



## **GENERAL CONDITIONS**

**MANDATORY KEYCARD CHF 5.-**

**NON-REFUNDABLE BUT REUSABLE**

**ALL TRANSPORT TICKETS ARE PERSONAL AND NON-TRANSFERABLE. THEY ARE VALID ONLY DURING THE OPERATING HOURS COMMUNICATED.**

Our ski-pass rates are degressive. In exchange for this sliding scale based discount, we take no responsibility for deteriorating and/or bad weather conditions, which might reduce access to our ski slopes. In the event of the closure of our lift system due to circumstances beyond our control no refunds will be made. We recommend taking out insurance (see above). To obtain a discount, an official identity card/document must be presented. Discounts cannot be cumulated.

### **PAYMENT**

Cash, Reka cheques, Eurocard, Visa, V-Pay, American Express, Maestro, Postcard, Reka-card, Diners.

### **REFUND**

Only insurance holders can claim a refund.

### **FORGOTTEN PASS**

Any person who forgets their lift pass must buy a new one. No refunds will be given at a later date.

### **LOST PASS**

The pass is blocked immediately. The customer must show proof of purchase, after which a new pass will be issued at a cost of CHF 10.-

### **RESCUE SERVICE**

In the event of an accident in the Téléverbier SA area, the cost of a ski patrol rescue operation amounts to a minimum of CHF 270. This amount is exclusive of cost of material and will be billed to the rescued person. Third party costs (e.g. doctor's fees, helicopter rescue) are to be borne by the client.



## **FRAUD AND OTHER OFFENCES**

Lift pass holders are responsible for keeping their ticket in a secure place so as to prevent its unauthorized use by third parties, including family and friends. In the event of unauthorised use of a pass by a third party (fraud or non-respect of the terms and conditions), a **minimum fine of CHF 200** is charged by way of cost participation in lift pass checks. Passes used by a third party will be cancelled without replacement.

## **AUTONOME DRONE**

An autonomous drone can be hired that can capture videos of your own or others' snowsport skills. Customers are accompanied by one of our trained staff to ensure the safe use of the drone.

## **PHOTO CHECK AND VIDEO SURVEILLANCE AND DATA PROTECTION**

As an anti-fraud measure, **a photo of each client is taken automatically at the access gates** for subsequent comparison with the passholder's photo. This data will be accessible for twenty-four hours, by general management and security service managers only. In the event of fraud, it may be sent to the competent judicial authorities. It can also be shown to the persons at fault, but it will not be given to them. Photos taken in this way are destroyed when the validity period of the pass ends. Data concerning passages through the gates is kept for 10 days beyond its validity period, for use in an emergency. After this period, it is anonymised so that it can be used for statistical purposes. During its validity period, this data cannot be sent to third parties without the prior agreement of the client, except where it is requested by the judicial authorities.

**Video-surveillance** images are kept for 30 days and can be accessed only by senior managers of Téléverbier SA. They can be sent to the judicial authorities if a matter arises that is within their jurisdiction. **Commercial data** is kept for 12 months after the validity period of the pass in order to facilitate pass renewals, and after this period, the personal data is destroyed. Only a client's email addresses and classification are retained for use in relation to newsletters, from which clients can unsubscribe by emailing a request to do so.

In accordance with statutory standards, clients can have inaccurate personal data corrected. They can ask, via a recorded-delivery letter, to see such data and to have it deleted, as soon as their pass is no longer active. Téléverbier S.A. does not accept any liability in relation to data sent to it via the internet.



### **USING A LIFT FACILITY FOR A SPORTS ACTIVITY**

A person may be banned from using a lift facility to engage in a sports activity if they put others in danger just before the planned transport, or if they are expected to put others in danger. In the event of recidivism or in severe cases the transport ticket or lift pass may be confiscated.

### **APPLICABLE LAW / PLACE OF JURISDICTION**

The agreement between the client and Téléverbier SA is governed by Swiss law. The place of jurisdiction is Bagnes, unless a different place of jurisdiction is stated by legally binding obligations.