



GENERAL TERMS OF SALE

Validity of tickets

All tickets, day passes and subscriptions bear the holder's name, are non-transferable and are only valid during official operating hours.

Passes are issued on a reusable magnetic card sold to the user (purchase price of Fr. 5). Discounts are not cumulative.

Discounts may not be claimed unless you present a valid supporting document.

Age groups

Date of birth will be used to determine age:

Seniors: 1955 and before

Adults: from 1956 to 1994

Young adults: from 1995 to 2004

Children: from 2005 to 2014

Children born after 2014: Free of charge

"Accompanied child" discount

The discount for an accompanied child is automatically applied at the till if at least one adult or senior purchases a subscription of the same validity and duration, at the same time.

Group discount

We grant a 10% discount to groups of 10 or more people and a 15% discount to groups of 50 or more people in relation to passes of the same duration.

The "accompanied child" discount may not be combined with the group discount.

Disabled people

Entry for disabled people is free of charge, provided that they require an escort. In this case, the escort pays the applicable price.

Breakdown and shutdown of installations

If a case of force majeure (inclement weather, electrical or mechanical issues, risk of avalanche, closure of part of the skiing area, etc.) results in the breakdown or shutdown of installations, day passes and subscriptions are non-refundable and non-extendable. These general terms of sale are an integral part of your purchase agreement.

Insurance, in partnership with Europ Assistance

SUMMARY OF BENEFITS	SKIPASS ASSUR	SNOW ASSIST	LIMITS IN CHF
Refunds: <ul style="list-style-type: none"> Unused ski pass Unused ski lessons Unused sports equipment rental 	✓	✓	Pro rata and as indicated in the GIC Max. CHF 2,000 per season
Search and rescue costs	✗	✓	CHF 350
Costs of transport by ambulance	✗	✓	Actual expenses Max. CHF 10,000 per season
Cost of transport by helicopter	✗	✓	
Emergency medical expenses	✗	✓	
Medical repatriation	✗	✓	
Provision of a driver	✗	✓	CHF 2'500
	3.- / day	5.- / day	

Passes lost or left behind

If you forget to bring along or lose your "Anzère" pass on 1-3 consecutive days, it will not be replaced.

If you lose or forget to bring along your "Anzère" pass on 4 or more consecutive days, its replacement incurs an administrative fee of 20.-, keycard included.

If you forget to bring along or lose the **Magic Pass**, its replacement incurs a fee of 40.-.

Accident and illness

In the event of an accident or an illness, the pass is non-refundable. You are given the chance to take out insurance when you purchase your pass.

Fraud and violations

All travel passes are personal, non-transferable and non-refundable.

If any fraudulent behaviour is detected (e.g. purchasing a third party's travel pass) in relation to travel passes, the customer who has used a travel pass belonging to somebody else will receive a penalty whose amount is determined at the discretion of Télé Anzère, but which is not less than CHF 200. The customer must also pay for the travel pass used in the act of fraud.

Any person who claims that an innocent mistake has been made is responsible for proving that they acted in good faith. Anyone who resells a transport pass is liable to criminal prosecution.

Holders are responsible for ensuring that their passes cannot be wrongfully used by third parties, including relatives and friends.

In the case of alleged theft or borrowing without the holder's consent, Télé Anzère reserves the right to make the pass replacement conditional on the filing of a criminal report against the user. This rule has been introduced into our conditions following findings during inspections, which unfortunately revealed extensive misuse of passes by third parties.

Photo control

To make fraud more difficult, a photo of each smart card user is automatically taken the first time the person passes through the control gate each day and at random times later in the day. By comparing the photos the operator can discover acts of fraud if the pass has been lent to another person, which is formally prohibited by our general conditions. Our photo database can only be accessed by our security service during the validity of the passes to allow fraudsters to be identified.

Télé Anzère SA also has a database recording all passages through the installations. This data may only be used when a search is launched for someone who has gone missing in the skiing area. Télé Anzère is prohibited from using the collected data for any other purpose and keeps a record of all the occasions on which these databases are accessed.