

General terms and conditions

Scope

These general terms and conditions govern all financial transactions between you as the client and Bain-Bleu SA, the operator of the online shop and the contracting party.

Order and conclusion of contract

Gift vouchers purchased from Bain-Bleu SA are binding. The confirmation email serves as written confirmation of your order. If a customer loses a gift voucher, it will not be replaced or refunded.

Delivery time and delivery costs

Orders can be placed on our website 24 hours a day. We endeavour to process orders within 48 hours (working days). Within Switzerland, orders are dispatched via the post office via priority mail for a delivery fee of CHF 5.00 per order. For deliveries outside Switzerland, registered mail is used for a delivery fee of CHF 10.00. If the order is urgent, we recommend collecting gift vouchers personally at the Bain-Bleu reception desk at Geneva-Plage. Should the order not have been received within 5 working days, please contact us immediately by email at info@bain-bleu.ch.

Validity

Gift vouchers for service or with nominal value are governed by Article 128 of the Swiss Code of Obligations (legal limitation period of 5 years). Gift vouchers for a service confer the right to the service it stipulates. Access to the service is guaranteed for the duration of the offer and the value is valid for 5 years. If the service no longer exists or no longer exists at the same price, an equivalent counter value will be credited for an equivalent service. No exchange or refunds are possible.

Conditions for using the online booking system

Please abide by the times that are stipulated for you. No online cancellations will be accepted and payments are non-refundable. Reservations can only be changed or cancelled by email to info@bain-bleu.ch 24 hours in advance.

Payment method

Payment for online orders is usually done by credit card/Postcard (Visa, Mastercard or Yellowpay). Payments are processed by Saferepay. Goods remain the property of Bain-Bleu SA until full payment has been received.

Data protection

We only collect the data necessary to process the order. All personal data will be treated with the utmost confidentiality and will, under no circumstances, be passed on to third parties outside of Bain-Bleu SA.

Applicable law and place of jurisdiction

These general terms and conditions are governed exclusively by Swiss law. The place of jurisdiction is Zürich.

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Bain-Bleu SA
Oberbrüelweg 8608 Bubikon
info@bain-bleu.ch