

## Conditions of sale and carriage

There are no price reductions or payment refunds available in case of lost ski passes, lift facilities out of service due to bad weather, limited piste and facilities services or any other events. Any person disregarding barriers, directions and instructions of lift personnel will be refused transport without entitlement to a payment refund. Instructions given by the lift personnel must be followed. Please use lift access facilities in an appropriate manner. Only passengers with a valid ticket are covered by the insurance policy (according to the Railway Act)! The purchase of a inter-regional ski pass (e.g. Carinthian Ski Pass) entitles the holder to use the ski pass as ticket at lift facilities in partner skiing areas. A contract of carriage shall only be effective with the company whose facilities and pistes are used at the time. In the event of injuries/damages caused by the use of facilities and pistes, only the cable car / lift provider of the skiing area where the incident has occurred shall be liable towards passengers.

### Controls and misuse:

Strict controls with electronic reading devices are in place at all access points throughout the entire skiing area. Tickets must be shown to the lift personnel when requested. Ski passes are not transferable! Any misuse of the ski pass, including use by a third person or applying the incorrect age group, will be punished and will lead (subject to a penalty fee or a criminal complaint according to § 149 StGB, suspected attempt to fraudulently obtain a service and/or § 146 StGB suspected fraud) to seizure of the ski pass without compensation. The ski pass holder must keep the ski pass in a safe place and any loss or theft must be reported immediately. The resale or passing on of ski passes and vouchers is **STRICTLY PROHIBITED!**

### Data Protection:

We put great emphasis on the protection of your privacy and on data security. We process your data exclusively on the basis of legal provisions. Upon acceptance or purchase of a ski pass, the customer/ticket or pass holder accepts the current terms of sales and carriage and agrees to the automatic registration by photographic recording (e.g. Photocompare) and the storage and processing of personal data in accordance with our publicly displayed Privacy Policy/GTC, which can also be accessed at <https://www.nassfeld.at/de/service/urlaubs-infos/agbs>

### Refunds only for multi-day ski passes:

A refund can only be obtained following a sporting accident and is issued exclusively to the injured person when the ski pass is handed in at one of the places of issue. Refunds are made in cash. The days from the issue of the ski pass to its handing in are regarded as days of use. If the pass is handed in before 10 am, this day is not counted. Interruption does not count! The day of the accident or the beginning day is decisive. Only a medical certificate from the doctors of the district of Hermagor or from a local hospital will be accepted and must be produced for every refund. There can be no refund for family members who have to leave prematurely with the injured person!

### Overlapping of seasons:

Our computers will automatically calculate a mixed price, should you stay across two different seasons.

### Accidents:

Please report any accident at the nearest lift station, stating the location of the accident. A First Aid Centre with medical cares has been set up in Tröpolach. A designated helicopter is available for serious accidents.

### Loss of ski passes:

A lost ski pass will be blocked and a replacement pass will be issued on presenting the receipt for the ski pass.

### Rules for ski tourers on ski pistes:

For safety reasons, accessing the ski pistes is prohibited for walkers or ski tourers at any time of the day or night! The piste areas are in general closed from 5 pm until 8 am in the morning. Danger to life!

### Fresh snow:

The ski lift operators constantly try to provide best piste conditions every day. However, we ask for your understanding that after fresh snowfall it is not always possible to groom all pistes at the same time, even when making use of the full piste basher capacity. Furthermore, we do not guarantee excellent piste quality after snowfall as the fresh snow does not always perfectly compact with the snow covering of the piste underneath.

### Bookings through the info and booking centre:

The General Terms and Conditions of the individual service providers apply to bookings made through the info and booking centre. Those terms and conditions can be found at:

<https://www.nassfeld.at/de/service/urlaubs-infos/agbs>