



General Terms and Conditions for services provided by the sports centres of the Federal Office of Sport FOSPO

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1 Scope

These General Terms and Conditions (GTC) apply to the reservation and billing of services provided by FOSPO that are not supported by the statutory mandate.

They apply in particular to the use of:

- Seminar and conference rooms (incl. conference technology and banqueting facilities)
- Sports facilities
- Training infrastructure
- Accommodation
- Catering services
- Package offers (combination of the above-mentioned services)

2 Reservation

If services are required, they must be reserved in advance. A reservation is considered binding if:

- a. the customer accepts a quote issued by FOSPO by the date specified in the quote, or
- b. the services are agreed in a separate contract.

From the moment the reservation is confirmed, the terms of cancellation shall apply.

3 Change to the scope of service

Any changes to reserved services must be communicated to FOSPO in writing.

3.1 Terms of cancellation

Reserved services may be reduced or cancelled in full up to 91 days before arrival or before the event. A flat charge of CHF 100 will be payable in the event that services are cancelled.

If the customer cancels at a later date or if the reserved services are not used to the extent originally agreed, the costs incurred by the customer may be reduced. The reduction will be applied only to the amount agreed for the reduced services. The date on which FOSPO receives notice is the applicable date in this regard.

Cancellation notice provided:	
Between 90 and 31 days before arrival/event	25% of the reduced scope of service
Between 30 and 11 days before arrival/event	50% of the reduced scope of service
Between 10 and 5 days before arrival/event	75% of the reduced scope of service
Between 4 and 0 days before arrival/event/no-show	100% of the reduced scope of service

The terms of cancellation exclude payment for services that are provided in full even in the event of low participation, such as payment for the use of a sports hall or for arranging a speaker.

If the agreed scope of special catering/banqueting services is cancelled or reduced up to 31 days before the event, no costs will be incurred. If services are cancelled or reduced 30 days or fewer before the event, the above-mentioned terms of cancellation will apply.

3.2 Third-party services

If the reservation includes third-party services, the third parties' terms of cancellation and reduction will apply.

3.3 Additional on-site services

If, by arrangement with FOSPO, more services are used than were reserved, the services actually used will be invoiced.

4 Invoicing

The customer is obliged to pay the invoice issued by FOSPO within 30 days of receipt.

Child rates:

0 to 4 years old free of charge (in their parents' room, no requirement for own bed)

5 to 10 years old 30% discount for accommodation

5 to 10 years old 50% discount for special catering/banqueting services

5 Rules and information

Customers are obliged to comply with the House Rules of the Federal Office of Sport:
<https://www.baspo.admin.ch/de/sportzentren.html>

5.1 National Sports Centre in Magglingen (NSM)

<https://www.baspo.admin.ch/de/sportzentren/nationales-sportzentrum-magglingen.html>

5.2 National Youth Sports Centre Tenero (CST)

Guide for course leaders:

<https://www.cstenero.ch/wegleitung>

Sport and safety:

<https://www.cstenero.ch/safety>

Rules governing football at the CST:

<https://www.cstenero.ch/footballrules>

Rules for use of swimming pool:

<https://www.cstenero.ch/rulespools>

Rules for minibus hire:

<https://www.cstenero.ch/minibushire>

Andermatt:

<https://www.cstenero.ch/en/prenotazione/ander matt1.html>

6 Liability

The customer is liable to FOSPO for any damage or loss caused by the customer directly or by participants in events that the customer has organised. The customer and/or participants are responsible for obtaining any insurance.

7 Event

If the customer intends to operate a snack bar (with or without alcoholic drinks), a request to this effect must be made to FOSPO. The customer is personally responsible for acquiring the appropriate licence (in accordance with the Catering Act).

Catering provided by an external caterer also requires the permission of FOSPO.