



## GENERAL TERMS AND CONDITIONS OF SALE

FriBowling SA

Version dated 01.06.2026

These General Terms and Conditions of Sale govern the legal relationship between the customer and FriBowling SA for all activities, services and events offered by FriBowling SA, including in particular Bowling, Laser-District, FriAxe, birthday parties, groups, private events, catering services and any other activity operated by FriBowling SA.

### 1. Booking and Conclusion of the Contract

- Any booking made with FriBowling SA, whether online, by telephone, by email or directly on the premises, constitutes a binding commitment.
- The contract takes effect upon confirmation of the booking by FriBowling SA.
- Any booking implies full and unconditional acceptance of these General Terms and Conditions of Sale as well as any specific conditions applicable to the booked activity.

### 2. Prices and Payment Terms

- Prices are stated in Swiss francs (CHF).
- Displayed prices include VAT where applicable.
- Services are generally payable directly on the premises.
- Upon request, payment by invoice is available for companies, associations and public bodies for amounts of CHF 1,000.00 or more.
- Invoices are payable net within 10 days.
- In the event of late payment, FriBowling SA reserves the right to charge reminder and collection costs as well as customary default interest.

### 3. Changes, Cancellations and Number of Participants

- The number of participants may be changed free of charge up to 72 hours (3 days) before the booking date.
- If, after this deadline, the number of participants is lower than originally indicated, FriBowling SA reserves the right to charge up to 50% of the service per absent participant.
- For birthday parties, groups or events including services prepared in advance (cakes, snacks, meals, aperitifs or other customised services), the quantities ordered will be charged in full.
- If the number of participants is higher than originally indicated, additional participants will be charged at the applicable rates and subject to availability.
- Any cancellation made less than 72 hours (3 days) before the booking will result in the full amount of the booked service being charged.

### 4. Booked Activities

- Booked activities are payable in full, whether or not they are used by the customer, subject to the applicable cancellation provisions.
- Any activity that has commenced is payable in full.
- No full or partial refund may be claimed if a participant or group voluntarily interrupts the activity.

### 5. Organisation of Activities

- FriBowling SA reserves the right to allocate participants to one or more bowling lanes, Laser-District sessions, axe throwing lanes or other activity areas according to operational, safety or organisational requirements.
- FriBowling SA reserves the right to modify the organisation of activities where necessary for the proper operation of the establishment.
- Certain activities may be grouped or adapted depending on attendance levels, technical constraints or safety requirements.

### 6. Food and Drinks

- Only food and drinks provided by FriBowling SA may be consumed on the premises.
- Food and drinks brought in from outside are not permitted unless prior approval has been granted by FriBowling SA.
- Any exception remains entirely at the discretion of FriBowling SA.



## **7. Late Arrival**

- Participants are requested to arrive 15 minutes before the start of their activity.
- In the event of late arrival, the activity will end at the originally scheduled time in order not to affect subsequent bookings.
- No refund, rescheduling or extension may be claimed.

## **8. Conditions of Participation**

- Participants must behave respectfully towards other customers, staff and the facilities.
- Any person whose condition or behaviour is deemed incompatible with the proper conduct of an activity, the safety of participants or the protection of the facilities may be refused access or immediately excluded.
- Refusal to follow staff instructions may result in immediate exclusion from the activity.
- In such cases, the booked service remains payable in full and no refund may be claimed.

## **9. Liability**

- Participants agree to comply with all safety instructions and staff directions.
- Participants are personally liable for any property damage caused intentionally or through negligence to the facilities, equipment or premises of FriBowling SA.
- Parents, legal representatives or responsible adults remain responsible for the minors they accompany.
- FriBowling SA reserves the right to charge for any damage identified.
- FriBowling SA accepts no liability for personal injury or property damage resulting from failure to comply with safety instructions, improper use of the facilities or the behaviour of a third party.
- Participants are solely responsible for their own personal insurance coverage.

## **10. Photos and Videos**

- Photos and videos taken by customers are permitted, provided that the privacy of other participants is respected.
- FriBowling SA may take or use photographs or videos recorded on its premises for communication, promotional purposes or to illustrate its activities.
- Any person who does not wish to appear in such material is requested to inform staff before the start of their activity.

## **11. Applicable Law and Jurisdiction**

- Swiss law applies.
- Any dispute shall be subject to the jurisdiction of the courts at the registered office of FriBowling SA.

## **12. Final Provisions**

- These General Terms and Conditions of Sale supplement any specific conditions applicable to certain activities or services.
- In the event of any conflict between these General Terms and Conditions of Sale and specific conditions, the specific conditions shall prevail for the activity concerned.