

GTC 2025/26

Deutsch: alpspass.ski/de/agb English: alpspass.ski/en/cgu Français: alpspass.ski/fr/cgv

General

- Under the brand AlpsPass, several providers form a joint subscription association: **Jungfrau Ski Region:** Firstbahn AG, Gondelbahn Grindelwald-Männlichen AG, Luftseilbahn Wengen-Männlichen AG, Wengernalpbahn AG, Schilthornbahn AG, Bergbahn Lauterbrunnen-Mürren AG, Berner Oberland-Bahnen AG, Jungfrauabahn AG, Grindelwald Sports AG, Skilift Bumps AG, Cooperative Skischule Wengen.
Interest Group of Transport Companies of the Ski and Bike Region Adelboden-Frutigen-Lenk (abbreviated as "IGSAL"): Bergbahnen Adelboden AG, Lenk Bergbahnen Cooperative, Tschentebahnen AG, Bergbahnen Engstligenalp AG, Elsigentalp-Bahnen AG, Skilifte Metschalp AG; as well as Bergbahnen Adelboden-Lenk AG (BAL), IGSAL and BAL together form the "Adelboden-Lenk Ski Region." **Aletsch Bahnen AG (Aletsch Arena Ski Area).** **Engelberg-Titlis Ski Area:** Bergbahnen Engelberg-Trübsee-Titlis AG, Brünni-Bahnen Engelberg AG, Luftseilbahn Engelberg-Fürstental AG.
These General Terms and Conditions are issued by the AlpsPass tariff association and apply to all member companies for the AlpsPass product. Each company is independently responsible for the operation of the facilities and slopes. The transport contract is concluded directly between the season pass holder and the respective operator of the facility. Said operator is responsible for the proper provision of the corresponding services, as well as for the required technical maintenance of the facilities and the fulfilment of traffic safety obligations (slope and avalanche service). Accordingly, liability matters, in particular in connection with skiing accidents, are dealt with by the company in whose area of responsibility or on whose facility the incident occurs.
- By purchasing an AlpsPass season pass, the holder acknowledges the following terms of use and takes note of the following service description.
- Season passes are personal and non-transferable.
- Season passes entitle the holder to unlimited use of the transport companies and snow sport slopes in the respective ski regions: Jungfrau Ski Region including Berner Oberland Bahnen, Grindelwald skibus network, Lauterbrunnen local bus lines, TV Libero zones 750, 820, 821 and 822, and valid for school and professional travel within this area of validity. Aletsch Bahnen AG (entire ski area incl. MCB Lax-Fiesch and Postauto Fiesch-Fieschertal), Adelboden-Lenk Ski Region incl. bus line Glibach-Geils. Excluding public transport and local buses. Not valid for school and professional travel within this area. The ski areas Oeschinensee, Sunnbüel and Jaunpass are not included in the AlpsPass season pass. Engelberg-Titlis Ski Area, including free Engelberg ski bus. The AlpsPass toddler pass is not valid on the facilities of the Klostermatte.
- Season passes are not valid for extra rides or evening rides. For regional additional offers, the season pass is valid only if expressly announced or if a specially created offer explicitly regulates this otherwise.
- The season pass is valid from 1 November 2025 to 30 April 2026. Daily operating hours are published at the respective transport facilities on site.
- The determination of operating times of slopes and lifts is made by the operating companies depending on snow and weather conditions. The use of closed snow sport slopes is prohibited. Closed facilities and slopes are not marked or secured, and any unauthorised use entails high danger.
- Season passes must be presented without being requested at transport companies that do not have an electronic reader device. In the case of online purchase, the holder legitimises themselves with a purchase confirmation. Together with the purchase confirmation, an identity document must always be carried.
- A photo is required for the issuance of the season pass. The electronically recorded personal data are stored in a database. When passing through reader devices, the photo of the holder appears on an internal computer.
- For the three free ski days each in the five partner regions Arosa Lenzerheide, Laax Mountains, Davos Klosters, Portes du Soleil and Verbier 4 Vallées, the General Terms and Conditions of the respective area apply.

Safety on the Slopes

- The use of snow sport slopes is on one's own risk. In particular, account must be taken of one's own abilities and the prevailing conditions.
- The FIS rules of conduct and SKUS guidelines must be observed.
- Instructions of slope and rescue services must be followed.
- Outside the operating hours of the lifts and after the final inspection has been carried out, slopes and descents are closed and therefore off-limits.

