

Summary of the General Terms and Conditions 2024/2025

DISCOUNTS:

- ◆ Children up to 8 years, born in 2017 and younger ski for free. When using the facilities, all children need a ski pass. Upon presentation of an ID card, all children under the age of 8 receive a free ski pass.
- ◆ Junior prices apply to children and teenagers (born 2006-2016) - identification is also required for children.
- ◆ Seniors are considered to be born in 1963 or earlier. An identification is required.
- ◆ Discounts are available upon presentation of a disability ID card or for students upon presentation of a valid enrollment certificate.
- ◆ Discounts of any kind are granted only upon presentation of a valid ID. Self-declarations are not accepted. The person interested in the discount must be present at the ticket office.
- ◆ Group discount from 15 or more persons are available upon registration. No additional discounts or free tickets are granted on any special offers.

SKIPASS:

- ◆ A photograph is required for all ski passes of 4 days or more (taken on-site). The ski pass holder must present the ski pass when requested by the lift staff or inspectors at the lifts and provide their own identification.
- ◆ Any ski pass is a personal identification document. It is neither transferable nor exchangeable. There is no possibility to shorten or extend the validity period of the purchased ski passes. There are no optional ski passes. Lost or stolen ski passes can be replaced only against a notice of loss. Ski passes intentionally damaged or withdrawn will not be refunded or replaced. In case of any misuse, the ski pass will be confiscated without refund. Civil and criminal measures remain reserved.
- ◆ In case of standstill of individual facilities due to force majeure, technical defects or or limited slope accessibility, there will be no refund and compensation.
- ◆ The ski pass is only valid during regular operating hours.
- ◆ The hourly passes are valid from the time of validation at the lift.
- ◆ All ski passes (except single runs) are issued on contactless, reusable keycards. In addition to the ticket price, a deposit of € 5.00 must be paid. The deposit will be refunded in full upon return of the undamaged data carrier.
- ◆ The ski pass will be refunded only in case of ski accidents from the date of deposit at the ticket office. For this purpose, a medical certificate issued by a doctor working in the Sarntal Valley or in the hospital where the injured person was admitted is required. The medical certificate must state that the ski pass holder is no longer able to ski due to the injury. Accompanying persons or family members are not entitled to a refund. The calculation of the refund amount is based on the price of the ski pass days already skied. No refund is possible for the hour tickets and the day ski pass.

PRICES & PRIVACY:

- ◆ According to price list (subject to errors).
- ◆ Tickets are in principle non-transferable.
- ◆ The ticket meets the requirements of the tax receipt (Decree of 30 June 1992).
- ◆ The use of ski passes implies knowledge and acceptance of the terms and conditions.
- ◆ The information required under the European General Data Protection Regulation (GDPR 2016/679) is listed on the website www.sarntal.com.
- ◆ According to the provisions of the European Data Protection Regulation (DSGVO 2016/679), as a company under private law, we are required to obtain the customer's consent when collecting personal data (concerns season ski passes). Otherwise, the ski pass can not be issued.

PISTES:

- ◆ The classification of the slopes is non-binding and for informational purposes only. The skiable status of all slopes is not guaranteed. For safety reasons, skiing on the slopes outside the operating hours (before 8:30 AM and after 4:30 PM) is prohibited.
- ◆ In the event of an accident it is essential to contact the slope rescue team at the nearest lift station or to call the emergency number **112**. The use of piste rescue is subject to a fee and will be charged with a cost contribution of €200.00.
- ◆ The final slope inspection is carried out by the responsible personnel. The last slope inspection is always conducted shortly after the official lift operation has been suspended. After the final inspection ride and the lift's closure, the slopes are out of service. Dangers from snowcats, snow groomers, cable winches, snow cannons and similar equipment/machines must be expected.
- ◆ Ski touring is strictly prohibited on all slopes. Except for the specially created and marked ascent and winter hiking path and, as of January 09th, 2025, on Thursday evenings from 5:00 PM to 10:30 PM on the designated and marked ascent and winter hiking path. After 10:30 PM all slopes must be empty.

LIABILITY:

- ◆ The winter enthusiast skis at his own risk and danger. Every winter sports enthusiast must behave in such a way that he neither endangers himself, other persons nor causes damage to persons or property. The winter sports enthusiast **must adapt their speed to their ability and adhere to the terrain, visibility, snow conditions**, as well as the regulations provided by the information boards as well as to ensure appropriate equipment. The F.I.S. slope rules and the provincial law for ski slope regulations must be followed.
- ◆ Leaving the ski slopes is strictly prohibited due to avalanche danger and for the protection of flora and fauna.
- ◆ According to Legislative Decree No. 40/2021 "Norms of Behavior for Users of Ski Areas," a valid liability insurance policy for all winter sports activities on the slopes (including skiing and sledding) in Italy is mandatory as of January 1, 2022. The policy is not included in the ski pass price but can be purchased at the ticket counter. Helmet use is mandatory for those under 18 years old.
- ◆ By accepting the ski pass for the underage child, the adult recipient acknowledges understanding an unrestricted acceptance of the passenger regulations, takes responsibility for the child's use of the facilities, and ensures that the child uses the facilities under direct supervision.

OPENING HOURS CASH DESK:

- ◆ Ski passes are available continuously from 08:30 AM to 16:30 PM.

OPERATING HOURS OF LIFTS:

- ◆ The gondola lift and the Anger ski lift operate continuously from 8:30 AM to 4:30 PM. The Sattelle chair lift and the Pfnatsch ski lift operate continuously from 8:45 AM to 4:15 PM.◆ There is no compensation for any kind of operational restrictions. It is not guaranteed that all facilities in the Reinswald ski area will be in operation, and all slopes will be skiable.
- ◆ At the beginning and end of the season, the closure of facilities and restricted skiing may be possible. The ski passes are valid at those facilities where snow conditions and sufficient skier numbers allow operation until March 30th, 2025.

SKI DEPOT

- ◆ The prices correspond to the price list (subject to errors).
- ◆ Depot places must be cleared by 10 am on the last booked day. All depot spaces except year-round depots must be cleared by April 7th, 2025.
- ◆ The ski depot places can be booked at the cash desk in Reinswald.

CLAIMS:

◆ Complaints or suggestions should be addressed in writing, including your address, to the following address: Reinswalder Bergbahnen AG, Reinswald 129, I-39058 Sarntal (BZ) or by e-mail to info@reinswald.com.