

General Terms and Conditions (GTC)

Freizeitanlage Loreto – Courses and Events
As of May 2026

Preamble

Freizeitanlage Loreto is an open place for learning, creating and working together. In courses, workshops and open workshops, people can discover and further develop craft, creative and language skills.

The following General Terms and Conditions govern participation in courses and events at Freizeitanlage Loreto and form the basis for the collaboration between participants and Freizeitanlage Loreto.

1. Scope of Application

These General Terms and Conditions (GTC) apply to all courses and events of Freizeitanlage Loreto booked via the website loreto-zug.ch, by telephone, by email or at the reception desk.

Freizeitanlage Loreto is an institution of GGZ Gemeinnützige Gesellschaft Zug.

2. Course Organisation

Freizeitanlage Loreto reserves the right to reschedule courses, merge courses, shorten courses or change the course location.

In the event of the course instructor's absence, a change of instructor or a substitute instructor may be appointed.

If in-person teaching is not possible (e.g. force majeure), the course may be converted into distance learning.

3. Course Places and Course Implementation

Freizeitanlage Loreto defines a minimum and maximum number of participants for each offer.

In the event of insufficient participant numbers, a course may be cancelled. Course fees already paid will be refunded.

Any further claims are excluded.

4. Respectful Conduct and Exclusion from Courses

Freizeitanlage Loreto expects all participants to treat other participants, course instructors and the infrastructure with respect.

In the event of serious or repeated violations of these GTC or disruption of course operations, exclusion from the course may occur.

In the following cases, the full course fee remains payable:

- Non-payment of the course fee
- Harassment or defamation
- Intentional damage to property

In the event of exclusion, there is no entitlement to a refund of the course fee.

5. Registrations and Cancellations, Rebookings and Payment of Course Fees

Each registration is binding and obliges the participant to pay the course fee. Prices are stated in Swiss francs including any applicable value added tax. Non-payment of the course fee does not constitute a cancellation. After registration, participants will receive a registration confirmation, which must be checked immediately. The contract duration is determined by the booked course.

Cancellations must be made in writing by email or letter.

Refund of Course Fees

Time of Cancellation	Costs
up to 28 days before the course starts	CHF 50 processing fee
27–21 days	20% of the course costs, minimum CHF 75
20–15 days	30% of the course costs, minimum CHF 100
14–8 days	50% of the course costs, minimum CHF 150
from 7 days before the course starts or non-attendance	100% of the course costs

Rebookings are considered cancellations.

If the participant and the invoice recipient are not identical, both are jointly and severally liable.

Freizeitanlage Loreto may assign claims to debt collection agencies.

6. Right to Issue Instructions

Freizeitanlage Loreto is entitled to exclude participants at any time in the event of violations of these GTC or disruption of course operations.

There is no entitlement to a refund.

7. Missed Lessons

Missed lessons cannot be made up. No refund will be granted.

8. Course Confirmation

Upon request, a certificate of participation will be issued if at least 80% of the course duration has been attended.

9. Liability and Insurance

Participation is at the participant's own responsibility.

Freizeitanlage Loreto excludes all liability to the extent permitted by law.

Participants are responsible for ensuring adequate insurance coverage.

10. Data Protection

The processing of personal data is carried out in accordance with the privacy policy of GGZ Gemeinnützige Gesellschaft Zug.

11. Video and Audio Recordings

Photo, video and audio recordings may be made at Freizeitanlage Loreto for communication purposes. By participating, participants agree to this.

12. Changes to Programmes, Prices and GTC

Freizeitanlage Loreto may amend programmes, prices and GTC at any time.

The version valid at the time of registration shall apply.

13. Severability Clause

Should any provision be invalid, the remainder of the GTC shall remain valid.

14. Applicable Law and Place of Jurisdiction

Swiss law shall apply.

The place of jurisdiction is Zug.