



## GENERAL TARIFF REGULATIONS 2020/2021

1. The general tariff regulations, price tables and the officially approved conditions of carriage, as displayed, form a part of the contract of carriage. By purchasing a ticket, the passenger acknowledges the above-mentioned regulations and undertakes to comply with them. With the exception of special ski passes, ski passes with a validity period of 1.5 days or more are valid in all ski areas of Ski amadé, whereas ski passes for up to one day are only valid in Radstadt/Altenmarkt, Zauchensee/Flachauwinkl/Kleinarl, and in Snow Space Salzburg, during the operating hours of the respective facility.
2. Members of Ski amadé operate their respective cable cars, lifts and slopes on their own authority and independently under the law. Purchasing a ticket for the Ski amadé ski areas entitles the passenger to use the ski areas covered by Ski amadé, but the specific contract of carriage is concluded only with the cable car or lift company whose facilities and slopes are being used at the time.

Any liability towards passengers, whether based on contractual or legal provisions, for incidents arising from or during the operation and use of the cable cars, lifts and slopes, therefore applies exclusively to the cable car or lift company in whose ski area the incident occurs. The other Ski amadé cable car or lift companies shall not be liable.

3. Everyone who uses the cable car and lift facilities must have a valid ticket. A restricted range of slopes and facilities does not entitle users to price reductions.
4. By purchasing a ski pass under a specific name, the ticket holder agrees to the automatic registration of personal data. The customer consents to these being electronically recorded and processed for control purposes, to avoid improper ticket use and for the purpose of customer care, and to them being deleted as soon as they are no longer required, but no later than three years after the last contact with the customer. The ticket holder also agrees that the personal data will be passed on for the above-mentioned purposes to Ski amadé GmbH and all companies in which the ski pass is valid.

Information in accordance with GDPR, Art. 13 and Art. 14 on "Photocompare"

It should be noted that for the purpose of access control, a reference photo of the lift ticket holder will be taken the first time they pass through a turnstile equipped with a camera. This reference photo will be compared by the lift staff with the photos that are taken each time the ticket holder passes through a turnstile equipped with a camera. The reference photo will be deleted immediately after the lift ticket expires; the other photos will be deleted no later than 30 minutes after passing through the turnstile in question. It should be noted that it is also possible to purchase lift tickets which are technically configured so that no photo is taken when passing through the turnstile; however, in this case, random checks by the lift staff must be expected.

5. The ski pass is personal and non-transferable. For ski passes for 9 days or more, and for certain additional permits, a photograph is required. For ski passes for 1.5 days or more, permits will be issued exclusively on electronic data carriers. For electronic data carriers (KeyCard), which are issued at Ski amadé ticket offices, a deposit of €3 is required. The deposit paid at the Ski amadé ticket offices will be fully refunded when the data carrier is returned in a functional and mechanically undamaged condition.
6. All permits will be checked automatically at the access points equipped with electronic control systems, and will be checked visually at access points without such systems.
7. Tickets, whether in the form of a barcode or electronic ticket (KeyCard), must be presented to the relevant control body for visual inspection during random checks in the control zones of the facilities, as well as in the areas of the valley station, ticket offices and parking spaces. Tickets must also be



presented on request to the designated mobile control bodies in the ski areas. The control bodies are entitled to withdraw improperly used permits.

8. Anyone who makes use of a transport service involving cable cars and lifts without a valid ticket is liable to prosecution under Austrian law. Violations will be punished with a fine of €50, as well as payment of the value of a day ticket at the full rate, or will be reported to the police. The assertion of any claims for damages by Ski amade or its member companies that go beyond this remains unaffected.
9. Misuse of ski passes and the right to buy them, such as illicitly passing them on to others, will result in the revocation of the right without compensation and exclusion from transportation. Misuse will be punished with a fine of €50, as well as payment of the value of a day ticket at the full rate, or will be reported to the police. Any attempt to illicitly transfer a ski pass to another guest shall itself be considered misuse. Every ticket holder must keep his or her ski pass in such a way that third parties cannot access it.
10. The cable car company reserves the right to impose restrictions on sales and/or transport due to certain weather or operating conditions. In this case, there is no entitlement to purchase a specific ski pass, or indeed any ski pass.

It is not possible to exchange a ski pass or change its validity period retrospectively. There is no replacement in the event of loss, theft or forgotten tickets (data carriers).

If transport is prevented for reasons for which the cable car company is responsible, the fare will be reimbursed in full for single travel permits and based on usage for other permits. Except when required by statutory conditions of carriage, no reimbursement of the fare is required if the validity of the permit extends to other facilities of the company or to facilities of Ski amade.

