AlpsPass

# General Terms and Conditions, GTC

2026/09, valid from 01 September 2026

**General**

1. The following providers form a subscription network under the AlpsPass brand: **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, Jungfraubahn AG, Grindelwald Sports AG, Skilift Bumps AG, Genossenschaft Skischule Wengen. **Interest group of transport companies in the Adelboden-Frutigen-Lenk ski and bike region** (abbreviated as "IGSAL"): Bergbahnen Adelboden AG, Genossenschaft Lenk Bergbahnen, Tschentenbahnen AG, Bergbahnen Engstligenalp AG, Elsigenalp-Bahnen AG, Skilifte Metschalp AG; as well as Bergbahnen **Adelboden-Lenk AG** (BAL). IGSAL and BAL together "Adelboden-Lenk Ski Region" **Aletsch Bahnen AG** (Aletsch Arena ski area). **Engelberg-Titlis** ski area: Bergbahnen Engelberg-Trübsee-Titlis AG, Brunni-Bahnen Engelberg AG, Luftseilbahn Engelberg-Fürenalp AG. These terms and conditions are drafted by the AlpsPass tariff association and apply to all member airlines for the AlpsPass product. All companies are independently responsible for the operation of the facilities and slopes. The transport contract is concluded directly with the AlpsPass holder and the respective transport company of the facility. The latter is responsible for the proper provision of the corresponding services. It also takes care of the necessary technical maintenance of the facilities and the traffic safety obligation (piste and avalanche service). Accordingly, liability issues, especially in connection with accidents, are dealt with by the respective transport company in whose territory or on whose facility the incident occurred.
2. By purchasing or using an AlpsPass subscription, the AlpsPass holder or user accepts the following terms and conditions of use (GTC) and takes note of the following service description.
3. AlpsPass subscriptions are personal and non-transferable.
4. **Alpspass season pass:**
   AlpsPass season passes entitle you to unlimited use of the transport companies as well as the snow sports runs in the respective ski region during the respective winter season: **Jungfrau Ski Region** including Bernese Oberland Railways, Grindelwald ski bus network, Lauterbrunnen local bus lines, Iseltwalt-Erschwanden bus lines (zone 810) and Leissigen-Därligen (zone 740). Additional entitlement to use the TV Libero zones 750, 820, 821 and 822 and valid for school and professional trips within this area of validity. **Aletsch Bahnen AG** (entire ski area including MGB Lax-Fiesch and PostBus Fiesch Fieschertal for winter sports enthusiasts, commuter and commuter traffic are excluded). **Adelboden-Lenk** ski region including bus line Cilbach to Geils. Excl. public transport & local buses. Not valid for school and work trips within this area of validity. The ski areas Oeschinensee, Sunnbüel and Jaunpass are not part of the AlpsPass subscription. Bergbahnen **Engelberg-Titlis,** including free Engelberg ski bus. The AlpsPass Infant is not valid on the Klostermatte facilities.
5. **AlpsPass annual subscriptions**
   entitle the holder to use the transport facilities of the following transport companies in the respective region during their official season or opening hours. The AlpsPass annual pass includes the winter sports facilities open during the winter season and the open passenger transport facilities during the summer season. The general terms and conditions and official season times of the respective transport companies are decisive. Unless otherwise defined, additional, payable offers 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 lift (GGM), Eiger Express (EE), Schynige Platten Bahn (SPB), Mürren-Schilthorn aerial rope track, all three sections, Allmendhubel funicular. Feeder lifts: Bernese Oberland Railway, Lauterbrunnen-Mürren Mountain Railway, Wengernalp Railway Lauterbrunnen to Wengen. All other sections are not included. For the Jungfraujoch, a connecting ticket is offered at a reduced price and for the other lifts not included, AlpsPass holders receive 50% off the respective list prices. The AlpsPass is not valid for school and work trips during the summer season. **Aletsch Bahnen AG** (entire ski area including MGB Lax-Fiesch and PostBus Fiesch Fieschertal for winter sports enthusiasts, commuter and commuter traffic are excluded, in summer on all open lifts). **Adelboden-Lenk mountain railways** including Cilbach bus line to Geils. Excl. public transport & local buses. Not valid for school and professional trips within this area of validity. The Oeschinensee, Sunnbüel and Jaunpass lifts are not part of the AlpsPass. The AlpsPass is not valid for school and work trips during the summer season. **Engelberg-Titlis cable cars**, including free Engelberg local bus. All open lifts from Engelberg-Titlis, Jochpass, Engstlen, including bike transport. Brunni and Fürenalp mountain railways: Passenger transport only.
6. AlpsPass subscriptions are not valid for extra and evening trips. The AlpsPass is only valid for regional additional offers if this has been expressly announced or a specially created offer explicitly regulates this accordingly.
7. In addition to the defined winter use (Art. 4), AlpsPass annual passes entitle the holder to use the transport facilities open to passenger transport in the above-mentioned areas within the framework of the respective operating hours and conditions during the summer season (Art. 5).
8. The AlpsPass does not include additional or separately chargeable summer offers. These include, in particular, bike trails, bike transport, summer toboggan runs, carts and other fee-based experience, leisure and additional offers. The prices and regulations of the respective area apply to their use.

