take out a comprehensive travel insurance package, notably including cancellation or travel cancellation insurance (which must be booked separately), insurance to cover the costs of repatriation in the event of an accident or illness, and insurance to cover the cost of accommodation at one of the destinations on the tour during an official quarantine.
- 14.3. Please note the special offers in the respective service descriptions. Details of the insurance cover can be found following these tour conditions.

15. Booking conditions when arranging individual tour services

- 15.1. If only individual third-party services are arranged, for example tickets, separate hotel nights or rental cars, the operator is only liable for the arrangement, not for delivery of the service itself. In the case of pure arrangement, the entire tour price and a handling fee of CHF 20 are due immediately. A coverage certificate is not required in these cases.
- 15.2. The sales prices offered may deviate from the printed prices, as procurement cannot always be guaranteed via direct sources of supply. For some events, it is now impossible to get tickets without pre-sales fees and intermediaries and therefore without additional costs.
- 15.3. Please note that tickets cannot be exchanged or cancelled after confirmation. The tickets for sports or cultural events will only be handed over to you when they have been made available to us by the organiser or intermediary, but at the earliest after full payment for the tour. In some cases, the tickets are only issued at the destination.

16. Special regulations concerning transport companies

- 16.1. The transport services for passenger transport are provided independently by licensed companies.
- 16.2. In the case of coaches, baggage per passenger is limited to one large piece of baggage and one small piece of hand baggage (total not exceeding 20 kg), unless confirmed otherwise by the operator.
- 16.3. Smoking and the consumption of alcohol are prohibited in the passenger space.
- 16.4. The legal driving and shift times for bus trips, especially on arrival and departure days, must be observed.
- 16.5. Traffic and weather-related delays on arrival and departure cannot be foreseen. Such an influence on the package tour does not constitute a tour defect.

17. Damages caused by customers

- 17.1. For all damages caused by the customer or one of the participants in the customer's tour group to a service provider, the customer is directly and fully liable to the service provider.
- 17.2. The operator accepts no liability for such damages. Claims are settled directly between the customer and the service provider concerned.
- 17.3. The operator, the hotelier and the owners or operators of the sports facilities can demand a deposit at check-in or before the first use of the sports facility in accordance with their respective general terms and conditions and/or rules. This deposit will be refunded in full, provided that the customer is not responsible for any damage.

18. Data usage, credit check

- 18.1. The protection of privacy and personal data is of great importance for SOCCATOURS. We also pay great attention to this when implementing our Internet activities. Our data protection practice is in accordance with the applicable data protection regulations. For more information, please visit our website under "Legal Notices".
- 18.2. The personal data that you provide us with will be collected, processed and used electronically as far as this is necessary for the performance of the contract. Furthermore, your address data, including the email address, will be processed and used by the operator in order to inform you about interesting SOCCATOURS offers by post and by email in the future. You can object to this use and processing at any time by notifying SOCCATOURS Switzerland GmbH (see imprint for address and contact details) without incurring any costs other than the transmission costs according to the respective basic tariff.
- 18.3. To protect your data against accidental or intentional manipulation, loss, destruction or access by unauthorised persons in the best possible way, we use technical and organisational security measures. By using SSL encryption technology, all your personal data is transmitted in encrypted form. In line with technical developments, we will continuously optimise security measures.
- 18.4. Personal data is information that can be used to discover your identity. This includes information such as your name, address, postal address, email address and telephone number. We only collect, process and use your personal data if you provide it to us on your own initiative for the purpose of processing an order or for use within the framework of special services, such as use of the "Registration" area. Your personal data will only be used and processed for advertising purposes if you have given your consent to this. Consent is voluntary and can be revoked at any time by contacting the operator.

- 18.5. We do not pass your data on to any third parties. The transfer only takes place if it is necessary for the processing of the tour contract according to the order (e.g. passenger name lists for airlines, hotels and other service providers on site, passport numbers for foreign embassies in Germany, etc). Should customer data be processed on our behalf by external service providers, these are in addition to the mandatory legal regulations bound by the contractual requirements of SOCCATOURS on the subject of data protection. These service providers are under no circumstances permitted to use or pass on your data for their own purposes.
- 18.6. If the customer chooses to play a friendly, test or preparation game or to participate in a tournament, we will inform other participants of the identity of the club, the name and age of the trainer and the players, the game and performance class, kit colour and design, size, contact details etc., to optimise the organisational processes.
- 18.7. If the customer opts for the collection of biometric, position, performance and cardio data within the framework of a training camp, a friendly, test or preparation game, or a tournament, SOCCASHAPE GmbH, Mangfallstr. 37, 83026 Rosenheim, Germany collects, stores and processes this data. Any data that is not claimed by a customer within 30 days of collection will be irrevocably deleted after this period.
- 18.8. You are entitled to receive information about the data stored about you on request and free of charge. You also have the right to correct incorrect data and to delete or block the personal data collected about you. Deletion may be precluded under certain circumstances by legal regulations, notably with regard to data for accounting purposes.
- 18.9. Collection and/or transmission of personal data to governmental institutions and authorities is only carried out within the framework of mandatory legal regulations.

