

Terms and Conditions

VALID SALES CONDITIONS FOR THE "REINSWALD" SKI AREA.

Art. 1 - GENERAL RULES -

The mountains in which you find yourself and the changing natural or artificial conditions that characterize them, as well as the practice of skiing, snowboarding and/or winter sports in general, pose a risk that is inherent in this sporting activity.

The purchase of the ticket and the use of the facilities require knowledge of these eventualities and acceptance of all the conditions set out in these sales conditions.

It is therefore not possible for customers to assert claims for damages for accidents that result from one of the following causes, which are listed here as an example:

- Changing weather conditions;
- Fluctuations in the gradient;
- Snow conditions (icy, wet, etc.)
- Condition of the ground (areas not covered with snow, stones, bumps, branches or potholes);
- Collision with the lifts;
- Collision with other skiers;
- Carelessness on the part of skiers;
- Use of closed pistes or off-piste skiing.

Art. 2 - EXERCISE PERIOD -

The beginning and the end of the winter and summer seasons are determined at the incontestable discretion of our company, which in turn is determined by the climatic conditions, snowfall, the condition of the slopes and the technical maintenance requirements of the systems.

If it is necessary due to unavoidable technical requirements and / or force majeure, the possibility of use can be partially or fully suspended at any time.

Art. 3 - OPERATING HOURS -

The operating time of the facilities and systems is determined by our company and made known to the public through notices at the ticket offices and at the valley and mountain stations of the facilities and lifts.

For technical, official, safety-related reasons and / or due to force majeure, this schedule can be changed during the day, even without prior notice.

Art. 4 - OPERATION OF THE SYSTEMS -

The number and type of systems to be commissioned is determined daily by our company and can change during the day, even without prior notice, due to requirements in the areas of technology, service, safety and / or force majeure.

Art. 5 - USE OF THE FACILITIES -

1. The users must use the equipment with the utmost care and attention so as not to endanger themselves or others.
2. The systems must be used in accordance with the law by reading and complying with all regulations and instructions given on the corresponding signs or boards in the stations of the systems and along the route.
3. The users are obliged to compensate for all direct and indirect damage caused by their negligence or intent to persons, plant or property of our company and third parties.
4. In the event of adverse weather conditions (strong winds or persistent gusts) the service may be slowed down or suspended and the user must therefore be aware that the time for ascent and / or descent can also be significantly increased. The above statements also refer to the provisions of the ministerial decree of March 8, 1999: Prescrizioni tecniche speciali per le funivie monofuni con movimento unidirezionale continuo e collegamento temporaneo dei veicoli (special technical regulations for monocable gondolas with operationally detachable vehicles).

In particular, the transport service is interrupted in accordance with Art. 4.3.5 if the wind reaches a strength that cannot guarantee the safe operation of the system or the conditions of the "maximum permitted wind force" in accordance with Art. 3.15.6.10 exceeds. The transport service must also be suspended if atmospheric conditions occur that endanger operational safety, or if a significant increase in wind strength is expected or gusts occur which cause dangerous vibrations for the vehicles or ropes.

In this case of force majeure, the cost of buying a return ticket or a ticket for ascent and descent or a ski pass cannot be reimbursed.

5. The use of cabin lifts, chair lifts and ski lifts requires the suitability and / or the ability and physical condition of the user to exercise the sporting activity. People who - even temporarily - do not meet the above-mentioned conditions of suitability are prohibited from using the facilities.

For this reason, our company reserves the right to prohibit the use of the facilities by those persons who, due to their clearly evident unsuitability (unsuitable physical or mental constitution, drunkenness and other reasons), do not seem to be able to use them safely.

6. It is forbidden to transport objects, materials and equipment that do not appear to be absolutely necessary for the practice of the sports permitted in the ski area. For this reason, our company assumes no liability for damage, destruction or theft of items allowed for transport, regardless of whether they are in the possession of the person being carried or not.
7. Accidents, injuries or dangerous situations as well as observations that serve to avoid accidents or injuries must be reported immediately by the person concerned - or, if they are unable to do so, by persons who are aware of them - to the responsible personnel so that all appropriate measures can be taken as quickly as possible.
8. It is strictly forbidden to use the facilities and systems - even when they are in motion - if they are shown as closed by the signs, likewise if access to the cabins and the respective starting point of the journey is closed to the public and is therefore not monitored by the corresponding control personnel.
9. Those who break the rules above will be held responsible for all consequences and direct or indirect damage caused by them.