**Free ski days and use in partner areas**

9. AlpsPass holders are entitled to three free ski days in each of the partner areas, which will be published on www.alpspass.ski as part of the offer before the start of the respective AlpsPass sale . The scope of services is determined by the services and conditions communicated at the time of sale.
10. The free ski days in the partner areas can only be purchased during the respective winter season. Free ski days not used expire at the end of the winter season. They cannot be carried over to the summer season or to a subsequent winter season or cumulated with free ski days of other seasons.
11. In the partner areas of Arosa Lenzerheide, LAAX, Davos Klosters, Montafon and Scuol, the available free ski days are purchased or debited directly via the Alps Pass data carrier. If direct access with the AlpsPass is not possible for technical reasons, a day ticket will be issued by the respective transport company under the respective conditions (analogous to Art. 12).
12. In the partner areas of Portes du Soleil and 4Vallées, a corresponding data carrier for the use of the facilities will be handed out at the ticket office upon presentation of the AlpsPass. Any deposit fees for chip cards or other data carriers are not included in the price of the AlpsPass and must be paid separately by the guest.
13. The use of the free ski days is subject to the respective terms and conditions, operating regulations and conditions of carriage of the respective partner area.
14. The circle of partner areas participating in the AlpsPass may change. Further partner areas may be added or existing partner areas may withdraw from the network. This may also change the total number of free ski days available. Such changes do not give rise to a claim to a price reduction, refund or other compensation.

**Validity period / operating hours**

15. The AlpsPass season pass is valid during the winter season from 1 November to 30 April of the following year.
16. The AlpsPass annual pass is valid from 1 November to 31 October of the following year.
17. There is no stand-alone summer offer as part of the AlpsPass.
18. The effective operating hours / opening hours are determined individually by the respective transport companies. The local operating hours are published on site and on the websites of the partners.
19. The operating times of the slopes and cable cars are determined by the respective transport company depending on snow conditions and weather. Closed facilities and runs are not marked or secured and illegal use is associated with high dangers, for which the respective operator is not liable. The use of closed snow sports runs is prohibited.

**Safety / Rescue costs / Insurance / Reimbursement**

20. The use of the snow sports runs is at your own risk. In particular, you have to take into account your own ability and the prevailing conditions.
21. The FIS rules of conduct and SKUS guidelines must be observed.
22. Instructions from the piste and rescue services must be followed.
23. Outside the cable car operating hours and after the final inspection, slopes and runs are closed and therefore closed.
24. In the event of reckless behaviour (in particular non-observance of the FIS and SKUS rules, disregard of signals, instructions and barriers, when driving in forest and wildlife protection zones as well as slopes at risk of avalanches), the AlpsPass can be withdrawn without replacement. This also applies if the official or operational requirements are disregarded.
25. If the AlpsPass holder has an accident in one of the areas and the rescue service of the operating company must therefore be called out, the holder will be charged an amount in accordance with the terms and

conditions of the corresponding area plus material costs in the event of a proper rescue. Costs of third parties (helicopter transport, doctor, Alpine rescue, etc.) are to be paid directly by the holder.

