

**D & A
RENT SOLUTIONS**

Via alla bozzoreda 50
6963 Pregassona
Tel. +41 79 784 80 67
info@dna-rentsolutions.ch

Terms and conditions, JAN 2026

GENERAL TERMS AND CONDITIONS OF SALE

All-Inclusive Vacation Packages - D&A Rent Solutions SAGL

Valid from January 1, 2026

1. GENERAL INFORMATION

1.1 Organizer

D&A Rent Solutions SAGL
Via alla bozzoreda 50
+41 79 784 80 67
info@dna-rentsolutions.ch

1.2 Scope of Application

These General Terms and Conditions of Sale (hereinafter "GTC") apply to all all-inclusive vacation packages offered by D&A Rent Solutions SAGL (hereinafter "D&A" or the "Organizer") in the Ticino region, Switzerland.

1.3 Acceptance

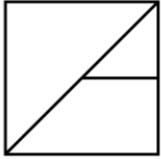
Booking a package implies full and unconditional acceptance of these GTC by the Client.

2. BOOKING

2.1 Booking Methods

The Client may book a package through:

- Direct email to D&A
- An authorized agent/ambassador (e.g. Chiquita), who will put the Client in contact with D&A



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- Online form on the D&A website (when available)

2.2 Booking Request

To submit a booking request, the Client must provide:

- First and last name of all participants
- Desired dates (arrival and departure)
- Number of participants (adults and children with ages)
- Contact details (email, phone)
- Any special requests (dietary requirements, allergies, preferences)

2.3 Booking Confirmation

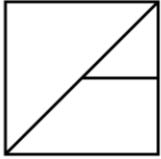
Procedure:

1. The Client sends the booking request
2. D&A checks availability
3. D&A confirms by email and sends an invoice for a 30% deposit
4. The Client pays the deposit within 7 days of receiving the invoice
5. The booking is confirmed upon receipt of payment

2.4 Required Documents

At the time of booking, the Client must provide:

- Copy of ID card or passport for all participants
- Declaration of dietary requirements/allergies (if applicable)
- Health status declaration (see Art. 9.1)



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- Photo/video release form (see Art. 11)

3. PRICES AND PAYMENTS

3.1 Prices

Prices are expressed in CHF (Swiss Francs) and are intended per person for the full 7-day/6-night package, unless otherwise indicated.

Prices include everything specified in Article 4 "Services Included".

3.2 Payment Methods

Deposit: 30% of the total price upon booking confirmation

Balance: 70% of the total price to be paid 30 days before the arrival date

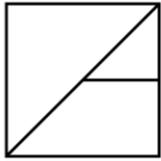
Accepted payment methods:

- Bank transfer
- Credit card

3.3 Non-Payment of the Balance

If the balance is not received at least 30 days before arrival, D&A reserves the right to:

- Cancel the booking
- Retain the deposit paid as a penalty



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4. SERVICES INCLUDED IN THE PACKAGE

The package price includes:

4.1 Accommodation

- 7 days / 6 nights in a premium lake-view apartment
- Bed linen and towels
- 1 weekly cleanings with linen change
- Unlimited WiFi
- Welcome kit upon arrival

4.2 Activities

- All scheduled activities in the itinerary of the selected package (Morcote, Gandria or Montagnola)
- Equipment rental (e-bike, boat, etc.)
- Professional guides for guided activities
- Entrance fees to museums, attractions and tastings as per program

4.3 Meals

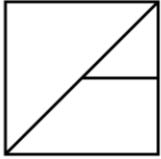
- Breakfasts, lunches and dinners as specified in the package itinerary
- Drinks included during meals (water, house wine, coffee)
- Basic groceries for those who wish to cook/eat in the apartment

4.4 Transfers

- Airport transfer to/from Milan Malpensa (MXP), Milan Linate (LIN), Milan Bergamo Orio al Serio (BGY) or Zurich airport (ZRH)
- All private transfers for scheduled activities
- Personal guide during transfers

4.5 Assistance

- Dedicated assistance 24 hours a day, 7 days a week
- Pre-arrival support (planning, information)
- Support during the stay (emergencies, requests)
- Post-experience follow-up



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5. SERVICES NOT INCLUDED

The package price does NOT include:

- International flights to reach Switzerland
- Travel insurance (strongly recommended – see Art. 8)
- Meals and drinks not specified in the itinerary
- Extra alcoholic drinks (beyond those included and mentioned)
- Personal expenses (shopping, phone calls, etc.)
- Tips (not mandatory)
 - Entry visas (if required – Client's responsibility)

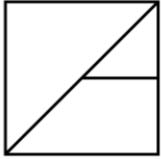
6. CANCELLATIONS AND REFUNDS

6.1 Cancellation by the Client

The Client may cancel the booking by notifying D&A in writing (email).

