

General Terms and Conditions for guided tours of Kraftwerk Eglisau-Glattfelden AG hydro power plant

June 2021

GENERAL INFORMATION

Kraftwerk Eglisau-Glattfelden AG (KWE) hydro power plant is a joint-stock company under Swiss law based in Zweidlen (ZH).

These General Terms and Conditions (GTCs) apply to guided tours of the Eglisau hydro power plant offered by the Axpo Power Visitor Service and are binding for participants and those registering them. Those registering participants are responsible for ensuring that all participants are aware of and adhere to these GTCs. Arrangements that deviate from the GTCs must be made in writing and signed by all parties involved.

GUIDED TOURS OF THE POWER PLANT

KWE reserves the right to modify its programme or cancel a tour at any time due to operational considerations or other reasons. Additional outlay required due to any modification of the programme can be billed to participants. Participants will not incur any costs if KWE cancels a tour.

SAFETY REGULATIONS

Participants must not touch machinery and equipment and must stay with their group throughout the tour.

Instructions from tour leaders must be followed.

People fitted with pacemakers are not permitted to enter the power plant for safety reasons.

Smoking is not permitted anywhere in the plant.

OTHER

The minimum age is 12. Parts of the tour take place in the outdoor areas of the power plant. Participants must wear sturdy, non-slip shoes, and should dress appropriately for the weather.

An audio system will be provided. This remains the property of KWE and participants will be charged if it is lost or damaged.

No pets may be taken on tours.

GROUP RESERVATIONS FOR POWER PLANT TOURS

GENERAL

Power plant tours will only run if a certain number of people sign up. This minimum number is shown alongside the tour on the online booking tool.

Individuals and groups may also be pooled together at short notice until the maximum number of participants for a tour is reached.

Tours can be run in German, English, French or Italian.

BOOKING FEE AND PAYMENT TERMS

Tours must have the minimum number of participants. If this number is not reached, KWE reserves the right to cancel the tour.

The booking fee will be charged based on the reservation(s) made. If the number of people signed up changes, the reservation made must be cancelled and rebooked; otherwise, the reservations remain binding. Payments are to be made online by credit card via the service provided. Requests for payment will be sent automatically three weeks before

the booked tour. If payment has not been received by KWE two weeks before the tour at the latest, the reservation in question will be cancelled automatically

.
The booking fee for KWE services is in Swiss francs and includes VAT at the statutory rate
. Prices may be changed at any time without notice.

CANCELLING BOOKED POWER PLANT TOURS

The date of a reservation is binding. However, the registration confirmed by KWE can be cancelled free of charge until 3 weeks before arrival. Cancellations can only be made on the same online platform as the reservation. Notifications of cancellations that are received after this three-week deadline or which are communicated by other means will be ignored and 100% of the costs of the corresponding reservations will be charged. Likewise, 100% of the fee will be charged in the event of a no-show, late arrival or cancellation of the tour by the participants.

LATE ARRIVAL

It is important that tours begin on time. In the event of a delay, the right to participate in the booked tour will be forfeited without compensation.

LIABILITY/INSURANCE/PLACE OF JURISDICTION/APPLICABLE LAW

Any liability on the part of KWE, including liability for any auxiliary agents that it engages, is excluded to the extent permissible by law. Participants are responsible for arranging their own insurance.

The exclusive place of jurisdiction is Baden (AG), Switzerland. Only Swiss law is applicable.