

General Terms and Conditions, GTC

2026/08, valid from 1 September 2026

General

- Under the AlpsPass brand, the following providers form a subscription network: **Jungfrau Ski Region:** Firstbahn AG, Grindelwald-Männlichen Gondola Lift AG, Wengen-Männlichen Cable Car AG, Wengernalpbahn AG, Schilthornbahn AG, Lauterbrunnen-Mürren Mountain Railway AG, Berner Oberland-Bahnen AG, Jungfrauabahn AG, Grindelwald Sports AG, Skilift Bumps AG, Wengen Ski School Co-operative. **Consortium of Transport Operators in the Adelboden-Frutigen-Lenk Ski and Cycling Region** (abbreviated to 'IGSAL'): Bergbahnen Adelboden AG, Lenk Bergbahnen Co-operative, Tschentenbahnen AG, Bergbahnen Engstligenalp AG, Eisingalp-Bahnen AG, Skilifte Metschalp AG, as well as **Bergbahnen Adelboden-Lenk AG** (BAL). IGSAL and BAL collectively 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-Fürnental AG. These General Terms and Conditions are drawn up by the AlpsPass tariff association and apply to all member companies in relation to the AlpsPass product. All companies are independently responsible for the operation of the facilities and slopes. The transport contract is concluded directly between the AlpsPass holder and the respective transport operator of the facility. The latter is responsible for the proper provision of the relevant services. It is also responsible for the necessary technical maintenance of the facilities and for ensuring safety (slope and avalanche services). Accordingly, liability issues, particularly in connection with accidents, are dealt with by the relevant transport company in whose territory or on whose facility the incident occurred.
- By purchasing or using an AlpsPass subscription, the AlpsPass holder or user accepts the following terms and conditions of use (T&Cs) and acknowledges the service description set out below.
- AlpsPass season tickets are personal and non-transferable.
- AlpsPass Season Abo (Season Pass):**
AlpsPass season tickets entitle the holder to unlimited use of transport services and snow sports runs in the respective ski region during the relevant winter season: **Jungfrau Ski Region**, including Berner Oberland-Bahnen, the Grindelwald ski bus network, local bus routes in Lauterbrunnen, and the Iseltwald-Erschwarden (Zone 810) and Leissigen-Därigen (Zone 740) bus routes. Additional entitlement to use TV Libero zones 750, 820, 821 and 822, and valid for school and work journeys within this area. **Aletsch Bahnen AG** (entire ski area, including MCB Lax-Fiesch and PostBus Fiesch-Fieschertal for winter sports enthusiasts; commuter and business travel are excluded). **Adelboden-Lenk** ski region, including the Gilbach bus route to Geils. Excludes public transport and local buses. Not valid for school and work journeys within this area of validity. The Oeschinensee, Sunnbüel and Jaunpass ski areas are not included in the AlpsPass season ticket. **Engelberg-Titlis** mountain railways, including the free Engelberg ski bus. The AlpsPass for small children is not valid on the Klostermatte facilities.
- AlpsPass Annual Abo (Annual Pass)**
AlpsPass annual passes entitle holders to use the transport facilities of the following transport operators in the respective region during their official season or opening hours. The AlpsPass annual pass includes winter sports facilities that are open during the winter season and passenger transport facilities that are open during the summer season. The terms and conditions and official season dates of the respective transport operators apply. Unless otherwise specified, additional chargeable services and products (e.g. bike transport) are not included in the AlpsPass. **Jungfrau Ski Region:** The following facilities can be used with the AlpsPass annual pass: Wengen-Männlichen Cable Car (LWM), Grindelwald-Männlichen Gondola (GGM), Eiger Express (EE), Schynige Platten Railway (SPB), Mürren-Schilthorn Cable Car (all three sections), and the Allmendhubel Funicular. Feeder railways: Berner Oberland Railway, Lauterbrunnen-Mürren Mountain Railway, Wengernalp Railway from Lauterbrunnen to Wengen. All other sections are not included. A connecting ticket at a reduced price is available for the Jungfraujoche, and for the other railways not included. AlpsPass holders receive a 50 per cent discount on the respective list prices. During the summer season, the AlpsPass is not valid for school or work-related journeys. **Aletsch Bahnen AG** (the entire ski area, including the MCB Lax-Fiesch and PostBus Fiesch-Fieschertal routes; winter sports, work-related and commuter travel are excluded; in summer, valid on all open facilities). **Adelboden-Lenk Mountain Railways**, including the Gilbach bus route to Geils. Excludes public transport and local buses. Not valid for school and work journeys within this area of validity. The Oeschinensee, Sunnbüel and Jaunpass facilities are not included in the AlpsPass. The AlpsPass is not valid for