Cancellation penalties:

Time of Cancellation	Refund
More than 30 days before arrival	Refund of 85% of the total package cost or 50% of the deposit
Less than 30 days before arrival	No refund (0%)



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6.2 Cancellation by the Organizer

D&A may cancel the trip up to 30 days before departure in the event of:

- Force majeure (see Art. 6.4)

In case of cancellation by D&A:

- The Client will be informed immediately
- Full refund of all amounts already paid
- No further compensation is due

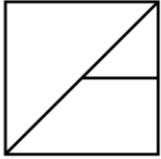
6.3 Exceptional Circumstances and Force Majeure

In the event of exceptional circumstances beyond the Organizer's control, such as:

- Strikes
- Flight cancellations
- Natural or health disasters (pandemics, epidemics)
- Border closures
- Political or security events

Consequences:

- Expenses incurred for extended stay, early return or other needs are borne by the Client
- Any amounts recovered by the Organizer will be refunded to Clients in the form of travel vouchers valid for 2 years.



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6.4 Strikes

In the event of a strike during the trip:

- The Client will only be refunded the ticket for the cancelled show/activity, in accordance with the provider's refund conditions
- The Organizer cannot be held responsible for the strike and its consequences

7. CHANGES TO THE BOOKING

7.1 Change of Dates

The Client may request to change the dates of stay under the following conditions:

- Minimum notice: 45 days before the original arrival date
- Subject to the availability of apartments and activities
- Cost: At the time of the change, the Client must pay the full remaining balance (70%)
- Important: After changing the dates, it is no longer possible to cancel the booking (no refund)

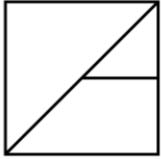
7.2 Change in Number of Participants

Increase in number of participants:

- Possible only if there is availability in the apartment
- Supplement to be paid for additional participants
- Notice required at least 30 days before arrival

Reduction in number of participants:

- The price will be recalculated according to the price table for the new number of people
- If the reduction occurs less than 30 days before arrival, cancellation penalties apply (Art. 6.1)



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8. REQUIREMENTS AND PARTICIPANTS

8.1 Number of Participants

For standard package:

- Minimum: 2 people
- Maximum: 6 people

For groups larger than 6 people:

- It is possible to organize the package, but accommodation locations will be different
- Contact D&A for a personalized quote

8.2 Children and Minors

- Children accepted: Yes, from any age
- Responsibility: Parents/guardians are fully responsible for the safety and behavior of minors
- Note: Some activities may not be suitable for small children (e.g. e-bikes, demanding hikes)
- Minors: Must always be accompanied by an adult

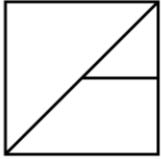
8.3 Travel Documents

EU/EFTA citizens:

- Valid ID card or passport

Non-EU citizens:

- Valid passport (at least 6 months from the return date)
- Entry visa for Switzerland (if required – check with embassy/consulate)



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Responsibility: The Client is responsible for checking and obtaining the necessary documents. D&A is not liable for denied entry due to invalid documents.

9. HEALTH AND SAFETY

9.1 Health Status Declaration

The Client must declare any health conditions that could affect participation in activities (e.g. heart problems, reduced mobility, severe allergies).

D&A reserves the right to exclude a participant from specific activities if deemed unsafe for their health condition.

9.2 Liability Waiver for Sports Activities

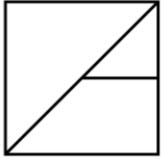
Sports and recreational activities (e-bike, hiking, boat, etc.) are managed by professional external operators.

The Client signs a liability waiver for such activities, acknowledging the associated risks and releasing D&A from liability for accidents occurring during the activities.

9.3 Alternative Activities in Case of Bad Weather

In case of bad weather that prevents outdoor activities, D&A will propose alternative activities of equal value (e.g. indoor cultural visits, tastings, workshops).

