

**SPN Seilbahnpartner
Nassfeld GmbH & Co OG**

Sonnenalpe Nassfeld 8
9620 Hermagor

CONDITIONS OF SALE AND CARRIAGE

With the exception of the cases specified in "Refunds", in the event of loss of the ski pass, discontinuation of the lifts due to bad weather, danger of avalanches, restricted piste and lift facilities, officially ordered lockdowns or closures, epidemics, pandemics, closure of borders, premature termination of operations or other events beyond the control of the cable cars, there is no right to price reductions or refunds or an extension of the validity of the ski pass. Persons who disregard closures, instructions and orders of the lift personnel will be excluded from the transport without any right to a refund of the ticket price. The instructions of the lift personnel must be followed. We kindly ask you to use the access facilities properly. Insurance cover (in accordance with the Austrian Cable Car Act) applies only to persons with a valid ticket! The purchase of a cross-area ski pass (e.g. Topskipass Kärnten Osttirol) entitles the passenger to use the ticket in partner ski resorts. The transport contract is only concluded with the company whose facilities and pistes are currently being used. Any liability towards passengers arising from incidents occurring while using the lift facilities and pistes is therefore exclusively that of the cable car/lift company in whose ski resort or on whose lift facilities or pistes the incident occurred.

CONTROL AND MISUSE

Strict controls are carried out using electronic readers at the access points in the ski resorts. The tickets must be presented to the lift staff for inspection on request. All ski passes are non-transferable! Any misuse of ski passes, including use by third parties or the use of wrong age groups, will be punished and will result in the withdrawal of the ski pass without compensation (subject to the imposition of a fine or the filing of a criminal complaint in accordance with Section 149 Austrian Criminal Code (StGB), suspicion of unlawfully obtaining services, or Section 146 StGB, suspicion of fraud). The card owner is obliged to keep his ski pass safe, any loss or theft must be reported immediately. Resale or transfer of ski passes and vouchers is **STRICTLY FORBIDDEN!**

PRIVACY

The protection of your privacy and data security is of particular concern to us. We therefore process your personal data exclusively on the basis of the statutory provisions. By accepting or purchasing a ski pass, the customer/cardholder agrees to the current Conditions of Sale and Carriage, automatic registration or personal photograph recording (e.g. Photocompare), storage and processing of his personal data in accordance with our publicly displayed Privacy Policy and General Terms and Conditions. www.nassfeld.at/de/AGB

Please note that for the purpose of access control, a reference photo of the lift ticket holder is taken the first time he/she passes through a turnstile equipped with a camera. This reference photo will be compared by the lift personnel with the photos taken each time a camera-equipped turnstile is passed. The reference photo is deleted immediately after the lift pass has expired; the other photos are deleted within 30 minutes of passing through the turnstile. There is no automatic image comparison. It is possible to purchase lift tickets which are technically configured in such a way that no photo is taken when passing through the turnstile. However, random checks will be carried out by the lift personnel.

REFUNDS

In the event of a permanent, officially ordered closure (at least 4 consecutive weeks) of the entire ski resort due to an epidemic/pandemic, the customer can (depending on the type of card) apply for an aliquot refund in form of a credit note. For detailed conditions, see www.nassfeld.at/de/covid19-garantie

Furthermore, refunds can only be claimed after sports accidents and only for the injured person if the ski pass is deposited at one of the issuing offices. Refunds are made in cash or in form of a credit note. The days of use are the days from the start of validity of the ski pass until the time it is returned. If the ski pass is returned by 10am, then that day will not be charged. Interruption days count as days of use! A medical certificate is only accepted if issued by the doctors of the district of Hermagor or a state hospital, and must be provided for each individual refund. Furthermore, the original proof of purchase must be presented. Compensation will not be paid for family members who leave prematurely together with the injured person! In the case of multi-day tickets, the regular price for the days of use will be deducted from the purchase price to calculate the amount of refund. If a Nassfeld season ticket is returned, half of the purchase price will be refunded until 14.01. and one third until 14.02. Irrespective of the time component, NO refunds can be granted for season tickets that have already been used for 15 days or more!

OVERLAPPING OF SEASONS

Automatic calculation of a mixed tariff by the cash desk computer.

ACCIDENTS

Please report accidents to the nearest lift station, stating the location of the accident. For initial treatment, a first aid station with medical care has been set up in the valley in Tröpolach. For more serious accidents, a permanently stationed helicopter is available.

LOSS OF SKI PASSES

It is possible to block the ski pass and a replacement ticket can be issued upon presentation of the proof of purchase.

RULES FOR SKI TOURING ON SKI PISTES

For safety reasons it is forbidden for walkers or ski tourers to walk on the ski pistes at any time of day or night!

In general, the pistes are closed from 5pm to 8am. There is danger to life!

FIS RULES OF CONDUCT

In order to experience an orderly and safe day of skiing, the cable cars refer to the generally applicable FIS Rules of Conduct: www.alpinesicherheit.at/de/FIS-Regeln

FRESH SNOW

The cable cars are always trying to offer you the best piste conditions every day. We ask for your understanding that it is not always possible to groom all pistes at the same time when there has been fresh snow - even when the piste equipment is fully utilised. Furthermore, we cannot guarantee excellent piste quality when there is fresh snow, as the fresh snow does not always bond properly with the layer of snow underneath.

TopSki products

When purchasing or using TopSkiPass products (valid in Carinthia and East Tyrol), the General Terms and Conditions for the TopSkiPass shall prevail and apply in addition.
<https://www.topskipass.at/allgemeine-geschaeftsbedingungen>

BOOKINGS THROUGH THE INFO AND BOOKING CENTRE

For bookings through the information and booking centre, the General Terms and Conditions of the individual service providers shall apply. You will find those at:
www.nassfeld.at/de/AGB

The complete, current General Terms and Conditions as well as the general Terms and Conditions of Carriage and data protection regulations can be found at:
www.nassfeld.at/de/AGB

Effective July 2020 | Subject to changes.