school and work journeys during the summer season. **Engelberg-Titlis mountain railways**, including the free Engelberg local bus. All open facilities at Engelberg-Stand, Jochpass and Engstien, including bike transport. The journey from Stand to Titlis is not included. AlpsPass holders receive 50% off the list prices for the connecting ticket from Stand. Brünni and Fürnental mountain railways; passenger transport.

- AlpsPass season tickets are not valid for extra and evening services. The AlpsPass is only valid for additional regional services if this is expressly stated or if a specially created offer explicitly stipulates this.
- In addition to the defined winter use (Art. 4), AlpsPass annual season tickets entitle the holder to use the transport facilities open to passengers in the above-mentioned areas during the summer season (Art. 5), subject to the respective operating hours and conditions.
- The AlpsPass does not include additional summer offers or those subject to a separate charge. These include, in particular, cycle trails, bike transport, summer toboggan runs, go-karts and other paid-for adventure, leisure and additional activities. The prices and terms and conditions of the respective area apply to the use of these facilities.

Free skiing days and use in partner areas

- AlpsPass holders are entitled to three free days' skiing in each of the partner areas, which are published on www.alpspass.ski as part of the offer prior to the start of the respective AlpsPass sales period. The scope of services is determined by the services and conditions communicated at the time of sale.
- The free days' skiing in the partner resorts can only be used during the respective winter season. Any unused free days' skiing expire at the end of the winter season. They cannot be carried over to the summer season or to a subsequent winter season, nor can they be combined with free days' skiing from other seasons.
- In the partner areas of Arosa Lenzerheide, LAAX, Davos Klosters, Montafon and Scuol, the available free ski days are accessed or deducted directly via the AlpsPass data card. If direct access using the AlpsPass is not possible for technical reasons, the relevant transport operator will issue a day pass subject to the respective terms and conditions (as per Article 12).
- In the partner regions of Portes du Soleil and 4 Vallées, a corresponding access card for use of the facilities will be issued upon presentation of the AlpsPass at the ticket office. Any deposit fees for chip cards or other access cards are not included in the price of the AlpsPass and must be paid separately by the guest.
- The use of the free ski days is subject to the relevant terms and conditions, operating regulations and conditions of carriage of the partner area in question.
- The group of partner areas participating in the AlpsPass may change. Further partner areas may be added, or existing partner areas may withdraw from the network. Consequently, the total number of free skiing days available may also change. Such changes do not entitle the holder to a price reduction, refund or any other form of compensation.

Validity period / Operating hours

- The AlpsPass Season Abo is valid throughout the winter season from 1 November to 30 April of the following year.
- The AlpsPass annual pass is valid from 1 November to 31 October of the following year.
- There is no separate summer offer under the AlpsPass scheme.
- The actual operating hours / opening times are determined individually by the respective transport operators. Local operating hours are published on site and on the partners' websites.
- The operating times of the slopes and lifts are determined by the respective transport operator depending on snow conditions and weather. Closed facilities and runs are not marked or secured, and unauthorised use involves significant risks for which the respective operator accepts no liability. The use of closed snow sports runs is prohibited.

