



T610.5

Internal tariff

General Terms and Conditions (GTC)

BLS Lake Cruise Ltd

Valid from 1/4/2025

Inhaltsverzeichnis

1	Preliminary remarks	3
1.1	Higher-level laws, ordinances and tariffs	3
1.2	Purpose	3
1.3	Safety on board	3
1.4	Timetable changes / force majeure	3
1.5	Contracting parties	3
2	Liability	4
2.1	Liability of the customer	4
2.2	Complaints	4
2.3	Data-privacy	4
3	Scope of application	4
3.1	Scope of application	4
4	General provisions	4
4.1	General provisions	4
4.2	Family and children's programmes	4
4.3	Dogs	4
4.4	Self-loading of bicycles or other bicycles and transport equipment	5
4.5	Regulations for travellers with a disability	5
4.6	Special trips and event ships	5
5	Tickets for individual travellers	6
5.1	Tickets	6
5.2	Seepass	7
5.3	Day pass for Lakes Thun and Brienz	9
5.4	Day pass for Lake Brienz	10
5.5	Guest cards: Lake Thun and Lake Brienz day pass	11
5.6	Day pass 2-for-1	12
6	Conditions for group travel	13
6.1	Group tickets	13
7	Changes of route	13
7.1	Changes of route issued by BLS Lake Cruises	13
8	Refunds	13
9	Prices	14
9.1	Price triangle Lake Thun	14
9.2	Price triangle Lake Brienz	14
9.3	Seepass 1 st class only	14
9.4	Day Passes	15

1 Preliminary remarks

1.1 Higher-level laws, ordinances and tariffs

The Passenger Transport Act (PBG 745.1) and the Ordinance on Passenger Transport (VPB 745.11) are of overriding importance.

Unless otherwise specified in this tariff, the following [tariffs and regulations](#) (in German, French, Italian only) apply:

T600	Gemeinsame Tarif-Nebenbestimmungen für den nationalen Direkten Verkehr und die Verbünde
T600.3	Fahrvergünstigung für Kinder
T600.9	Erstattungen
T601	Allgemeiner Personentarif
T601.10	Sparbillette
T604	Tarifdistanzen und Preise der Konzessionierten Transportunternehmen
T650	Streckenabonnemente
T652	Mehrfahrtenkarten
T654	GA, Halbtax, GA Night und Zusatzangebote
T658	Halbtax PLUS
T673	Offer Switzerland – Swiss Travel System
V520	Militär-, Zivilschutz und Zivildiensttransporte
V545	Zahlungsmittel
V570	Vorschriften über den Verkauf im ÖV Schweiz

This tariff is originally issued in German. There are translations in French and English. In case of doubt, the German original applies.

1.2 Purpose

This tariff contains the general conditions for the carriage of passengers and hand luggage on the ships of BLS Lake Cruise Ltd (Lakes Thun and Brienz)

1.3 Safety on board

All passengers on board are subject to the authority of the captain.

The captain is authorised to refuse access to the ship or to expel persons from the ship who are under the influence of alcohol or drugs
behave in an indecent and/or abusive manner
do not comply with the rules applicable on board or the orders of the captain or crew. If necessary, the captain may call in the police.

Refunds/exchanges are excluded in these cases.

1.4 Timetable changes / force majeure

We expressly reserve the right to make changes to the timetable and adjustments to the boat service. Cancellation of operations due to force majeure or a reduced course offer does not give any right to reimbursement or compensation of any kind. There is no entitlement to a seat or to travelling with the passenger if capacity is exhausted.

1.5 Contracting parties

Internal offers: BLS Lake Cruise Ltd and customers

Third-party offers: third parties and customers. BLS Lake Cruise Ltd acts as an intermediary

2 Liability

2.1 Liability of the customer

The customer shall be fully liable to BLS Lake Cruise Ltd for all damage culpably caused by the customer to BLS Lake Cruise Ltd during the provision of the service.

2.2 Complaints

If the customer has cause for complaint during the journey, he must notify BLS Lake Cruise Ltd or any organiser immediately. In addition, the customer is obliged to do everything reasonable to help remedy the disruption and minimise any possible damage.

