

Terms and conditions for use of lifts and cable cars

Lift pass holders are not entitled to a price reduction or a refund if they lose their lift pass, if lifts and/or cable cars are closed due to bad weather, if only a limited number of pistes are open, or as a result of any other circumstances. Lift pass holders who do not follow the signs and/or any instructions given by lift operators will be forbidden from using the lifts and cable cars. Instructions given by lift operators must be followed at all times. Please be careful when using the lifts. In accordance with the Austrian General Railways Act, only persons in possession of a valid lift pass are insured when using the lifts and cable cars. Holders of multi-resort lift passes (for example, the "Kärntner Skipass") are entitled to use the lifts and cable cars in all ski areas covered by this lift pass. However, the contract of carriage is only concluded with the ski area whose lifts and cable cars are being used at that point in time. As a result, in case of an accident it is the ski area where the pass holder is skiing at the time of the accident which is liable for any damage resulting from use of its lifts, cable cars or pistes.

Terms and conditions for use of lift passes

Strict checks are carried out on the lifts and cable cars throughout the resort. If requested, lift pass holders must provide their lift passes for inspection. All lift passes are non-transferable. Any misuse of lift passes, including use by third parties or the purchase of lift passes for the incorrect age category, will be punished and will result in the lift pass being withdrawn and the person responsible being fined and/or prosecuted. Lift pass holders must ensure that they keep their lift pass in a safe place and report any theft or loss of the lift pass as soon as possible. It is **STRICTLY FORBIDDEN** to sell or give lift passes and/or gift vouchers to third parties.

Photos & data protection

By purchasing a lift pass the lift pass holder agrees to having his/her photo taken, saved and processed in order to use this image for the lift pass itself and for checks carried out by lift pass inspectors in order to prevent misuse. By purchasing a personalised lift pass the lift pass holder agrees to the automatic registration, saving and processing of his/her personal data in order to prevent misuse of the lift pass and to improve our customer service.

Information about "Photocompare" in accordance with § 24, DSGVO (Data Protection Act)

Please note that for the purpose of access control an initial reference photo of the lift ticket holder is taken when passing the camera installed at the turnstile for the first time. The staff at the lifts will check this reference photo with the photos taken every time you pass a turnstile equipped with a camera.

The reference photo will be deleted immediately at the time the validity of the lift ticket expires. All other photos taken will be deleted 30 minutes after passing through the respective turnstile.

Please note that it is possible to purchase technically configured lift tickets so that no photo will be taken when passing through a turnstile. However, spot checks will be carried out by the staff at the lifts.

Reimbursement of multi-day lift passes

Reimbursement can only be provided as the result of an accident. In such cases, only the person injured in the accident is entitled to reimbursement. The lift pass must be handed back to the lift office. Reimbursement will be provided in cash. No refund will be provided for the period between the day when the pass was purchased and the day when it was handed back to the lift office. However, if a lift pass is returned to the lift office before 10.00 am then this day will not be considered a "ski day" and will be reimbursed. No reimbursement will be given to lift pass holders who do not ski for a certain period but wish to keep their lift pass in order to ski again later in the holiday. Lift pass holders wishing to receive a refund must provide a doctor's note from a doctor in the Hermagor area or a hospital in Carinthia. No refund can be provided for family members who are forced to cut short their holiday due to an injury suffered by another person in the family.

Seasonal prices and cross-over periods

Lift pass holders who purchase a lift pass valid for a period which covers two different tariff periods (e.g. low season and high season) will automatically receive a mixed price calculated by the computer at the lift pass office.

Accidents

Accidents must be reported to the nearest lift operator. Please give details of where the accident has occurred. There is a first-aid centre in Sonnléitn. The ski area also has its own helicopter to transport guests with serious injuries.

Loss of ski pass

Lift pass holders who lose their ski pass can receive a replacement if they are able to provide the receipt from their original lift pass purchase.

Rules for ski mountaineering on pistes

Pistes are first and foremost designed for skiers and snowboarders using the lifts and cable cars in the resort. Therefore, ski mountaineers who wish to ascend along the edge of the slope must be in possession of a valid lift pass in order to do so. It is strictly forbidden to cross the piste, take dogs onto the pistes and to use the pistes between 5.00 pm and 8.00 am. During this period piste machines prepare the slopes for the next day. Collisions with such machines can result in serious injuries.

Fresh snowfall

The team in the Nassfeld ski area does its best to provide skiers and snowboarders with the best possible conditions on the slopes. However, we ask guests to appreciate that in cases of heavy snowfall it is not always possible to prepare all the pistes at the same time to the same standard. Thank you for your understanding.

Fun sports facilities:

The use of the facilities may be partly restricted. This does not entitle to a refund or extension. Use only for the proficiently skilled.

Signs

All signs in the ski area must be followed at all times. Any lift pass holder who does not follow such signs or any instructions given by lift operators will be forbidden from using the lifts and cable cars. No refund will be provided in such cases.

Safety

Please use the FIS international piste rules at all times in order to stay safe on the slopes. Ski and snowboard carefully and responsibly. At the end of each day we check that nobody is left on the slopes once the lifts have closed. Those skiing and snowboarding beyond the marked boundaries of the ski area do so at their own risk. Signs and restrictions are always used for a good reason, so please respect them at all times.

Discounts

In order to receive a discount when purchasing your lift pass, please provide a valid piece of ID with a photo when you visit the lift pass office.

KeyCard

A deposit of €5.00 will be charged for each electronic lift pass. This deposit will be refunded if the lift pass is returned to the lift pass office in working order.