Art. 6 - USE OF THE DEPARTURE SLOPES -

1. The slopes are prepared on time and in the manner that is determined by our company at its own discretion.
2. The routes, which are closed for technical or safety reasons, are marked with special signs and are not allowed to be entered.
3. The rescue service only monitors the open and marked slopes.
4. Every skier is obliged to observe the signs posted on the slopes.
5. Leaving the ski slopes is strictly prohibited due to the danger of avalanches and to protect flora and fauna.
6. Our company is not responsible for accidents that may occur on stretches outside the slopes, even if these slopes are used by the lifts.
7. It is forbidden to ski on the ski slopes with sports equipment other than skis, monoskis and snowboards.
8. It is strictly forbidden to use sledges or motorized vehicles and skibobs of any kind, even on closed slopes. The perpetrators are liable for all damage to the slope surface and for any (serious) damage that may occur to the other skiers.
9. In general, it is strictly forbidden to travel the slopes with mountaineering skis outside of the winter trails which have been specially beaten and marked.
10. With the exception of Thursday evenings, from 17:00 pm to 22:30 pm on the specially beaten and marked path. After 10:30 pm all the slopes must be cleared.
11. Pedestrians are requested to use the marked and properly signposted paths!
12. The classification of the slopes according to their level of difficulty - black, red and blue - is an indication of the difficulty of the respective slope. The skier must therefore judge for himself whether his fitness and sporting abilities allow him to use the respective slope without problems and risks. In any case, the skier must behave in such a way that, taking into account the characteristics of the slopes and the respective weather situation, he does not pose a risk to his own safety or the safety of others.
13. The artificial snow-making system can be in operation on the slopes, and snow groomers or snowmobiles can also be present on the slopes. The skiers must give priority to the mechanical means that are used for the maintenance and repair of the slopes and facilities and thus enable regulated and fast traffic.
14. All children under 14 years of age are obliged to wear a protective helmet - Law No. 363 of December 24, 2003, Art. 8. The person responsible for the violation of this provision is subject to an administrative sanction between 30 and 150 euros.
15. The last inspection of the slopes is carried out by authorized personnel and is carried out shortly before the closure of the service. Starting from the last control run, to the stop of the lifts, the slopes are out of order. Possible dangers due to the use of snow groomers, winches, snow guns and similar devices.

Art. 7 - RACES AND EVENTS -

1. On the occasion of races or events, our company reserves the right to close certain routes, slopes, areas and rooms that are necessary for the implementation of the events to the public for as long as it is necessary to attend the race or to carry out the event. In such

circumstances, certain facilities may be designated for the exclusive or priority use of the athletes and staff concerned.

2. For races or events of any kind, our company restricts itself to providing the organizers with equipment and materials that are in our company's possession, but without assuming any responsibility or obligations towards the participants or towards third parties. The organizers are therefore obliged to take all appropriate measures to ensure the smooth running of the races and events by reducing the restrictions that must be imposed on normal users to the bare minimum and for the shortest possible time.
3. In the event that a service is organized by a third party, our company's liability is strictly limited to the operation of the ski lifts, with all other liability being borne entirely by the organizers.

Art. 8 - PRICES AND TICKETS -

1. All tariffs apply - normally – according to the price list for the entire season. However, they can be changed at any time if the costs for operating the systems change in a particular and significant way.
2. The ticket has the value of a tax receipt (decree of 30 June 1992).
3. The purchase of the ticket only entitles the holder to use the corresponding facilities and facilities at the specified tariffs and on the specified day or days of validity, in accordance with the normal sequence of passengers at the departure stations of the facilities. Hourly tickets are valid from the moment they are stamped at the turnstile.
4. All ski passes (with the exception of one-way tickets) are issued on a reusable contactless key card. In addition to the card price, a € 5 deposit must be paid, which will be returned in full upon return of the intact data medium.
5. A photo is required for all skipasses for 4 days and more (will be taken at the cash desk). The ski pass holder must show the skipass when requested by the lift staff or the inspectors at the facilities and enable their own identification.
6. When picking up the return ticket or ski pass, the customer must check whether these correspond to his request. It is not possible to change tickets that have already been purchased, or to shorten or to extend the duration of those tickets.
7. The purchase and use of skipasses requires knowledge and acceptance of the general terms and conditions.
8. There is no entitlement to reimbursement or compensation in the event of waiting times for access to the systems, for whatever reason, in the event of technical or weather-related business interruptions or non-use of the systems due to events that are not due to gross negligence on the part of our company partially.
9. Tickets that authorize the use of more than one cable car system are intended for the systems that are in operation at the time of their use and do not give any right to reimbursement or compensation of any kind in the event that one or more systems, due to technical necessity, which have been determined by our company at its own discretion or are not in operation due to force majeure.
10. The ski pass will be refunded only in the event of a ski accident occurring from the date of deposit at the cash desk. A certificate issued by a doctor who works in Val Sarentino or in the hospital where the injured person was taken is required. The medical certificate must state that the holder of the ski pass can no longer ski due to the injuries sustained. Companions or relatives have no right to reimbursement. The refund amount is calculated

