General Terms and Conditions (GTC) for the SAT Pairolo Hut

1. Scope

These General Terms and Conditions apply to booking requests and bookings at the SAT Pairolo Hut (hereinafter referred to as the “hut”).

2. Accommodation contract and booking

2.1 The accommodation contract is concluded directly and exclusively between the person making the booking (guest) and the hut warden responsible for the hut.

2.2 Overnight stays at the hut must generally be booked in advance. A booking not only guarantees a place to sleep, but also helps the hut management with planning.

2.3 Each person or group must make an online or telephone booking using the contact details of the hut or the warden. The booking is considered binding on both parties once it has been confirmed in writing. These GTC apply in full to every confirmation.

3. Advance payments

3.1 In order to secure bookings, the hut is entitled to request an advance payment of up to the amount corresponding to the cost of the services booked. This advance payment must have been credited by the specified date, failing which the booking will be cancelled. Any refund will be made only in the event of timely withdrawal from the contract in accordance with the Cancellation Conditions.

3.2 No advance payments are collected for trips officially announced by sections. Sections of Alpine Clubs that benefit from reciprocal rights undertake to pay any applicable compensation in accordance with the Cancellation Conditions.

4. Cancellation conditions / charges for failure to cancel (No-Show)

4.1 Cancellations, changes and postponements of bookings are free of charge if notified by telephone or via the online booking form no later than 6:00 pm, two days before the booked date.

4.2 In the event of cancellations or postponements that are not notified or are notified late, the hut warden is entitled to charge compensation, up to a maximum amount corresponding to the value of the booked services that were not used.

The following charges apply to late changes or cancellations:

• From 6:00 pm, two days (48 hours) before the booked date: CHF 25 per person, per night.

• From 6:00 pm, one day (24 hours) before the booked date: CHF 50 per person, per night.

• Not notified: CHF 50 per person, per night.

4.3 The no-show charges under Art. 4.2 are waived if the guest provides written evidence that weather events made it impossible to use the booked services for the planned route and day (a severe-weather warning confirmed by MeteoSwiss or confirmation in the SLF bulletin that the avalanche danger level has increased compared with the previous day). For booked overnight stays, the hut warden must be informed by telephone on +41 77 459 96 11 by 6:00 pm on the preceding evening.

4.4 Articles 4.1, 4.2 and 4.3 also apply in the event of early departure.

5. Services

5.1 The kitchen may not be used while the hut is open and the warden is present.

5.2 Guests and bookings requesting an overnight stay without half-board are placed on a waiting list. The hut will make a proposed confirmation to the guest only on the preceding evening at 6:00 pm, depending on the actual availability of remaining sleeping places.

5.3 Booking a room for 6 people or a place in a dormitory means that you may be accommodated together with other guests who have booked the same service.

6. Identification requirement

6.1 Member rates are applied only upon presentation of valid proof of membership.

6.2 To benefit from reduced rates, guests must proactively present valid and appropriate identification.

6.3 Free overnight stays for mountain guides in the course of their professional activities are granted only upon presentation of a valid UIAGM card, together with a SAT/FAT membership card or proof of membership in an association benefiting from reciprocal rights.

7. Arrival at the hut

7.1 On arrival at the hut, guests are asked to report to the warden so that sleeping places can be allocated and general information about how the hut operates can be provided.

7.2 Dinner is served at 7:00 pm and may be brought forward to 6:30 pm in consultation with guests. We strongly recommend that guests arrive early enough to settle into the premises.

7.3 Breakfast is served from 7:30 am to 8:30 am. Kitchen service for lunch is available from 11:00 am to 3:00 pm.

7.4 For guests who notify the hut that they will arrive after 7:00 pm, a later service may be arranged if the activities of the warden and the hut allow.

8. Prices and payment

8.1 All prices quoted are in Swiss francs (CHF) and include value added tax (VAT). Prices are subject to change.

8.2 Overnight stays and purchases must be paid for in cash and in Swiss francs (CHF) at the hut no later than 9:30 pm on the evening of the overnight stay. Payment by credit card or electronic means is possible only if a connection is available and subject to prior confirmation.

Payments in euros are not accepted.

8.3 During periods when the hut is not staffed, the price of overnight stays must be paid in cash using the designated payment box or by means of a payment slip. This is subject to the provisions of SAT Lugano, the owner of the facility, which determines whether and under what conditions the facility may be used.

9. Exclusion of liability

9.1 All written and verbal information (e.g. concerning hiking conditions, weather or avalanche conditions, routes, etc.) is provided by the person responsible for the hut with the greatest possible care and to the best of their knowledge and belief. However, the hut managers accept no liability in this regard. Any decision concerning trips, hikes, etc. is the sole responsibility of the guest. The hut wardens’ liability for damage of any kind that the guest may suffer as a result of using this information is fully excluded.

9.2 Mountaineering, climbing and hiking must be undertaken with equipment and knowledge appropriate to the activity. Guests are advised to obtain information in advance about the planned route and its conditions. In case of doubt or limited experience, guests are advised to consult a mountain professional (UIAGM-certified mountain guide) or attend a training course in mountaineering, climbing or hiking offered by the SAT Lugano section.

10. Applicable law and place of jurisdiction

These General Terms and Conditions for the SAT Pairolo Hut are governed by Swiss law.

The place of jurisdiction is the municipality in which the hut is located.

Place / Date: Bedigliora, 01.12.2026

The hut wardens: Ciril Noto and Lisa Foletti

These General Terms and Conditions are valid from 2026 and remain in force until the next update.