

General Terms and Conditions

1. Content

The following General Terms and Conditions are divided into the following sections:

1. Content
2. Scope of application
3. Exclusion clause
4. Fees
5. Payment
6. Validity of purchased services
7. Cancellation conditions
8. Behaviour of visitors and regulations of the organiser
9. Liability
10. Copyrights
11. Privacy policy
12. Final provisions

2. Scope of application

The following General Terms and Conditions (hereinafter: 'GTC') govern the conclusion, content and fulfilment of contracts between:

- Stiftung Museum in der Burg Zug (hereinafter: 'Museum Burg Zug'), Kirchenstrasse 11, 6300 Zug

and

- Customers of the online ticket shop
- Customers of the stationary ticket office
- Customers of guided tours and other offered services

By submitting an order or booking, executing a download or accepting tickets at the ticket office, the customer declares their express agreement with these GTCs.

3. Exclusion clause

Any deviating or conflicting terms and conditions of the customer that contradict these terms and conditions shall only become part of the contract if they have been confirmed in writing by Museum Burg Zug.

4. Fees

The prices for the purchase of services or goods from Museum Burg Zug can be accessed in the current [fee schedule](#) of Museum Burg Zug or on site. The prices are listed in Swiss francs VAT-free. Prices are subject to change.

5. Payment

Payment is made by the following authorised means of payment: Mastercard, Visa, PostFinance, American Express, Bitcoin and TWINT. The payment period for invoices is 30 days after the invoice date.

6. Validity of purchased services

Services taking place on specific calendar days expire on the respective calendar day. In certain exceptional cases, an alternative can be decided at the discretion of Museum Burg Zug by contacting the museum prior to the event.

Vouchers and museum admissions are valid one year from the date of issue. After this expiry date, the voucher/museum admission can be converted into a valid admission ticket at the museum ticket offices. In the event of an increase in the price of the offer, the holder of the voucher/museum admission must pay the difference to the current price. Vouchers/museum admissions cannot be refunded in cash at Museum Burg Zug. In the event of a credit balance in favour of the holder, the amount will not be refunded in cash. Only vouchers/museum admission tickets purchased via official sales channels are valid.

Misuse

Each voucher and each ticket can only be redeemed once. Copying, altering or imitating tickets/vouchers is prohibited. It is the responsibility of the purchaser to ensure that no further tickets/vouchers with the same barcode are printed, copied and put into circulation. Any misuse will be prosecuted and reported. When the ticket/voucher is redeemed, the validity and payment status of the code is checked in the system.

7. Cancellation conditions

The conditions for cancelling our offers can be found in the [fee schedule](#). Cancellation deadlines are subject to change.

In the event that an order or reservation of an offer overlaps with a change to the cancellation deadlines, the cancellation deadlines that were valid when the contract was concluded are applicable.

8. Visitor behaviour and rules of the host

When visiting the museum, visitors are required to follow the instructions of the staff and to respect the house rules ([link to house rules](#)). For events with children, the duty of supervision lies with the accompanying person. In the event of repeated disregard of staff instructions and/or repeated breaches of the house rules, the person concerned may be expelled from the premises.

9. Liability

Museum Burg Zug accepts no liability for personal injury or damage to property resulting from the behaviour of customers, their guests or third parties commissioned by them. The use of equipment and services by customers, their guests or third parties commissioned by them, is at their own risk.

Museum Burg accepts no liability for personal injury or damage to property occurring on the outdoor area within the castle walls. Visitors enter the grounds at their own risk.

Museum Burg Zug accepts no liability for theft. The use of the attended and unattended cloakroom or a locker is at your own risk.

Any changes to and climbing on exhibits are strictly prohibited. To protect the historical objects, touching them is prohibited.

10. Copyright

The copyright to all content, photos, images, creative and design services from events is governed by the statutory provisions. Their use by participants beyond the scope of the respective events requires the express consent of Museum Burg Zug. By registering, permission is granted to take photographs and film recordings during the event and to use these recordings in connection with the event for public relations work and documentation, both digital and analogue.

11. Data protection

Personal customer data shall be processed in compliance with the statutory data protection provisions applicable to the contract. The data shall be collected, processed and used in automated procedures to the extent required for the contractual relationship. The customer authorises the transfer of this data to third parties commissioned with the execution of the contract, insofar as this is necessary for the contracts concluded to be fulfilled. Further information on the handling of customer data can be found in the [privacy policy](#), which is part of these GTC.

12. Final provisions

The Organiser reserves the right to modify these General Terms and Conditions at any time without giving reasons. Such changes shall not apply to orders already placed.

Place of jurisdiction and applicable law

Exclusively Swiss law applies. The place of jurisdiction is Zug.

Applicability of further provisions

When purchasing online tickets in the Ticket Shop, the General Terms and Conditions of Idea Creation GmbH, the legal operator of the e-guma® voucher management system of Idea Creation GmbH, also apply.

Severability clause: Should individual points of these General Terms and Conditions be or become invalid, this shall not affect the validity of the remainder of the contract.

Zug, 01.01.2025