Safety / Rescue costs / Insurance / Refunds

- Use of the snow sports runs is at your own risk. In particular, you must take your own ability and the prevailing conditions into account.
- The FIS Code of Conduct and SKUS guidelines must be observed.
- Instructions from the piste and rescue services must be followed.
- Outside lift operating hours and after the final inspection, slopes and runs are closed and therefore off-limits.
- In the event of reckless behaviour (in particular, failure to observe the FIS and SKUS rules, disregard for signals, instructions and barriers, or skiing in forest and wildlife protection zones as well as on slopes at risk of avalanches), the AlpsPass may be revoked without replacement. This also applies if official or operational regulations are disregarded.

25. If the AlpsPass holder has an accident in one of the areas and the operator's rescue service must therefore be called out, the holder will be charged a fee in accordance with the terms and conditions of the relevant area, plus the cost of equipment, in the event of a standard rescue. Third-party costs (helicopter transport, doctor, mountain rescue, etc.) must be paid directly by the holder.
26. Any claims for reimbursement from an accident insurance policy are the responsibility of the injured party.
27. The AlpsPass is non-refundable in the event of illness or accident. A refund of the AlpsPass, as well as any ski lessons and ski hire, is only possible if appropriate insurance was taken out at the time of purchasing the AlpsPass.
28. An insurance scheme for the AlpsPass is available from Europ Assistance. The insurance can only be taken out at the time of purchasing the AlpsPass. It is not possible to take out the insurance at a later date.
29. Insurance premiums vary according to age group (adults, teenagers and children). The current insurance cover and premiums can be found at www.alpspass.ski. Insurance cover is governed by the relevant insurance terms and conditions of Europ Assistance (Mountain Railways Insurance: CCA Forfait remontées mécaniques DE, 2024-1).
30. Once the season ticket purchase has been finalised, it is no longer possible to withdraw from the purchase contract. There is no entitlement to a refund or exchange of the AlpsPass season ticket.
31. The operating times of the winter sports facilities as communicated are for information purposes only. Their observance is subject to suitable snow and piste conditions.
32. If the transport operators involved are temporarily or permanently unable to fulfil their obligations under the transport contract until the end of the season due to circumstances beyond their control, the AlpsPass holder shall have no claims arising therefrom. This applies in particular in the following cases: technical operational disruptions, partial or complete closure of areas due to weather conditions, lack of snow, avalanche risk, premature closure of ski slopes, closures ordered by the authorities, etc.
33. Events, functions, etc. may result in the closure of certain parts of the ski areas or facilities. Furthermore, sections or sub-areas may be designated as spectator zones. The AlpsPass does not entitle the holder to access such events, nor does it confer any right to use or access the closed-off areas.

Loss / Forgotten AlpsPass

34. If the pass is lost or forgotten, a new card can be issued at AlpsPass sales points (Art. 1) upon presentation of the proof of purchase and payment of a processing fee of CHF 10.00. If the pass is lost, the AlpsPass must be blocked immediately.
35. If the AlpsPass cannot be presented in one of the partner areas in accordance with Art. 9 et seq., a valid ski pass must be purchased on site. The cost of the additional ski pass purchased will not be refunded.

Checks / Misuse / Forgery / Customer Data / Obligation to Present Identification

36. Holders of an AlpsPass are obliged, upon request during an inspection, to present a valid official photo ID document for identification purposes in addition to the AlpsPass. If the person's identity cannot be established on the basis of a valid official ID document, access to the facilities may be refused.
37. Anyone who fails to present a valid AlpsPass during a check is obliged to purchase a day ticket from the relevant transport operator at the standard fare and will be treated as a passenger without a valid ticket in accordance with Tariffr 600.5¹. If the AlpsPass holder is in possession of a valid AlpsPass at the relevant time, they may present it at an AlpsPass sales point within seven days and claim a refund for the additional day pass purchased, less an administration fee of CHF 10.00. This refund option does not apply to additional day passes purchased in partner regions where free days' skiing are granted under the AlpsPass in accordance with Art. 9 et seq. There is no entitlement to a subsequent refund for such additionally purchased ski passes or day passes.
38. Season tickets must be presented unsolicited to transport operators without electronic readers. In the case of an online purchase, the AlpsPass holder must provide proof of identity by means of the purchase confirmation. The purchase confirmation must always be carried together with a valid identity document when using the season ticket.
39. Any actions by an AlpsPass holder intended to unlawfully enrich themselves or another person and/or to cause financial loss or other harm to transport operators' assets or rights shall be deemed misuse.
40. Forgery occurs when a Season Abo or receipt has been created, altered, duplicated, supplemented or otherwise tampered with without authorisation.
41. AlpsPasses that have been misused, forged or blocked will be confiscated and blocked until the end of the current season. In addition, a day ticket must be purchased. In the event of misuse or forgery, a surcharge of CHF 400.- will be levied. The passenger fare 600.5 applies to routes eligible for compensation.
42. If the contract price is not paid immediately in accordance with Article 41, it shall be collected by the secretariat, plus an administration fee of

