Terms and Conditions PSI Visitor Center

These General Terms and Conditions govern the relationship between the customer (hereinafter referred to as the “guest”) and the PSI Visitor Center (hereinafter referred to as the “host”). The offer to enter a contract is made by the guest when they submit a request to visit the host and receive a related service. The contract between the guest and the host is concluded upon the host’s acceptance of this request.

Subject Matter of the Contract and Description of Services

The host offers various guided tours on the PSI premises. The exact content and scope of the tours are specified during the respective booking process.

Costs

The guided tours at PSI are free of charge. Should you be charged for your visit to PSI, these costs are billed exclusively by the respective external organizer. PSI is not involved in this and does not accept any such payments.

Booking and Binding Nature

The booking becomes binding as soon as it has been confirmed by the host.

Cancellation Policy

Since this is a free event, a justified cancellation of the booking is possible at any time. This applies to both the guest and the host.

Participation Requirements

The minimum age for access to our large-scale research facilities is 16 years. An exception to this is a visit to the ESI Platform (Energy and Environmental Research).

General Safety Regulations

During their stay, the guests must work with the host to ensure the highest possible level of safety. Emergency exits and escape routes must always be kept completely clear. In case of uncertainty, technical problems, extraordinary events, or damage, the host must be contacted or informed immediately.

The guest must follow the host’s instructions. If these are not followed, the host may exclude the guest from using the facility without this giving rise to a claim for compensation. The host is not liable for any damage resulting from violations or failure to observe the notices, guidelines, or instructions.

Access Regulations for PSI Premises

Entry to the PSI-West and PSI-East perimeters is subject to the regulations of the FOPH and ENSI, respectively. Therefore, proof of identity is required for access. Participants will be issued a badge

based on their correct identification details, which authorizes entry to the perimeter and must be returned to the host after the visit. Badges not returned may be billed.

By accepting the Terms and Conditions, teachers confirm the accuracy of the identities of the participating students and accompanying persons.

Disclaimer

The host disclaims any liability for personal injury or property damage resulting from the conduct of the guest or third parties acting on their behalf. The use of attractions, equipment, and offerings by a guest or third parties commissioned by them is at their own risk. The host assumes no liability for lost items or theft.

The guest must adhere to the communicated arrival and departure times; otherwise, the host reserves the right to adjust or cancel program items. The host endeavors to adhere to the agreements made; however, due to illness or other justified circumstances, it may happen that the booked program cannot be carried out as planned or must even be canceled. In this case, the host assumes no liability for expenses incurred or other associated costs.

Data Protection and Confidentiality

The protection of the guest's personal data is important to the host. All personal data will be treated confidentially and used exclusively for the purposes of contract fulfillment. Further information can be found in the host's privacy policy.

Applicable Law and Jurisdiction

Any disputes arising in connection with the use of this service shall be governed exclusively by Swiss law. The place of jurisdiction is Brugg.