

General Terms and Conditions of BLS for the rental of lockers at stations

The English version of the General Terms and Conditions is for information purposes only. In case of differences between this version and the version in German, the German version prevails and is legally binding.

1. Scope of application

These General Terms and Conditions (GTC) govern the contractual relationship between you and BLS Aktiengesellschaft (hereinafter "BLS") for all locker rental agreements concluded via the online booking platform bls.mylocker.ch.

BLS reserves the right to amend these GTC at any time without prior notice. The version valid at the time of booking shall apply.

These GTC apply to locker facilities at the following stations:

- Interlaken West: Interlaken West facility
- Spiez: Spiez ground floor and Spiez below ground facilities

2. Subject matter of the contract

The contract covers the temporary provision of a personal locker by BLS for use by customers at selected stations in Switzerland. Booking and activation are carried out digitally via the QR code or URL displayed on the locker. User identification is ensured through a secure token-based process provided by the payment service provider [Datatrans](#).

3. Customer obligations

Lockers may only be used for the temporary storage of travel and hand luggage. Use for commercial purposes or for transferring items to third parties is prohibited.

Customers must ensure the locker is properly locked before leaving the premises.

It is prohibited to deposit animals or keys, or similar items intended for the opening of locks or closing devices, as well as items that cause excessive odor emissions, or whose trade is prohibited or restricted by law, or that have a high economic value, in particular:

- Valuables exceeding CHF 500 in total (cash, credit cards, jewelry, electronic devices)
- perishable or foul-smelling food
- weapons, hazardous goods, substances which fall within the scope of the Swiss Federal Act on Narcotics and Psychotropic Substances or other items regulated by law

We do not recommend storing personal items of sentimental value (e.g. photos, diaries) in our lockers.

4. Duration of use and termination

Lockers are accessible 24/7, subject to technical disruptions. Use begins when the locker is properly locked and ends when it is opened. After use, the locker must be completely emptied and cleaned.

The maximum usage period is 96 hours. After 24 hours, the rental period may be extended for up to 72 additional hours upon payment. After this period, the locker will be emptied by BLS staff.

Contents will be stored for 30 days and can be collected during counter opening hours against a storage fee. This fee corresponds to the daily rental rate. The maximum storage fee for 30 days is CHF 120.–.

Important: Items not collected within 30 days will be disposed.

5. Exceptional opening

In the event of a technical defect or if instructed by the police, the locker may be opened by BLS staff and then carefully re-locked.

BLS reserves the right to take locker facilities out of service at any time without stating reasons.

6. Price and payment

Rental prices are quoted in Swiss francs (CHF), including VAT, and depend on the duration of use and locker size.

Booking is made online and can be paid by Visa or Mastercard.

7. Malfunctions / assistance

If customers are unable to open the locker (e.g. after exceeding the maximum usage period), emergency opening is possible only during station counter opening hours.

The prerequisite for opening the locker is the accurate description of the deposited luggage by the customer in advance (e.g. color and type of the luggage) and the presentation of an official identity document.

8. Liability

BLS excludes any liability for damage caused by slight negligence.

BLS assumes no liability for damage or unavailability due to technical malfunctions or circumstances beyond its control, including:

- functional disruptions
- interruptions of the internet connection
- operating errors by customers
- malfunctions of the mobile device used
- missing payment method

BLS is not liable for consequential costs arising from lockers being inaccessible outside counter opening hours or from prohibited items being stored (see section 3).

No liability is assumed for items whose storage is prohibited under Section 3. The same applies to locker contents that, after the locker has been opened following the maximum permitted usage period under Section 4, have not been collected within 30 days of storage.

Customers are fully liable for any damage they cause to the locker facilities.

9. Applicable law and place of jurisdiction

Swiss law exclusively applies. The exclusive place of jurisdiction is Bern.