2.3 Data-privacy

Below you will find the data protection declaration of BLS Lake Cruise Ltd.

<https://www.bls-schiff.ch/en/data-privacy>

3 Scope of application

3.1 Scope of application

TU	TUC	Unternehmen/Linie	
BLS-brs	183	Lake Brienz	X
BLS-ths	192	Lake Thun	X

4 General provisions

4.1 General provisions

All internal tickets are calculated and issued in accordance with the higher-level T600/T601/604 tariffs.

4.2 Family and children's programmes

Children up to the age of 5.99 travel free of charge.

Children aged 6 to 15.99 years pay the reduced fare.

The national offers for children aged 6 to 15.99 in accordance with T600.3 (Junior Travelcard and Children's Co-Travelcard) and T654 (Children's Day Pass) are valid on all scheduled boats on Lakes Thun and Brienz.

4.3 Dogs

Dogs in 1st/2nd class pay the reduced price in 2nd class. Exception: dogs with a rump height of less than 30 cm in a basket/bag may be carried free of charge.

A dog day pass for BLS shipping is available for CHF 15. The national offers for dogs in accordance with T654 (dog pass month/year and dog day pass) are valid on all scheduled boats on Lakes Thun and Brienz.

The T600 section 8 Animals applies.

4.4 Self-loading of bicycles or other bicycles and transport equipment

Bicycles and other transport equipment may be taken onto the boat provided the boat route is authorised for bicycle transport (see timetable) and there is sufficient space on the boat. The decision lies with the ship's staff.

A reduced 2nd class route-related ticket is required for transport.

The national offers for self-loading bicycles (Bike Day Pass and Bike Pass) are valid on all scheduled boats on Lakes Thun and Brienz. The prices as per T600 section 7 apply.

4.5 Regulations for travellers with a disability

All ships, except for the MS Interlaken, are wheelchair accessible on the main deck and have a WC for travellers with a disability.

The national companion Travelcard in accordance with T600 Section 10 is valid on all scheduled ships.

Persons with a disability or their companions without a Companion Travelcard, especially those travelling from abroad, do not receive a discount.

4.6 Special trips and event ships

Special fare regulations apply on special trips and event ships. Tickets from the normal internal and national range, including GA travelcards and Seepass, are not valid on these trips.

The organisers may offer reduced rates. These prices can be found in the respective announcement.

5 Tickets for individual travellers

5.1 Tickets

5.1.1 Offer

Tickets are issued at the normal price for internal and national direct transport according to T601 on ship routes.

5.1.2 Validity

Tickets are valid for one day from 00.00am to 05.00am the following day.

5.1.3 Scope of application

Scheduled boats on Lakes Thun and Brienz

5.1.4 Classes

1st class

2nd class

On the MS Stockhorn, the standard 2nd class fare applies on scheduled trips.

5.1.5 Customer groups

- Normal price
- Reduced Fare for Half Fare Card, Swiss Half Fare Card, child 6-15.99, bicycles and dogs

5.1.6 Upgrades

Route upgrades (also for partial routes) are available.

5.1.7 Issue

- On security paper
- E-ticket
- As screen/wallet ticket
- Automatic ticketing

5.1.8 Sales channels

- BLS Lake Cruise sales system
- All NOVA based channels
- Webshop BLS Lake Cruises

5.2 Seepass

5.2.1 Offer

Seepass ONE

- 1 adult, personal, non-transferable
- max. 4 children up to 15.99 years, flexibly interchangeable

Seepass FLEX

- 1 adult, personal, non-transferable
- 1 accompanying person or 1 dog, flexibly interchangeable
- max. 4 children up to 15.99 years, flexibly interchangeable

Seepass PREMIUM

- 1 adult, personal, non-transferable
- 1 accompanying person or 1 dog, flexibly interchangeable
- max. 4 children up to 15.99 years, flexibly interchangeable
- Special VIP offers/events

5.2.2 Accommodation

- Tickets are issued in 1st class only

5.2.3 Validity

The Seepass is valid from 1 April to 31 March of the following year.

