

General Terms and Conditions (GTC)

for Language Exchange Events organized by Sprachtandem.ch

1. General

1.1 These General Terms and Conditions (GTC) apply to all language exchange events organized by Sprachtandem.ch or its partners (hereinafter referred to as the "Organizer") in Switzerland.

1.2 By booking a ticket for an event (hereinafter referred to as the "Event"), the participant (hereinafter referred to as the "Participant") agrees to these GTC.

1.3 Tickets for the Events are sold via the external ticketing platform eventfrog.ch. The GTC of eventfrog.ch apply additionally to the booking and payment process.

2. Participation Requirements

2.1 Participation in Events where alcoholic beverages may be offered is only permitted for persons aged 18 and over. The Organizer reserves the right to request valid proof of age.

2.2 The Participant confirms that they are capable of consuming food and alcoholic beverages responsibly, where applicable.

2.3 Participants who are visibly heavily intoxicated, under the influence of drugs, or behaving in a disruptive manner may be excluded from the Event without entitlement to a refund.

3. Booking and Payment

3.1 Tickets for the Events must be booked in advance via eventfrog.ch.

3.2 Payment is processed exclusively through eventfrog.ch using the payment methods offered on that platform.

3.3 A booking becomes binding once full payment has been successfully completed and confirmed by eventfrog.ch.

4. Cancellation, Refunds, and Rebooking

4.1 Cancellation and refund conditions are governed by the policies of eventfrog.ch as displayed during the booking process.

4.2 Unless otherwise stated in the event description, tickets are generally non-refundable.

4.3 The Organizer reserves the right to cancel or reschedule an Event due to unforeseen circumstances (e.g. illness, force majeure, official restrictions, or insufficient number of participants).

4.4 In the event of cancellation by the Organizer, the ticket price will be refunded or an alternative date will be offered, in accordance with the refund process of eventfrog.ch.

5. Liability

5.1 Participation in the Event is at the Participant's own risk.

5.2 The Organizer's liability is limited to cases of intent or gross negligence, insofar as permitted by Swiss law.

5.3 The Participant is responsible for their own conduct and is liable for any damage to persons, property, or venues caused by their actions.

5.4 The Organizer is not liable for loss, theft, or damage to personal belongings brought to the Event by Participants.

6. Code of Conduct

6.1 Participants are expected to behave respectfully, inclusively, and in accordance with the purpose of a language exchange.

6.2 Discriminatory, harassing, aggressive, or otherwise inappropriate behavior will not be tolerated.

6.3 The Organizer reserves the right to exclude Participants who violate the code of conduct or fail to follow reasonable instructions from the event staff. In such cases, no refund will be issued.

7. Data Protection and Photo/Video Recording

7.1 Personal data of Participants is processed in accordance with applicable Swiss data protection laws and the privacy policies of [sprachtandem.ch](https://www.sprachtandem.ch) and [eventfrog.ch](https://www.eventfrog.ch).

7.2 During the Events, photos and/or videos may be taken for documentation and promotional purposes (e.g. website, social media).

7.3 Participants will be informed about photo and video recordings prior to or at the Event. Participants who do not wish to appear in photos or videos must inform the Organizer or event staff. This request will be respected.

8. Final Provisions

8.1 If any provision of these GTC is or becomes invalid or unenforceable, the remaining provisions shall remain valid.

8.2 Swiss law applies exclusively.

8.3 The place of jurisdiction for all disputes arising from or in connection with these GTC is the registered seat of the Organizer in Switzerland.