- In the case of reckless behaviour (in particular disregard of FIS and SKUS rules, disregard of signals, instructions and barriers, skiing in forest and wildlife protection zones as well as avalanche-prone slopes), the season pass may be withdrawn without replacement. This also applies if official or operational regulations are disregarded.
- If the holder of the season pass has an accident in one of the ski areas and the rescue service of the mountain railway companies must therefore be called in, the holder of the season pass will be charged, in the event of an ordinary rescue on the ski slope, an amount in accordance with the General Terms and Conditions of the respective ski area plus material costs. Third-party costs (helicopter transports, doctor, alpine rescue, etc.) must be paid directly by the holder.

Exchange / Refund

- After the completed purchase of the season pass, withdrawal from the contract is no longer possible. There is no entitlement to a refund or exchange of the season pass.
- In the event of accident and illness, there is no entitlement to full or partial refund. When purchasing the AlpsPass season pass, insurance^{ce} may be taken out to cover this risk. Subsequent conclusion of insurance is not possible.
In the event of forgetting or losing the AlpsPass season pass, a new pass can be issued for a processing fee of CHF 5.00. For this, the purchase receipt or other proof must be presented that a valid season pass for the person concerned exists.
- The communicated operating times of the winter sports facilities serve exclusively for information purposes. Their observance requires appropriate snow and slope conditions.
- If the participating companies are temporarily or permanently unable to fulfil their obligations under the transport contract until the end of the season due to circumstances which they cannot avert, no claims arise for the purchaser of the AlpsPass season pass. This applies in particular in the following cases: technical operational interruptions and closure of ski areas or parts of ski areas due to weather conditions, lack of snow, avalanche danger, premature closure of ski slopes, officially ordered closures, etc. Special events may lead to the closure of certain parts of the ski area and the establishment of a spectator sector. The season pass does not grant access to such events.

Control / Misuse / Forgery / Customer Data

- Anyone who cannot present a valid season pass at a check must pay a day ticket at the normal rate and will be treated as a passenger without a valid ticket in accordance with Tarifff600.5. If the holder of the season pass was in possession of a valid season pass at the relevant time, they may present it within seven days and request a refund of the day ticket, less a processing fee of CHF 5.00.
- Actions of a season pass holder with the intent to unlawfully enrich themselves or another person and/or to damage the transport companies in their property or other rights are considered misuse.
- Forgery exists if a season pass or a receipt has been created, altered, duplicated, supplemented or otherwise manipulated without authorisation.
- Misused, forged or blocked sports passes are withdrawn without replacement until the end of the season. In the event of misuse, a surcharge of CHF 200 is levied. In the event of forgery, the surcharge is CHF 400. Tarifff600.5 applies to compensable routes.
- Anyone who does not pay the aforementioned amounts immediately must provide security. Otherwise, the holder of the season pass may be expelled from the ski area.
The insurance is concluded by the AlpsPass holder with the ski pass insurer Solid AB, Route de la Fonderie 2, 1705 Fribourg (www.skicare.ch). Upon conclusion of insurance, the provisions of Solid AB apply. AlpsPass is a reseller. Subsequent insurance conclusion is excluded after first use of the season pass. Withdrawals are not possible. Claims against Solid AB must be coordinated directly by the AlpsPass holder with Solid AB and cannot be handled via AlpsPass.
- The incomplete attempt at forgery or misuse has the same consequences.

- The insurance is taken out by the AlpsPass holder with the ski pass insurer Solid AB, Route de la Fonderie 2, 1705 Fribourg (www.skicare.ch). The terms and conditions of Solid AB apply when concluding an insurance contract. AlpsPass acts as a reseller. Subsequent insurance policies cannot be taken out after purchasing the season pass. Cancellations are not possible. Claims against Solid AB must be coordinated directly by the AlpsPass holder with Solid AB and cannot be processed through AlpsPass.

27. The initiation of additional civil and criminal proceedings remains expressly reserved.

Data Protection and Customer Data

28. The participating companies undertake to comply with the applicable data protection legislation in handling and processing all customer data and customer usage data. Customer data will only be used for maintaining and improving customer relationships, quality and service standards, improving operational safety, or in the interests of sales promotion, product design, crime prevention, economic key data and statistics, as well as invoicing.

The holder of the season pass hereby acknowledges and agrees that the participating companies in the AlpsPass season pass are entitled, in cases of joint provision of services in cooperation with third parties, to make customer data available to the relevant third parties to the extent necessary for the provision of services. An exception applies only if the participating companies are legally obliged to pass on personal data to third parties.

Personal data without statutory or business-process-related retention obligations will be archived 1080 days / 3 years after the last purchase or after the last season used as of 1 May. If there is a legitimate interest in individual cases, in particular in connection with accidents or criminal acts, they may continue to be stored until the case is

concluded.