5.2.4 Sales period

Advance offer between mid-November and mid-March → special price

Ordinary offer between mid-March and Mid-November

5.2.5 Sales channels

- Webshop BLS Lake Tours
- BLS Travel Centres

5.2.6 Scope of application

The Seepass entitles the holder to an unlimited number of trips on all scheduled boats on Lakes Thun and Brienz.

The Seepass does not entitle the holder to free travel on event and special trips. However, the organisers may grant discounts.

5.2.7 Ordering, payment and issue

The Seepass can be purchased online via the ticket shop or in advance at all BLS Travel Centres.

Payment is made in Swiss francs at the time of ordering.

The Seepass card is sent digitally with the order confirmation.

Physical Seepass cards must be ordered explicitly. These will be sent by post by the end of March.

Payment by invoice is not possible.

The Seepass is also available as a subscription with seamless renewal. The Seepass is automatically renewed, and the amount is charged to the credit card. The current rates apply to the renewal. The automatic renewal can be cancelled at any time.

5.2.8 Ticket inspection

At the ticket inspection, the user must present the Seepass together with a valid form of identification (ID or identity card such as a driving licence, SwissPass, etc.) when requested to do so by the inspection staff.

5.2.9 Misuse or falsification

Misuse or fraudulent use of the Seepass will result in its immediate withdrawal without compensation. This can be penalised under criminal or civil law.

5.2.10 Address and name changes

The contractual partner is obliged to notify any changes to the address details provided at the time of purchase within 30 days verbally at a sales point of the shipping company or by e-mail to schiff@bls.ch. Within the period of validity, a one-off change of name (e.g., in the event of marriage) is possible for a fee of CHF 30.00.

A fee of CHF 30.00 will be charged for changes notified later (surname, first name, date of birth).

5.2.11 Refund / exchange

No refund / no exchange

Exceptions:

- In the event of death, the Seepass may be transferred to another person. In addition to the Seepass, the death certificate and the name and address of the new holder must be provided for the transfer.
- In the event of incapacity to travel for at least 3 months due to illness, the Seepass may be transferred to another person. In addition to the Seepass, a medical certificate and the name and address of the new holder must be provided for the transfer. A fee of CHF 30 is payable for this.

Applications for the refunds must be sent in writing to BLS Lake Cruises Ltd, Lachenweg 19, 3604 Thun.

5.3 Day pass for Lakes Thun and Brienz

5.3.1 Offer

The Lake Thun and Lake Brienz Day Pass allows unlimited travel on all scheduled boats on Lakes Thun and Brienz and in Zone 750 (Interlaken) of the Libero transport network.

The day ticket is not valid on special trips and event ships.

5.3.2 Validity

Tickets are valid for one day from 00.00am to 05.00am the following day

5.3.3 Scope of application

- Scheduled boat trips on Lakes Thun and Brienz
- Zone 750 of the Libero fare network (Interlaken West East route by train/bus)

5.3.4 Accommodation

- Tickets are issued in 1st/2nd class

On the MS Stockhorn, the standard 2nd class fare applies on scheduled trips.

5.3.5 Customer groups

- Normal price
- Half-fare travelcard
- Child 6-15.99 years
- Dog

5.3.6 Upgrades

In addition to route upgrades, day pass upgrades are available for Lake Thun and Lake Brienz.

5.3.7 Issue

- On security paper
- E-ticket
- As screen/wallet ticket
- Automatic ticketing

5.3.8 Sales channels

- BLS Lake Cruise sales system
- All NOVA based channels
- Webshop BLS Lake Cruises
- Trekksoft (incl. resellers)

5.4 Day pass for Lake Brienz

5.4.1 Offer

The Lake Brienz Day Pass allows unlimited travel on all scheduled boats on Lake Brienz

The day ticket is not valid on special trips and event ships.

