Terms and Conditions

(T&Cs)

for bookable offers of Lilu Lichtfestival Luzern in the Luzern Tourismus online shop
Version: Lucerne, 20 October 2026

1. Scope

These Terms and Conditions govern the bookings and tickets listed below for offers provided by Lilu Lichtfestival Luzern, in particular light shows at the Jesuit Church, Lilu guided tours for individuals and private groups, and Lilu merchandise.

The self-guided tour through the city is free of charge. Paid offers include, in particular, bookable light shows, guided tours and merchandise.

2. Tickets and admission

Admission to the light show requires the QR code shown on the ticket. The ticket may be printed out or presented on a mobile device.

Seats in the church are not numbered. Seating is on a first-come, first-served basis, subject to availability.

A box office is available for light shows. Ticket availability at the box office cannot be guaranteed; advance online booking is recommended.

3. Exchanges, cancellations and refunds

3.1 Tickets for the Jesuit Church light show

Tickets may be exchanged free of charge for another available date in the same ticket category before the event, subject to availability. Exchanges can only be made during the Tourist Information Luzern's office hours.

Cancellation and refunds are not possible.

3.2 Group tickets for the Jesuit Church light show

For cancellations made 0 to 30 days before the show, 100% of the costs will be charged; no refund will be issued.

Cancellation up to 31 days before the show is free of charge and a refund will be issued.

If the group size is reduced 0 to 30 days before the show, 100% of the costs for the originally booked number of participants will be charged.

3.3 Lilu guided tour tickets for individuals

Tickets may be exchanged free of charge for another available date in the same ticket category before the tour, subject to availability. Exchanges can only be made during the Tourist Information Luzern's office hours.

Cancellation and refunds are not possible.

3.4 Private group tours of the Lilu guided tour

For cancellations made 0 to 30 days before the tour, 100% of the costs will be charged; no refund will be issued.

Cancellation up to 31 days before the tour is free of charge and a refund will be issued.

If the group is late, the duration of the tour will be shortened by the corresponding waiting time or delay. The guide's maximum waiting time on site is 30 minutes.

If the group has not arrived within these 30 minutes, the booked tour may be cancelled. Arrival after the 30-minute waiting period has expired is considered a no-show. In this case, no refund will be issued.

4. Merchandise

4.1 Orders and availability

Lilu Lichtfestival Luzern merchandise can be ordered through the Luzern Tourismus online shop. Orders are subject to the availability of the items ordered.

4.2 Prices

The prices displayed in the online shop at the time of ordering apply. The total amount shown during the ordering process is decisive.

4.3 Delivery and collection

No deliveries are made. All merchandise orders must be collected from the Tourist Information Luzern.

4.4 Returns and exchanges

Exchanges or returns of merchandise are excluded.

5. Contact

If you have any questions about bookings or these terms and conditions, the Lilu Lichtfestival Luzern team will be happy to assist you:

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