

**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**

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## 1. GENERAL INFORMATION

### 1.1 Organizer

The travel packages described in these General Terms and Conditions are organized and sold by D&A Rent Solutions SAGL, a company incorporated under Swiss law, with registered office at Via alla Bozzoreda 50, 6963 Pregassona, Switzerland.

D&A Rent Solutions SAGL operates under the commercial brand “Swiss Unique Journey”, which is used exclusively for branding and marketing purposes.

### 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.

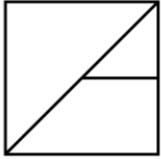
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## 2. BOOKING

### 2.1 Booking Methods

The Client may book a package through:

- Direct email to D&A



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Terms and conditions, JAN 2026

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

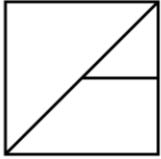
Procedure:

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



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Terms and conditions, JAN 2026

- Declaration of dietary requirements/allergies (if applicable)
- Health status declaration (see Art. 9.1)
- 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

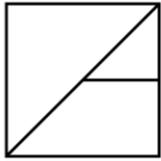
Accepted payment methods:

- 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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Terms and conditions, JAN 2026

## **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**

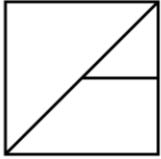
- Breakfasts, lunches and dinners as specified in the package itinerary
- Drinks included during meals (water, house wine, coffee)
- Basic groceries for those who wish to cook/eat in the apartment

### **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)



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Terms and conditions, JAN 2026

- Post-experience follow-up

The Organizer's responsibility begins with the first ground service expressly included in the package, which may include airport pick-up in Switzerland or Northern Italy (e.g. Milan airports), and ends with the last service included in the package.

International flights and travel to the airport of arrival are not part of the travel package and remain under separate contracts between the Client and third-party providers.

## **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)

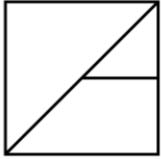
## **6. CANCELLATIONS AND REFUNDS**

### **6.1 Cancellation by the Client**

In case of cancellation by the Client more than 30 days before arrival, D&A will refund 85% of the total package price.

This corresponds to a refund of 50% of the deposit paid. The remaining amount is retained as a cancellation fee.

Cancellations made less than 30 days before arrival are non-refundable (0% refund).



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Terms and conditions, JAN 2026

## 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

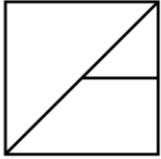
## 6.3 Exceptional Circumstances and Force Majeure

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 from suppliers will be offered to the Client in the form of travel vouchers, valid for 24 months, unless a cash refund is required by mandatory applicable law.



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The Organizer will make reasonable efforts to minimize the impact of such circumstances on the Client's travel experience.

## 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

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## 7. CHANGES TO THE BOOKING

### 7.1 Change of Dates

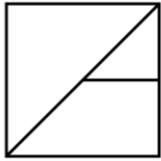
The Client may request to change the dates of stay under the following conditions:

- 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



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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)

## **8. REQUIREMENTS AND PARTICIPANTS**

### **8.1 Number of Participants**

For standard package:

- Minimum: 2 people
- Maximum: 6 people

For groups larger than 6 people:

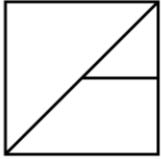
- It is possible to organize the package, but accommodation locations will be different
- Contact D&A for a personalized quote

### **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:



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- 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)

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

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## **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**

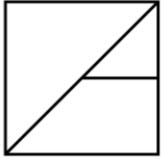
Sports and recreational activities (e-bike, hiking, boat, etc.) are managed by professional external operators.

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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Terms and conditions, JAN 2026

## **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:

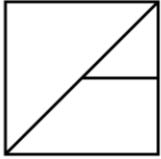
- Trip cancellation (for any reason)
- Trip interruption
- Medical and hospital expenses
- Medical repatriation
- Third-party liability
- Luggage and personal effects

### **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.

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## **11. PHOTOS, VIDEOS AND PROMOTIONAL MATERIAL**



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## 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.

## 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.

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## 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.

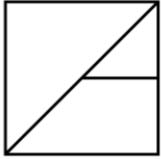
Security deposit: Not required, but D&A reserves the right to charge the cost of repair/replacement in case of damage.

### 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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### **12.3 Third-Party Service Providers**

Certain services included in the package (such as activities, guided tours, transportation, or equipment rental) are performed by independent third-party providers.

While the Organizer remains responsible for the proper organization of the package in accordance with applicable law, it is not liable for damages caused by the direct acts or omissions of such third-party providers, except as required by mandatory law.

## **13. PRIVACY AND DATA PROTECTION**

### **13.1 Data Collected**

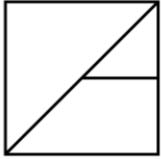
D&A collects and processes the following personal data:

- 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)



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### 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
- 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).

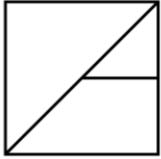
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## 14. COMPLAINTS AND ASSISTANCE

### 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



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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.

### **14.3 Limitation of Liability**

To the maximum extent permitted by applicable law, the Organizer's liability is limited to the total value of the travel package purchased by the Client.

The Organizer shall not be liable for indirect damages, consequential damages, loss of profit, or moral damages.

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## **15. APPLICABLE LAW AND JURISDICTION**

### **15.1 Applicable Law**

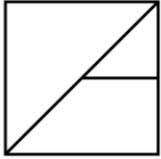
These GTC are governed by Swiss law.

### **15.2 Jurisdiction**

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

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## **16. AMENDMENTS TO THE GTC**



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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.

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## **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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Document updated on: January 1, 2026

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For any questions or clarifications, please do not hesitate to contact us. We will be happy to assist you!