11. If Ski amade or the member companies are able to provide a service and the lifts in question are essentially in operation, the customer shall have no right to cancellation in the event of bad weather, risk of avalanches, the customer's unexpected departure, temporary interruptions to operations, weather-related shutdowns of individual facilities or ski areas, the closure of individual ski runs or areas, overcrowding of slopes, illness of the ticket holder, or any circumstances that are attributable to the customer. In such cases, there is therefore no entitlement to reimbursement, and the customer is not released from his or her payment obligation.

Season pass users who bought their season pass in the pre-sale period (see [www.skiamade.com/saisonkarten](http://www.skiamade.com/saisonkarten)) are entitled to a refund at the end of the season if they use the pass for 14 days or less. The amount of the refund is calculated from the purchase price minus a discount for days used. The discount per day is € 45,- for the first 9 days of use and € 38,- for the days 10 to 14 of use for the adult season ticket. Other person groups analogous, detailed information on request at the ticket offices. From the 15th day of use there is no refund. Refunds are made in the period from 11.4. to 31.5.2021.

Season pass users who have purchased a season pass after the pre-sale period (see [www.skiamade.com/saisonkarten](http://www.skiamade.com/saisonkarten)) are entitled to a refund if the customer is not responsible for a permanent restriction in the use of the pass. This does not apply in the event of bad weather, danger of avalanches, temporary interruptions in operation, weather-related shutdowns of individual facilities or ski areas, closure of individual ski slopes or areas, overcrowding of slopes and all circumstances within the sphere of responsibility of the customer. The amount of the refund is calculated from the purchase price minus a discount for days used. The discount per day is € 45,- for the first 9 days of use and € 38,- for the days 10 to 14 of use for the adult season ticket. Other person groups analogous, detailed information on request at the cash desks. From the 15th day of use there is no refund.

If a season ticket is purchased after the pre-sale period and during or after a lockdown, the customer is not entitled to a refund for the period of the current or already completed lockdown. If the concrete snow situation before 8.12.2020 or after 4.4.2021 does not allow the operation of individual or all facilities, a refund for the affected days is excluded.



A refund can be awarded in the event of a sports injury, provided a confirmation from a local doctor/hospital is provided and the ski pass is immediately deposited at one of the main ticket offices in the Ski amadé areas. The amount reimbursed depends on the purchase value and the duration of use of the ski pass. No refunds will be given for ski passes that are valid for up to one day.

12. Children up to a height of 125 cm are only allowed to use cable cars and lifts when accompanied, unless otherwise stipulated in the facility's specific conditions of carriage. People who have reached the age of 15 and have had particular experience in using drag lifts are allowed to push children in front of them, regardless of the children's height. Carrying small children on drag lifts is not permitted. In other respects, the conditions of carriage of the facility in question apply.
13. Separate tickets for pedestrians are only valid for transport without winter sports equipment. Pedestrians are not permitted access to ski slopes. Tobogganing is not permitted on ski slopes. A special evening ticket is required for tobogganing in the evening and night skiing.
14. Discounted fares will be given to young people born in 2002, 2003, 2004 and children born in 2005 or later, students born in 1995 or later upon presentation of a valid student ID, and people with a proven disability of 70% or more (excluding season tickets and already reduced tariffs). In other respects, the published ski pass prices apply.
15. The rules of conduct of the International Ski Federation (FIS) apply without restriction. Reckless behaviour or other gross violations of these rules of conduct or the general tariff regulations and conditions of carriage entitle the lift company to revoke permits without providing compensation and may result in prosecution.
16. A rescue fee of €150 must be paid for rescue and transport after accidents on the slopes.
17. With the exception of those used for public night-time skiing, the ski slopes are closed daily from 6 p.m. to 8 a.m. and may not be accessed or used during this time. No protection against hazards is provided during this period of closure. Risk of injury due to preparation of pistes, winch ropes, snow generation and exposed cables and hoses.
18. The operation of drones or other flying objects is prohibited in the entire ski area.
19. The free access that is granted to the forest calls for a special sense of responsibility and obliges those who enter it to protect it. According to the Forest Act, descents using winter sports equipment in the forest and in the area of lifts are only permitted on marked slopes or ski routes. Entering areas of forest culture below a tree height of 3 m and leaving litter and cigarette ends is not permitted. Failure to comply will result in the incident being reported to the police, in accordance with the Forest Act, and in the revocation of the ski pass, without compensation.
20. In the event of changes in the law or official orders (e.g. "coronavirus measures") that are associated with capacity restrictions, Ski amadé will be entitled to increase the normal tariffs in accordance with the capacity restrictions for the duration of these circumstances. Lift tickets that have already been purchased will remain unaffected.
21. Errors and misprints excepted. All information is provided to the best of our knowledge but with no guarantee of its completeness or correctness.

The Management

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