No refund is due for program changes caused by weather conditions.



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10. TRAVEL INSURANCE

10.1 Recommendation

D&A strongly recommends that all Clients take out comprehensive travel insurance.

10.2 Recommended Coverage

The insurance should cover:

- Trip cancellation (for any reason)
- Trip interruption
- Medical and hospital expenses
- Medical repatriation
- Third-party liability
- Luggage and personal effects

10.3 Responsibility

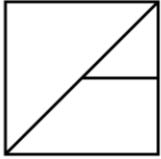
D&A is not responsible for medical expenses, cancellations or other inconveniences not covered by insurance. It is the Client's responsibility to verify their insurance coverage.

11. PHOTOS, VIDEOS AND PROMOTIONAL MATERIAL

11.1 Release

During the stay, D&A may take photos and videos for promotional and marketing purposes (website, social media, brochures).

The Client signs a release authorizing D&A to use images in which they appear, without compensation.



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11.2 Right to Refuse

The Client may refuse to be photographed/filmed by notifying D&A upon arrival. In such case, D&A undertakes not to include the Client in recordings.

12. LIABILITY AND DAMAGES

12.1 Damage to the Apartment

The Client is responsible for any damage caused to the apartment, furnishings or equipment during the stay.

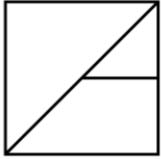
Security deposit: Not required, but D&A reserves the right to charge the cost of repair/replacement in case of damage.

12.2 Conduct

The Client undertakes to:

- Respect the rules of the apartment and building
- Maintain respectful behavior towards neighbors, guides and operators
- Not disturb public peace

D&A reserves the right to terminate the stay without refund in the event of inappropriate or harmful behavior.



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13. PRIVACY AND DATA PROTECTION

13.1 Data Collected

D&A collects and processes the following personal data:

- First name, last name, date of birth, nationality
- Address, email, phone
- Copy of ID card/passport
- Dietary preferences, allergies, health status (if communicated)

13.2 Purpose of Processing

Data is used for:

- Management of booking and stay
- Pre/during/post stay communications
- Tax and legal obligations
- Newsletter and marketing communications (only with explicit consent)

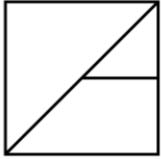
13.3 Storage and Security

Data is stored securely and is not shared with third parties, except for necessary service providers (e.g. activity operators, restaurants) and only for operational purposes.

13.4 Client Rights

The Client has the right to:

- Access their data



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- Request correction or deletion
- Object to processing for marketing purposes
- Withdraw consent at any time

Contact: [D&A privacy email]

13.5 Compliance

D&A processes data in accordance with Swiss data protection law and the European Union General Data Protection Regulation (GDPR).

14. COMPLAINTS AND ASSISTANCE

14.1 Reporting Issues

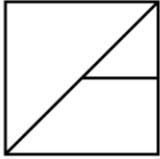
If the Client encounters problems during the stay, they must inform D&A staff immediately to allow timely resolution.

14.2 Post-Stay Complaints

Any complaints must be sent in writing (email) to D&A within 15 days of the end of the stay, specifying:

- Nature of the issue
- Date and circumstances
- Any documentation (photos, emails, etc.)

D&A undertakes to respond within 15 working days of receiving the complaint.



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14.3 Limitation of Liability

D&A's liability is limited to the value of the purchased package. D&A is not liable for indirect damages, loss of profit or moral damages.

15. APPLICABLE LAW AND JURISDICTION

15.1 Applicable Law

These GTC are governed by Swiss law.

15.2 Jurisdiction

For any dispute arising from these GTC or the travel contract, exclusive jurisdiction lies with the Court of Lugano, Switzerland.

16. AMENDMENTS TO THE GTC

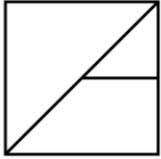
D&A reserves the right to amend these GTC at any time. Amendments apply to bookings made after the publication date of the new GTC.

The applicable GTC are those in force at the time of booking confirmation.

17. ACCEPTANCE

By booking a D&A Rent Solutions package, the Client declares that they:

- Have read and understood these General Terms and Conditions of Sale
 - Fully and unreservedly accept them
 - Are of legal age or authorized by a parent/guardian (if a minor)
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For any questions or clarifications, please do not hesitate to contact us. We will be happy to assist you!