on the basis of the price of the ski pass days already consumed. There is no refund for hourly tickets and day skipasses.

11. If the transport through the lifts takes place without consideration, it is considered a pure gift and is therefore carried out without any responsibility or liability.
12. All tickets are strictly personal and non-transferable. Any misuse will result in the immediate withdrawal of the ticket and the application of legal sanctions.

Art. 9 - DISCOUNTS -

All non-standard tariffs, i.e. All tickets reduced due to the place of residence and / or age of the purchaser or other reasons can only be used upon presentation of suitable identification documents or documents that unequivocally prove that the conditions required for the use of the services are met.

Art. 10 – PRIVACY -

1. The information required under the European General Data Protection Regulation (GDPR) is listed on the website www.sarntal.com.
2. Pursuant to the provisions of the General Data Protection Regulation (RGPD 2016/679) we, as a private law company, are obliged to ask the customer for a declaration of consent before processing his personal data (concerning seasonal ski passes). Otherwise we will not be able to issue the ski pass.

Art. 11 - CHECKS -

1. Passengers must purchase the required ticket before using the facility. Falsified or irregularly issued tickets or tickets that are not in the possession of the authorized person will be immediately and permanently withdrawn regardless of whether the statutory administrative and criminal penalties are applied.
2. Documents and IDs that certify the right to preferential tariffs can be requested not only from the cashier, but also from the employees of the operational control or the company's inspectors.

Art. 12 - THEFT OR LOSS -

No ticket - of any kind - will be refunded, not even in part, if the buyer cannot use it for any reason.

Likewise, in the event of loss, destruction, wear and tear or dispossession, no refund or replacement will be made, with the exception of worn out but still recognizable cards, which must be presented at the cash desk for replacement.

In case of loss of a Reinswald season ticket, a replacement ticket will be issued at the request of the holder and the validity of the previously issued ticket will be canceled, for this an administration fee is required.

Art. 13 – COVID 19 -

1. The use of the Reinswalder season ticket is subject to the COVID regulations applicable at the time of use in the area of lift facilities in ski areas and / or the organizational requirements of individual ski areas. If, for example, it is only possible to use the lifts on presentation of the Green

Pass, holders of the season ticket must show it at controls. Refunds of the purchase price of the season ticket due to a missing and / or invalid Green Pass or other statutory or organizational requirements for using the lifts in the ski areas will not be granted.

2. Holders of a Reinswald season ticket from the 2019/20 season, in which skiing had to be stopped earlier due to the COVID emergency and who were also affected in 2020/21, are still entitled to a price reduction of 10% from the purchase price 2019/20 .

Customers who have purchased the Reinswalder season ticket for the 2020/21 season but were unable to use it will receive the amount they paid, offset when purchasing the new Reinswalder season ticket 2021/22.

This rule does not apply to those holders who have already taken advantage of the 10% discount in the 2020/21 season and have used the card to the full (more than 9 first entries).

3. In view of the current health emergency, the associated risks and liabilities as well as the uncertainties about the temporal validity of regulations in the exercise of economic activities and the restriction of individual freedoms of the people, the decision about the opening of the lifts and slopes is always made autonomously and in sole discretion of the operator.

4. In the event that the ski area is closed again by means of an official order, Reinswalder Bergbahnen AG guarantees the reimbursement of the purchase price. If there is a temporary closure, customers are also entitled to a partial refund. The days of skiing used up to the closure are deducted from the purchase price to the extent of the respective applicable daily rates for the person category.