

GUIDELINES FOR GUIDED TOURS at BERNINA International AG in Steckborn

Thank you for your interest in BERNINA International AG. We are glad that you are interested in visiting us at our headquarters in Steckborn, Switzerland.

In order to provide cost transparency and ensure equal treatment of all our visitors, we have drawn up these guidelines and ask you to read them carefully.

Our standard tours last about 75 minutes and can be booked for specific dates agreed with us. The programme consists of a brief introductory presentation (lasting about 15 mins) followed by a tour around the facilities (about 60 mins).

For safety reasons, children under the age of 6 may not take part in guided tours. Children aged 6-16 must be accompanied by an adult.

Prices

A flat fee of CHF 150 per group of max. 20 people is charged for standard guided tours at BERNINA International. Please pay by cash in CHF or EUR on location, at the lobby of BERNINA International.

Exceptions are possible and will be discussed on a case-by-case basis if the application is made by a BERNINA stockist or a BERNINA distributor.

Additional services

Snacks/refreshments or lunch can also be arranged on request, and are charged at cost price.

Visiting times

Tuesday, Wednesday and Thursday
Morning, start: 8 – 11 am, afternoon, start: 1 – 2 pm

Dates

Please register yourself and your group at least 4 weeks before the desired date using the *registration form*.

We do not offer guided tours during the following periods:
2nd half of July and 1st half of August as well as December and 1st half of January

We will do our best to accommodate your preferred date. Please note, however, that BERNINA cannot guarantee that the guided tour will take place on the date you have requested. In exceptional cases, we reserve the right to refuse requests for guided tours or to postpone the date of a guided tour.

Terms of payment

Upon receipt of the registration form, we will gladly check your request and get back to you within 1 working week to discuss organizational details and questions. After clarifying all open questions, we will send you a confirmation e-mail informing you of the definitive booking of the guided tour.

We generally prefer cash payment.

In exceptional cases we also accept bank transfer. Please let us know 1 week in advance.

Cancellation of your booking

Cancellations must be received by e-mail no later than 4 working days before the booked date. We will refund the invoice amount minus 20% (handling costs).

If you cancel your tour later than 4 working days before the booked date, we will unfortunately not be able to offer you a refund.

Recommendations regarding your visit

- Please allow enough time for your journey to the site. It takes about 10 minutes to walk from Steckborn railway station to BERNINA International AG. Visitor parking is marked.
- If you arrive late, the length of your tour will be reduced accordingly. Please let us know as soon as possible by telephone in the event of delays or other emergencies. If we have not heard anything from you by 30 minutes after the agreed starting time, the tour will be considered cancelled.
- Talking photographs and filming, whether with a camera or a mobile phone, is permitted solely for personal use and only in the areas of BERNINA International that are generally accessible to the public. **Taking photographs/filming in the assembly facilities and taking photographs/filming people whose faces can be identified is only allowed in consultation with the tour leader.**
- Please bring a raincoat in the event of bad weather, as we will be outside for part of the tour.
- The tour itself lasts about 60 minutes at normal walking pace. If people with walking difficulties are taking part, please inform the organisers about this in advance, so that we can take it into account when designing the tour.
- You are welcome to ask questions at any time or inform the guide if something is not as it should be.

We look forward to seeing you and hope that you will like BERNINA International AG in Steckborn.