



General Terms and Conditions of Aletsch Bahnen

1. General

The General Terms and Conditions are valid for all chargeable and free services and products of Aletsch Bahnen.

In addition, special provisions may apply to the use of certain services.

2. Tickets and ski passes

2.1. Validity

All tickets and ski passes are personal and non-transferable. They are valid during the published operating hours only.

2.2. Extension

Ski passes with 2–21 days' validity can be extended once only, one day after expiry. There is a processing fee of CHF 2.

2.3. Forgotten ski pass

If the holder of a ski pass has forgotten his pass, he buys a new ticket. If the forgotten ski pass is subsequently presented and verified, the price of the extra travel ticket will be refunded at the ticket office minus an administrative fee of CHF 5.

2.4. Loss or theft

Lost ½-day, 1-day and 2-day tickets and points cards will not be refunded or replaced. All other lost or stolen season passes will be replaced once on presentation of the purchase receipt including the cancellation code. A processing fee of CHF 10 is charged for the issue of the replacement card.

2.5. Misuse / Forgery

Misused or forged travel tickets and ski passes will be confiscated. Travel tickets and ski passes being used for a purpose for which they are not intended may be confiscated under this same provision.

The user will be required to pay an administrative fee of CHF 200. We reserve the right to take civil or criminal measures.

2.6. Exchange/refund

Once purchased, tickets and ski passes cannot be exchanged for other tickets or ski passes.

In the event of illness or accident, a refund may be given at the earliest on the first day on which the ticket/pass is deposited at the ticket office and only on





presentation of a medical certificate from a local doctor. The sum to be refunded is calculated on the basis of the medical certificate. There is a processing fee of CHF 2. There is no entitlement to a refund for the Snowpass Valais (optional insurance is available).

If operations are completely or partially suspended due to bad weather or force majeure (e.g. avalanche hazard), the customer has no claim to a reduction or refund of sums already paid.

This applies in particular in the following cases:

- Suspension of operations and closure of pistes for safety reasons and as a result of force majeure such as bad snow and weather conditions (e.g. wind), avalanche hazard or official directives;
- Restricted operations and closure of parts of the transport network due to seasonal reductions in cableway operations;
- Overloading of the transport systems;
- Disruption in operations, e.g. as a result of technical defects or power outages

Aletsch Bahnen recommends supplementary insurance cover, e.g. cancellation insurance, travel accident and travel health insurance, extra return travel cost insurance, etc.

2.7 Price and service changes

Aletsch Bahnen expressly reserves the right to modify brochure information, service descriptions and prices at short notice and to close individual facilities in the event of low visitor traffic or bad weather conditions. This shall not give rise to any entitlement to a refund or reduction in price.

3. Exclusion from transport

3.1. General

Persons can be excluded from transport if they:

- are drunk or under the influence of narcotics;
- behave improperly;
- fail to follow the rules of use and code of conduct or staff instructions based thereon

3.2. Transport for the practice of a sport

If the prevailing weather conditions are unsuitable for practising sport, in particular if there is a danger of avalanche, persons may be refused transport for the purpose of practising sport.

Furthermore, persons may be refused transport for the purpose of practising sport if they put third parties at risk immediately before the intended transport and if there is reason to assume that they will continue to put third parties at





risk. In the event of a repeated infringement or in serious cases, the ticket or ski pass may be revoked.

A third party shall be deemed to be endangered specifically if the person concerned has acted recklessly;

- ridden on a slope on which there is a danger of avalanche;
- ignored signs displaying instructions or prohibitions provided for safety purposes;
- disobeyed safety instructions issued by the piste and rescue service.

4. Data protection

Aletsch Bahnen is entitled to use personal data for advertising purposes, exclusively for its own purposes, unless the customer expressly objects to this.

Photo data for ski passes of three or more days' validity are automatically deleted from the system two days after the validity expires.

Address and photo data for seasonal ski passes and annual passes are automatically deleted from the system three years after completion of the last sales transaction.

5. Complaints, liability

Any claims for damages or complaints on the part of the travel ticket holder or ski pass holder must be reported to the Aletsch Bahnen staff immediately. If no immediate notification is received, the ticket or ski-pass holder loses the right to any claims against Aletsch Bahnen. To the extent permitted by law, liability shall be limited to gross negligence and wilful misconduct.

6. Rescue service

If the customer has an accident on the area served by Aletsch Bahnen and the rescue service has to be mobilised as a result, the customer will be invoiced the cost of the piste and rescue service plus material costs in accordance with the Aletsch Bergbahnen rates. Costs incurred by third parties (e.g. Air-Zermatt, Rega, doctor) are paid directly by the customer. It is up to the customer to claim any reimbursements from his insurance company.

7. Applicable law / place of jurisdiction

The contract between the customer and Aletsch Bahnen is subject to Swiss law. The place of jurisdiction shall be Brig, insofar as no mandatory legal provisions stipulate a different place of jurisdiction.

The General Terms and Conditions come into force on 19 November 2016.

The last amendments were made as a result of the merger (change of name only) in June 2019.