For questions or suggestions regarding data protection, you may contact our company data protection officer: by post at Jungfrau Ski Region, Datenschutz, Harderstrasse 14, 3800 Interlaken, or by email at datenschutz@jungfrau.ch.

We also have a data protection representative in the EU as a contact point for supervisory authorities and data subjects pursuant to Art. 27 GDPR: by post: Stefan Fischerkeller – Deutsche Datenschutzzkanzlei, Dr.-Klein-Str. 29, DE-88069 Tettang, or by email at anfrage@ddsk.de.

Applicable Law and Jurisdiction

29. Exclusively Swiss law applies to the contractual relationships regulated herein.
30. For the determination of jurisdiction, the location of the respective point of sale is decisive. For season pass purchases via the internet, Interlaken is agreed as the place of jurisdiction.
31. The application of the "Vienna Sales Convention" (CISC) is expressly excluded.

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AlpsPass Ski Areas

Adelboden-Lenk Ski Area

The Adelboden-Lenk ski area offers 189 kilometres of slopes for both beginners and advanced skiers, providing pure enjoyment and, with every turn, internationally award-winning quality. The Vogellisi slope as well as the Funslope Bühlberg guarantee action and fun, as do the three different ski-cross parks, the two ski movies and the toboggan park. And for freestylers, the popular Gran Masta Park at Hahnenmoos with its various jumps and rails delivers the sought-after adrenaline kick. Non-skiers are also spoilt for choice: 190 km of winter hiking trails, ten different toboggan runs and 118 km of cross-country ski trails (valid cross-country ski pass required).

www.adelboden-lenk.ch

Engelberg-Titlis Ski Area

Engelberg-Titlis impresses with 82 kilometres of slopes and an exceptionally long ski season from October to May. Thanks to the high altitude with slopes up to over 3,000 metres and modern snowmaking facilities, snow is guaranteed – perfect conditions for sporty carving days, enjoyable powder runs and intense descents. A special highlight is the Marco Odermatt slope Rotegg, dedicated to the brand ambassador of Titlis Bergbahnen. While the Brunni area excites families, the magical winter landscape of Fürenalp invites visitors to relaxing time-outs away from the slopes. Engelberg-Titlis stands for iconic experiences, pioneering spirit in the snow and alpine winter feeling at the highest level.

www.titlis.ch

Skigebiet Jungfrau Ski Region

211 kilometres of slopes in front of the world's most famous backdrop with Eiger, Mönch and Jungfrau – the Jungfrau Ski Region offers everything a winter sports enthusiast could wish for: sporty descents on the original World Cup course of the legendary Lauberhorn race, wide, gentle or steep slopes, as well as various snow and fun parks. Freestylers find top conditions in the Grindelwald-First area with the Snowpark Grindelwald-First and one of the few superpipes in Switzerland. The Schilthorn area is the mecca of freeriding and offers many phenomenal freeride runs such as the well-known «Totenkopf.» For winter hikers and toboggan fans, over 100 km of prepared trails are available, including classics such as Faulhorn, Eigerrun with night sledding, Rita's Speedrun and Apollo. Events such as the International Lauberhorn Races, Inferno Race complete the offer.

www.jungfrau.ch

Aletsch Arena Ski Area

104 kilometres of slopes embedded in the majestic scenery of the UNESCO World Heritage Site Swiss Alps Jungfrau-Aletsch – the Aletsch Arena is a paradise for winter sports enthusiasts of all ages. With views of the impressive Aletsch Glacier, the longest glacier in the Alps, the ski area offers wide and perfectly groomed slopes for beginners, families and leisure skiers as well as sporty descents for demanding skiers. For winter hikers and toboggan fans, over 72 km of winter hiking trails and numerous toboggan runs are available, leading through snowy forests and sunny alpine pastures. The highlight every Tuesday evening is night skiing on Bettmeralp and Riederalp, one of the largest in Switzerland. With its family-friendly atmosphere, guaranteed sun and snow, and breathtaking mountain scenery, the Aletsch Arena is the perfect place for unforgettable winter holidays.

www.aletscharena.ch

Unlock Freedom

Contact

Any questions? Write to us – we are happy to help alpspass.ch/contact

AlpsPass

Ski Pass Insurance

The AlpsPass season pass will not be refunded in the event of illness or accident.

It is therefore recommended to take out insurance when purchasing the ski pass.

Insurance costs: CHF 63.– per season

In the event of accident or illness, the following benefits will be reimbursed on a pro-rata basis:

- Reimbursement of the ski pass
- Reimbursement of ski lessons
- Reimbursement of ski rental

Further information: www.skicare.ch

The insurance cannot be taken out retroactively after the ski pass has been purchased.