19. Filming and image rights at events

- 19.1. We inform you that all SOCCATOURS events, notably training camps and tournaments, may all photographers and film crews, as well as automatic cameras on site.
- 19.2. The operator typically retains the exclusive image rights to all events. If, for legal reasons, image rights are held by the customer, said image rights are assigned to the operator by means of conclusion of the tour contract. If, due to contractual reasons, image rights are held by a third party, the customer must advise the operator of this before conclusion of the tour contract. Otherwise, any claims from third parties against the operator are at the expense of the customer.
- 19.3. By entering the venue, the visitor irrevocably consents to the free use of their image and voice for photographs, live broadcasts, broadcasts and/or recordings of images and/or sound produced by the operator or their representative in connection with the event, and their subsequent use in all current and future media (such as in particular in the form of sound and image media and digital distribution, for example via the Internet).

20. Jurisdiction and law, dispute resolution

- 20.1. The applicable jurisdiction is the registered office of the tour operator in Switzerland.
- 20.2. Swiss law applies exclusively to the contractual relationship between customers and SOCCATOURS. This applies to all legal relationships. If Swiss law is not applied in the case of legal actions against SOCCATOURS abroad for the liability of SOCCATOURS, only Swiss law shall apply with regard to the legal consequences, in particular with regard to the type, scope and amount of claims of the customer.

20.3. SOCCATOURS Switzerland GmbH will not take part in any dispute settlement proceedings before a Consumer Arbitration Board and is not obliged to do so.

21. Severability

- 21.1. If individual provisions of this contract are or, after conclusion of the contract, become invalid or unenforceable, the validity of the contract as a whole is unaffected.
- 21.2. The invalid or unenforceable provision shall be replaced by an effective and enforceable provision whose effects come closest to the economic objective pursued by the parties to the contract with the invalid or unenforceable provision.
- 21.3. The preceding provisions also apply in the event that there is a gap in the contract.

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OPERATOR PROFILE

Company	SOCCATOURS Switzerland GmbH
Registered office	Seergartenstrasse 5, 8716 Schmerikon, St. Gallen, Switzerland
Management	Marcus Häusler (Chair), Fabian Felber
Activities	Sports group tours, in particular training camps and tournament tours for football, handball, basketball, tennis, swimming, track and field and triathlon teams.
Year of incorporation	2018 (as a subsidiary of the parent company founded in Germany in 2003)
Commercial register	Commercial register of the Canton of St. Gallen
Company number	CHE-397.712.040
Insolvency insurer	FAIR Reisegarant, Scherzingen/Switzerland
Website	https://www.soccatours.com

ABOUT SOCCATOURS

SOCCATOURS is a travel company specialised in sports group travel. In addition to the sales companies in Germany (SOCCATOURS GmbH, Rosenheim), Austria (SOCCATOURS Austria GmbH, Wien) and Switzerland (SOCCATOURS Switzerland GmbH, St. Gallen) we have Destination Management Companies in Italy (SOCCATOURS Italy, Bardolino), Croatia (SOCCATOURS Croatia doo, Pula), Czech Republic (SOCCATOURS Czechia sro, Prag) and Spain (SOCCATOURS Spain SL, Alicante).

With training camps and tournament travel organised for more than 1,200 football, handball, basketball, swimming, tennis and track and field teams per year, SOCCATOURS is the market leader in this tourism niche. The manager Marcus Häusler is an official FIFA Match Agent and member of FIFMA, the association of the most internationally renowned match agents, such that the arrangement of suitable friendly match opponents is always guaranteed.

SOCCATOURS is a member of the Swiss Travel Association STAR and the German Travel Association DRV. As an operator of training camps and tournament travel, we have an IATA licence which offers the best access to worldwide flight connections.