



CANCELLATION AND REFUND INFORMATION IN CONNECTION WITH COVID-19

Winter 2020/21

In order to offer guests a safeguard for their advance bookings during this uncertain period, Aletsch Bahnen has amended its cancellation and refund conditions in connection with COVID-19 for the 2020/21 winter programme:

Refund/cancellation of ski passes (4-hour ticket, one-day pass, multi-day pass):

The conditions that must be met for a refund or cancellation of ski passes in connection with COVID-19 are as follows:

- Suspension of operations of the sports facilities ordered by the federal government or the canton
- Ban on entry into Switzerland, travel warning for Switzerland
- An infection with COVID-19 as confirmed by a doctor or quarantine as mandated by a doctor
- In the event of quarantine or self-isolation mandated by the authorities

In all cases, the entitlement to reimbursement relates to the persons affected who are required to quarantine or self-isolate.

A) Official announcement before use of services (unused ticket):

If, at the time of validity, an official directive is issued in connection with a pandemic, the guest will be refunded 100% of the purchase price, less a processing fee of CHF 20 per person, provided that the validity of the purchased product falls within the period of the cases described above.

B) Official announcement during validity of ski pass (part-used ticket):

A part-refund (average price per day) for the remaining unused days will be made on the price paid for the ski pass, less a processing fee of CHF 20 per person. Refund procedure: application in writing no later than 30 April 2021 or at the destination.

Random-day passes, points cards:

In the event of an official suspension of operation of our sports facilities by the federal government or canton due to COVID-19, the validity of the random-day passes and points cards will be extended by one winter season.



Reimbursement model for season passes / annual passes 2020/2021:

In the event of an official suspension of operation of our sports facilities by the federal government or canton due to COVID-19, a refund will be granted at the end of the 2020/2021 winter season as listed in the table below:

Number of days of closure	Refund rate
0–19 days	0%
20–45 days	15%
46–65 days	30%
66–85 days	45%
86–105 days	60%
>105 days	Voucher for season pass

- A refund as described above is conditional on an official directive by the federal government or canton that the sports facilities must be closed.
- Refunds up to 105 days will be made in monetary form. There is a processing fee of CHF 20 per pass.
- If the sports facilities are closed for more than 105 days, the customer receives a personal voucher for a new season pass. The voucher is valid for two years. The above-mentioned refund rates for the Aletsch annual pass relate solely to the winter season or its winter part.
- This regulation does not apply to special season passes (discounted rates).
- Requests for refunds must be made in writing and must be submitted by 30 April 2021 at the latest.

Bettmeralp, 16 October 2020