



GENERAL TERMS & CONDITIONS

We are delighted to welcome you to EPIC Canyon and to offer you high-quality services. We invite you to read these General Terms & Conditions carefully.

1. Purpose

These General Terms & Conditions define the terms and conditions for booking and purchasing canyoning services offered by EPIC Canyon Sagl.

2. Risks and liability

2.1 Canyoning is an outdoor activity practiced in a natural environment and involves inherent risks. The organizer implements a safety concept aimed at reducing these risks to a minimum, although residual risk can never be fully eliminated. By participating, each person acknowledges and accepts this fact and confirms that they engage in the activity knowingly.

2.2 EPIC Canyon guarantees a high level of safety and commits to optimal risk management by providing adequate equipment, employing qualified and competent guides, and complying with established safety systems and procedures. EPIC Canyon is periodically audited by Edelcert and certified according to ISO 21101-2102-2013. EPIC Canyon's liability for damages or other claims is limited to gross negligence and intentional misconduct.

2.3 EPIC Canyon is authorized to use third-party services and is not liable for their actions or omissions.

2.4 The client declares being in good physical condition and free from any medical contraindication to canyoning. The client is responsible for their own actions during the activity. EPIC Canyon cannot be held liable for accidents caused by the client due to imprudence and/or negligence.

3. Insurance

3.1 EPIC Canyon Sagl holds professional liability insurance with Allianz, with coverage up to CHF 10,000,000.

3.2 Canyoning with EPIC Canyon does not include accident insurance for participants. Each participant is responsible for having valid and comprehensive accident and health insurance covering rescue costs and sports-related accidents.

4. Bookings and Payments

4.1 Bookings can be made by phone, online, or on-site. A booking becomes final upon receipt of a booking confirmation from EPIC Canyon.

4.2 Payment may be made online in advance or on the day of the activity. Accepted payment methods include credit card, cash, and TWINT. EPIC Canyon may request an advance payment.

5. Cancellation by the Client

5.1 The client may cancel their booking at any time before the activity. Cancellation fees apply as follows:

Cancellation timing	Cancellation fee
30 to 16 days before	: 25% of the booking amount
15 to 8 days before	: 50% of the booking amount
7 to 3 days before	: 75% of the booking amount
48 hours before	: 100% of the booking amount

5.2 In case of illness or accident, a medical certificate must be provided for a full refund.

5.3 Participants arriving late (without prior notice) or not showing up on the day of the activity are not entitled to any refund; the full booking amount is due.

5.4 If a participant ends the activity during its course, no refund is granted and the full booking amount remains due.

6. Modification and/or Cancellation by EPIC Canyon

6.1 EPIC Canyon may cancel or modify a booking if required safety conditions are not met (weather, water flow, terrain conditions, participant conditions/aptitudes) or due to any event beyond its control.

6.2 Some canyons are located in rivers influenced by hydroelectric companies. Access may be restricted due to weather, operations, or maintenance. In such cases, EPIC Canyon will strive to offer an equivalent alternative outing, provided safety criteria are met.

6.3 If cancellation occurs due to bad weather, high water flow, or unsafe terrain conditions and no alternative is possible, EPIC Canyon will attempt to reschedule the outing. If rescheduling is impossible, the amount already paid will be converted into a voucher (refund possible in exceptional circumstances).

6.4 Some outings require a minimum number of participants. If this number is not reached, EPIC Canyon may cancel the outing up to two days beforehand. Payments will be converted into vouchers or refunded, at the client's choice. No claims may be made by the client.

6.5 EPIC Canyon may cancel or modify an outing during its course if safety conditions are no longer met. In such cases, refunds are not guaranteed and remain at EPIC Canyon's discretion.

6.6 EPIC Canyon may refuse or dismiss participants who do not comply with safety rules or instructions, without refund.

6.7 Before the outing, if a participant does not meet participation requirements (see art. 7.1–7.2) or is deemed unfit, the client is entitled to a refund of the amount already paid.

6.8 During the outing, if a participant no longer meets participation requirements or has failed to disclose medical/physical conditions, no refund is granted. No claims may be made.

6.9 EPIC Canyon refuses any client under the influence of alcohol, drugs, or illicit substances impairing physical or mental abilities. No refund is granted and the full booking amount is due.

6.10 EPIC Canyon may dismiss any client who does not comply with these General Terms & Conditions, without refund.

7. Participant Duties and Requirements

7.1 Each participant confirms meeting the physical and psychological requirements for the chosen canyon, according to its description and prerequisites. Intermediate, advanced, and EPIC-level canyons have specific requirements that must be met.

7.2 Participants must inform EPIC Canyon of any medical or physical condition that may affect their participation. The following conditions prohibit participation: pregnancy, high blood pressure, heart problems, epilepsy, eye surgery, cardiovascular risks, musculoskeletal injuries, neurological disorders, psychological disorders, chronic ear diseases, and balance disorders. Participation may be allowed only with a medical certificate confirming fitness. Medication may be carried in a waterproof container provided.

7.3 Participants must follow all instructions from the organizer, guides, and assistants at all times. Failure to comply may result in exclusion without refund.

7.4 Participants must not be under the influence of alcohol, drugs, or medication impairing physical or mental abilities before or during the activity. EPIC Canyon may exclude any participant violating this rule, without refund.

8. Image rights

8.1 EPIC Canyon is authorized to use photos and videos taken during canyoning excursions for advertising purposes and owns these contents. They may be shared with participants and published (social media, website). Published content may be removed without reason or notice.

8.2 Clients who provide their images to EPIC Canyon are subject to article 8.1.

8.3 EPIC Canyon reserves the right to request removal of photos or videos showing the company or its staff without authorization.

9. Equipment

9.1 EPIC Canyon provides personal and collective technical equipment. In case of intentional or negligent damage, the cost of replacement will be charged to the client.

9.2 EPIC Canyon declines all responsibility for loss, damage, or theft of personal belongings during the visit.

10. Jurisdiction and Applicable Law

10.1 In case of dispute, the parties agree to seek an amicable solution. Failing that, the matter will be brought before the competent courts.

10.2 Swiss law applies, and Bellinzona is the sole competent jurisdiction.

11. Final Provisions

11.1 By booking or participating in a canyoning outing with EPIC Canyon, the client acknowledges having read, understood, and fully, irrevocably, and unconditionally accepted these General Terms & Conditions.