

Preamble

aquabasilea AG offers online purchasing of vouchers. The following terms and conditions of business apply to online purchasing.

1. Applicability

All supplies and services are governed exclusively by these terms and conditions. The version valid at the time of concluding the contract is definitive. Customers expressly recognise these terms and conditions when placing an order for our service.

2. Offer and conclusion of contract

The presentation of goods on the internet does not represent a binding contractual offer. The contract between the customer and aquabasilea AG does not take effect until the customer confirms the order.

3. Delivery and despatch conditions

There is no right of return for the vouchers purchased.

4. Payment conditions

Payment is made directly online by credit card when the voucher is purchased.

5. Prices

All prices are quoted in CHF and are gross prices without exception, i.e. they include all price components including all taxes and in particular, statutory VAT.

6. Validity

Vouchers purchased online are valid for one year.

7. Add-on: Promotions page/Special offers

Vouchers purchased from the promotions page can only be redeemed within the promotional period (see date printed on the voucher for the last possible redemption date). It is necessary to make an appointment for applications in the spa. Vouchers cannot be redeemed in cash. It is not possible to set off vouchers against other services.

8. Hamam packages

It is necessary to reserve an appointment in advance for Hamam packages. For cancellations made within 24 hours of the appointment, we are obliged to charge the full costs in accordance with the price list. Appointments booked online cannot be cancelled, but may be postponed online up to 24 hours in advance of the treatment appointment depending on availability.