5.4.2 Validity

Tickets are valid for one day from 00.00am to 05.00am the following day

5.4.3 Scope of application

- Scheduled boat trips on Lake Brienz

5.4.4 Accommodation

- Tickets are issued in 1st/2nd class

5.4.5 Customer groups

- Normal price
- Half-fare travelcard
- Child 6-15.99 years
- Dog

5.4.6 Upgrades

In addition to route upgrades, day pass upgrades are available for Lake Brienz.

5.4.7 Issue

- On security paper
- E-ticket
- As screen/wallet ticket
- Automatic ticketing

5.4.8 Sales channels

- BLS Lake Cruise sales system
- All NOVA based channels
- Webshop BLS Lake Cruises
- Trekksoft (incl. resellers)

5.5 Guest cards: Lake Thun and Lake Brienz day pass

Section 5.3 'Day ticket for Lakes Thun and Brienz' applies by analogy.

5.5.1 Reduction

BLS Lake Cruises grants a 20% discount on the normal price of the Lake Thun and Lake Brienz day pass on presentation of the guest cards

5.5.2 Authorised cards

The following guest cards entitle the holder to a discount:

- Panoramacard Lake Thun
- Guest Card Interlaken
- Guest card Habkern
- Guest card Beatenberg
- Guest card Gstaad-Saanenland
- Diemtigtal Nature Park Card

5.5.3 Upgrade

There are issued route-related upgrades from the normal range or day pass upgrades Lake Thun / Brienz or Lake Brienz.

5.5.4 Accommodation

- Tickets are issued in 1st/2nd class

5.5.5 Issue

- on security paper

5.5.6 Sales channels

- BLS Lake Cruises sales system

5.6 Day pass 2-for-1

Sections 5.3 and 5.4 apply by analogy.

5.6.1 Scope of application

The 2-for-1 day pass is issued with the following areas of validity:

- Lakes Thun and Brienz (incl. Libero Zone 750 Interlaken)
- Lake Brienz

5.6.2 Authorised persons

The 2-for-1 day ticket is only used for campaigns / sales promotions and is only available on presentation of a voucher from a partner.

5.6.3 Accommodation

Tickets are issued in 1st/2nd class

5.6.4 Price

One person pays the price for a day ticket (normal price / Half-Fare travelcard), the second person and up to 4 children up to 15.99 years travel for free.

Day passes 2-for-1 with Half-Fare travelcard: Only 1 person must have a Half-Fare travelcard.

5.6.5 Upgrade

Route-related upgrades from the normal range or day pass upgrades for Lakes Thun and Brienz or Brienz are issued.

For the 2-for-1 day pass, one upgrade is sufficient for all persons travelling together.

5.6.6 Issue

- on security paper

5.6.7 Sales channels

- BLS Lake Cruises sales system

6 Conditions for group travel

6.1 Group tickets

Groups of 10 people or more travelling together can obtain group tickets with a 30% discount at boat stations and public transport sales points in Switzerland.

In order to guarantee the travel of groups, these must be reserved at a station or directly at the BLS Lake Cruises travel centre (schiff@bls.ch) at least 2 days before the journey. Group tickets can also be purchased at a staffed ticket office at short notice up to the departure of the means of transport.

Postponements or cancellations of trips as well as important changes in the number of participants must be notified to the departure point by 11 a.m. on the day before the trip at the latest. The exact number of participants must be stated at least half an hour before departure. The number of participants can be adjusted free of charge before departure.

7 Changes of route

7.1 Changes of route issued by BLS Lake Cruises

No route changes are issued

8 Refunds

Refunds are made in accordance with T600.9.

Day tickets for Lake Thun/Lake Brienz or Lake Brienz are only refunded before the first day of validity. Partial refunds are not permitted.

9.4 Day Passes

Day Pass	Adult 2nd class	Reduced rate 2nd class	Adult 1st class	Reduced rate 1st class
DP Lakes Thun / Brienzen incl. Libero Zone 750	CHF 79.00	CHF 39.50	CHF 119.00	CHF 59.50
DP Lake Brienzen	CHF 66.00	CHF 33.00	CHF 99.00	CHF 49.50
DP Children		CHF 15.00		CHF 24.00
DP Dog		CHF 15.00		CHF 15.00