CHF 100.

43. Any attempted forgery or misuse, even if unsuccessful, shall result in the consequences set out above.
44. We expressly reserve the right to take further civil and criminal legal action.

Photographs, data protection and customer data

45. A recent photograph is required for the issue of the AlpsPass, in which the holder's face is clearly and easily recognisable. The necessary personal data is recorded and stored electronically. When using electronic readers, the holder's photograph may be displayed on the control system to verify authorisation.
46. To prevent misuse, when the AlpsPass is used, a photograph of the person may be taken and compared with the photograph of the AlpsPass holder on file from the time of purchase or a previous visit. The photograph and the comparison serve to ensure that the AlpsPass is used only by the authorised person. In this process, facial images, full-body images and information relating to the AlpsPass and its use may be processed. This processing is carried out on the basis of the legitimate interest in preventing misuse and safeguarding the proper operation of the partner regions involved, and in accordance with the applicable data protection regulations. The images are stored solely for the purposes of verification and checking authorisation to use the service, and are subsequently deleted in accordance with legal requirements. Data subjects have, in particular, the right under the relevant legal provisions to access, rectify and, where provided for by law, restrict the processing of their personal data.
47. The participating transport companies undertake to comply with the applicable data protection legislation when handling and processing all customer data and customer usage data. Customer data is used solely for the purposes of maintaining and improving customer relationships, quality and service standards, enhancing operational safety, or in the interests of sales promotion, product design, fraud prevention, statistics and invoicing. The AlpsPass holder hereby acknowledges and agrees that, in cases where services are provided jointly in collaboration with third parties, the participating companies within the AlpsPass network are entitled to make customer data available to the relevant third parties to the extent necessary for the provision of such services. An exception applies only where the participating companies are legally obliged to disclose personal data to third parties.
48. If you have any questions or suggestions regarding data protection, please contact the AlpsPass office. Either by post to: AlpsPass Data Protection, Gerschstrasse 14, 6390 Engelberg, or by email to alpspass@titlis.ch. We have a Data Protection Officer in the EU who acts as a point of contact for supervisory authorities and data subjects in accordance with Article 27 of the GDPR: By post: Stefan Fischerkeller - Deutsche Datenschutzkanzlei, Dr. Klein Str. 29, DE-88069 Tettanng, or by email to anfragen@ddsk.de.

Applicable law and jurisdiction

49. Swiss law applies exclusively to the contractual relationships governed herein. The application of the 'Vienna Sales Convention' (CISG) is expressly excluded.
50. The place of jurisdiction shall be determined by the registered office of the relevant point of sale. For online sales, the place of jurisdiction is agreed to be Sarnen, Canton of Obwalden.
51. The invalidity of individual provisions of the contractual relationship shall not render the entire contract invalid.

German: alpspass.ski/de/agb
 English: alpspass.ski/en/cgu
 French: alpspass.ski/fr/cgv

¹ Where these General Terms and Conditions refer to Tariffr 600.5 'Travelling without a valid ticket', this refers to the tariff provisions of the National Direct Transport (NDV) applicable throughout Switzerland, which are jointly issued by the transport companies affiliated to the public transport network and applied in their currently valid version.