



## Barryland | Fondation Barry

### General Terms and Conditions of Sale

#### 1. Purpose

These general terms and conditions govern the online sale of tickets for services offered by the Fondation Barry / Barryland, including entry to the Barryland site, workshops, guided tours, events, and gift cards.

#### 2. Types of Tickets and Ordering

Tickets can be purchased via our online ticketing platform accessible from the official websites [www.barryland.ch](http://www.barryland.ch) and/or [www.fondation-barry.ch](http://www.fondation-barry.ch).

Once the order is confirmed and payment is completed, the customer receives their ticket in electronic form (print@home with QR code).

The ticket can be printed or presented in digital format at the entrance.

#### 3. Prices and Payment Methods

All prices are indicated in Swiss francs (CHF), including VAT.

Accepted payment methods include: credit cards (Visa, Mastercard, PostFinance), TWINT, and any other means mentioned on the booking platform.

Payment is secured according to PCI and SSL standards.

#### 4. Validity and Use of Tickets

Each ticket is valid only for the date and service indicated.

Tickets are neither refundable nor exchangeable, even in case of loss, theft, or non-use.

Tickets must be presented with a valid QR code at the entrance.

Reduced or free tickets require valid proof of eligibility.

Resale of tickets is prohibited.



## 5. Activities, Events, and Specific Services

Tickets are nominative and valid only for the selected activity or event on the reserved date and time.

They cannot be exchanged, refunded, or combined with other promotions.

If the event is canceled by the organizer, a replacement or new date will be offered.

Participants authorize Fondation Barry / Barryland to use and distribute, for communication and promotional purposes, any photo or video in which they may appear.

Interactions with the dogs are always supervised by Barryland staff. Instructions must be followed at all times. Inappropriate behavior may result in immediate exclusion from the activity.

## 6. Hikes with the Saint Bernards

Participation in hikes with the Saint Bernards is subject to the following conditions:

- Good physical condition is required.
- Hiking boots suitable for walking are mandatory.
- Sportswear suitable for all weather conditions is required.
- Private dogs are not allowed during hikes.

Failure to meet these requirements or to follow on-site instructions may lead to immediate exclusion from the hike for safety reasons. This decision, made by the group leader, is final and non-refundable.

## 7. Group Reservations

Group reservations (from 10 people) must be made at least 3 working days in advance and are subject to confirmation.

Cancellations up to 72 hours before the visit are free of charge. After this period, the full amount will be invoiced.

In case of a delay of more than 30 minutes or a no-show, the service cannot be guaranteed or refunded.



The rate is based on the number of participants confirmed 72 hours before the activity, with a 10% tolerance.

## **8. Gift Cards**

Gift cards are valid for 12 months from the date of issue.

They can be used for entry tickets, activities, or purchases at the Barryland shop, either on-site or online.

Gift cards are neither refundable, exchangeable, nor resellable.

## **9. Customer Responsibility**

The customer is responsible for the accuracy of the information provided (especially the email address for sending tickets).

Fondation Barry / Barryland cannot be held responsible for non-receipt due to customer error.

## **10. Claims**

Any claim must be sent by email to [info@barryland.ch](mailto:info@barryland.ch) or by post to:

Barryland, Rue du Levant 34, 1920 Martigny, Switzerland.

## **11. Applicable Law**

These conditions are governed by Swiss law. In the event of a dispute, the place of jurisdiction is Martigny.

## **12. Acceptance of Terms**

By checking the box 'I have read and accept the general terms and conditions' when placing the order, the customer accepts these GTC without reservation.