



GTC for Events & Chocolateria

General

1. For groups of various sizes, Lindt & Sprüngli (Schweiz) AG (hereinafter "Lindt") offers its customers unforgettable experiences at the "Lindt Home of Chocolate" (hereinafter "LHOC"). Further information on what is on offer can be viewed on the website www.lindt-home-of-chocolate.com/en/ (hereinafter "website") or by telephoning +41 44 716 20 00.
2. The following General Terms and Conditions ("GTC") in the version valid at the time the contract was concluded apply exclusively to the organization and execution of all types of closed events and all additional services related thereto.
3. These GTC apply to all customers who organize an event at the LHOC with Lindt Event Management, whether they are domiciled in Switzerland or abroad. By signing below, you declare your agreement with the following provisions.
4. This website is operated by the Lindt Chocolate Competence Foundation, Seestrasse 204, CH-8802 Kilchberg (hereinafter "LCCF").

Status and Participation in Group Events

5. By concluding a contract for an event on the LHOC premises, you confirm that you are competent and authorized to conclude legally binding contracts on your own behalf or on the behalf of your principal and that you are at least 18 years of age.

Reservation of an Event Including Conclusion of Contract

6. If you have any inquiries relating to group events, email them to event@lindt-home-of-chocolate.ch.

Detailed information about our event program can be found below. This includes a number of "chocolate experiences" such as an exclusive course in our Chocolateria led by our Master Chocolatiers and a museum tour with or without a personal guide. We also look forward to

spoiling you and your guests with some culinary delights – this will involve individual consultation and putting together a suitable quotation for you.

7. The definitive booking or the conclusion of the contract will only come into effect when Lindt has provided its written confirmation. A quotation is valid for 10 days, unless a different deadline is agreed. The quotation will expire after this deadline passes. The conditions specified in the confirmation apply. Changes to these conditions only become valid if they are subsequently confirmed in writing by Lindt.

Right to Withdraw and Consequences of Withdrawing, Canceling or Changing a Booking

8. Lindt may withdraw from the contract with the principal if the principal or the participants breach Lindt's GTC or attempt to circumvent them. In particular, Lindt may exclude one or more participants from the event in cases where a serious breach has occurred (defamation, harassment, intentional damage to property, etc.). In such cases, the participant is not entitled to refund of the event fee.

9. If Lindt, through no fault of its own and/or in cases of force majeure, is unable to hold the event, Lindt may withdraw from the contract with the principal. Lindt will endeavor to inform the participant immediately of the cancellation of the event using the contact details provided at the time of booking. In such cases, the fees for the event will be not invoiced. Further claims of the principal for contract performance or compensation are excluded.

10. Once the order confirmation has been signed, the booking will be considered definitive and the following cancellation conditions will apply, according to when written cancellation was received by Lindt in relation to the agreed starting date of the event.

- From the signing of the order confirmation up until four weeks prior to the date of the event: free of charge
- Up to two weeks prior to the start of the event: 50% of the reserved service
- Less than two weeks prior to the start of the event: 100% of the reserved service
- No-show: the contractually agreed prices will be invoiced

11. The following conditions will apply to subsequent changes in the number of participants in a booked group event:

- If the number of participants goes up, Lindt will check the capacity of the premises at the LHOC and the availability of additional support staff. Lindt will issue a new price and subsequently confirm the amended conditions in writing. If more participants than advised show up for the event without notification, we reserve the right to subsequently charge for the additional expenses.
- If the number of participants goes down (maximum 15%) up to ten days before the event, unless otherwise agreed Lindt will adjust the price to the reduced group size. If Lindt is informed of the lower number of participants less than 10 days prior to the event, no further discounts can be granted for organizational reasons.

12. If the group or individual participants arrive late, Lindt will endeavor to hold the event in accordance with the defined procedure (as specified by contract). However, Lindt reserves the right to amend the program as it sees fit in order not to jeopardize subsequent events.

Price and Payment Terms And Conditions

13. The price of an event will be the amount quoted by Lindt in writing, except in cases of obvious errors. The prices indicated are inclusive of Swiss statutory value added tax.

14. Lindt is not obliged to accept an event booking at an obviously incorrect price if the price error is obvious and recognizable and it could reasonably have been recognized as incorrect pricing information, even if Lindt has already sent an order confirmation with the incorrect price.

15. After signing the event contract, 50% of the quoted costs can be invoiced. Following the event, Lindt will send the invoice to the address you have provided. The net remaining amount will be due and without deduction within 30 days of the invoice date.

16. No vouchers or promotional offers can be redeemed for payment of event costs.

Secrecy

17. Confidential information that Lindt has brought to the participants' attention during the event must be kept secret even after the event, insofar as this is necessary for protecting Lindt's legitimate interests. No video or audio recordings may be made in any part of the premises without Lindt's express permission.

Use of Stored Data/Data Protection

18. Lindt understands how important it is to treat the information provided to us online discreetly and to protect it. We want our customers to feel safe when visiting our website. For this reason, the data security of our online presence is one of our highest priorities. We have devoted considerable efforts to ensuring that our security measures are effective. Furthermore, we take the confidentiality of the information and private data provided very seriously.

19. Lindt complies with the provisions of the applicable data protection laws. Information on the type, scope, and purpose of the collection and storage of the personal data required by Lindt for processing the registration can be found in the [Privacy Notice](#).

Guarantee and Limitation of Liability

20. If the service is not provided by Lindt to the full satisfaction of the customer, this must be reported immediately in writing (email is sufficient) to our event team or the contact person during the event. Furthermore, guarantee claims are excluded to the extent permitted by law.

21. Lindt is only liable for claims for damages and other legal claims – particularly tort claims, organizational fault, fault during the conclusion of the contract, or any other fault or no-fault claims – if Lindt is guilty of intent or gross negligence. Otherwise, Lindt's liability is excluded to the fullest extent permitted by law.

22. Lindt assumes no liability for damage or loss of any kind that arise for the event participants as a result of not following safety or other instructions.

23. To fulfill its obligation to perform the contract, Lindt may appoint other vicarious agents. Lindt will not be liable to the customer for any damage caused by its agents in the performance of their duties.

Written Communication and Messages

24. If you use our website, you declare your agreement that the communication with us – if permitted by law – is conducted by electronic means. We will use the contact details you provided when booking the event.

25. All messages addressed to us must be sent to the following postal or email address:

Lindt & Sprüngli (Schweiz) AG

z. H. Hospitality & Events

Seestrasse 204

CH-8802 Kilchberg

event@lindt-home-of-chocolate.ch