26. Any claims for reimbursement against an accident insurance company are the responsibility of the injured party.
27. The AlpsPass is not refundable in the event of illness or accident. A refund of the AlpsPass as well as any ski lessons and ski rental is only possible if appropriate insurance was taken out when purchasing the AlpsPass.
28. There is an insurance solution for the AlpsPass from Europ Assistance. The insurance can only be taken out when purchasing the AlpsPass. A subsequent conclusion is excluded.
29. The insurance premiums differ according to age category (adults, adolescents and children). The current insurance benefits and premiums can be found at www. alpspass.ski. The insurance cover is determined by the respective insurance conditions of Europ Assistance (Bergbahnen Versicherung: CGA Forfait remontées mécaniques DE_2024-1 ).
30. Once the subscription has been purchased, it is no longer possible to withdraw from the purchase contract. There is no entitlement to a refund or exchange of the AlpsPass subscription.
31. The communicated operating hours of the winter sports facilities are for information purposes only. Compliance with them requires appropriate snow and slope conditions.
32. If the transport companies involved are temporarily or permanently unable to fulfil their obligations under the transport contract until the end of the season as a result of circumstances that they are unable to avoid, the AlpsPass holder does not incur any claims as a result. This applies in particular in the following cases: technical interruptions to operations, partial or complete closure of areas due to weather conditions, lack of snow, avalanche danger, premature closure of the ski slopes, closures ordered by the authorities, etc.
33. Events, etc. may result in the closure of certain parts of the areas/facilities. Furthermore, routes or sub-areas may be excluded as spectator sectors. The AlpsPass does not entitle the holder to access the events, nor is there any entitlement to use/drive in the restricted areas.

**Loss / Forgot AlpsPass**

34. In the event of loss or forgetting of the season ticket, a new card can be issued at the AlpsPass points of sale **(Art. 1) upon presentation of proof of purchase and payment of a processing fee of CHF 10.00** . In the event of loss of the season ticket, the AlpsPass must be blocked immediately.
35. If the AlpsPass cannot be presented in one of the partner areas in accordance with Art. 9ff, a valid ski pass must be purchased on site. The costs for the additionally purchased ski pass will not be refunded.

**Control / Abuse / Forgery / Customer Data / ID Obligation**

36. Holders of an AlpsPass are obliged to present a valid official identification document with a photo for identification purposes in addition to the AlpsPass upon request. If the identity of the person cannot be established on the basis of a valid official identification document, the use of the facilities may be refused.
37. Anyone who does not present a valid AlpsPass at the time of an inspection is obliged to purchase a day ticket from the respective transport company at the normal rate and will be treated as a traveller without a valid ticket in accordance with tariff 600.5[1] . If the AlpsPass holder was in possession of a valid AlpsPass at the relevant time, he or she can show it at an AlpsPass sales point within seven days and demand a **refund of the additionally purchased day ticket, minus a processing fee of CHF 10.00. This refund option does not apply to additionally purchased day tickets in partner areas in which free ski days are granted as part of 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 tickets.**
38. Subscriptions must be presented without being asked to do so in the case of transport companies without an electronic reader. In the case of an online purchase, the AlpsPass holder identifies himself or herself by means of the purchase confirmation. The purchase confirmation must always be carried together with a valid identity document when using the subscription.
39. Actions by an AlpsPass holder with the intention of unlawfully enriching themselves or another person and/or damaging the assets or other rights of the transport companies are considered abuse.
40. A forgery occurs when a season pass or receipt has been created, changed, reproduced, supplemented or otherwise manipulated without authorisation.
41. Misused, forged or blocked AlpsPasses 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 charged. The passenger fare 600.5 applies to routes eligible for compensation.**
42. If the surcharge is not paid immediately in accordance with Article 41, it will be charged by the office plus a processing fee of CHF 100.
43. The unfinished attempt to forge or misuse has the aforementioned consequences.
44. The initiation of additional civil and criminal proceedings is expressly reserved.

**Photos, Privacy & Customer Data**

45. For the AlpsPass to be issued, a recent photo is required in which the holder's face is clearly and easily recognisable. The necessary personal data is recorded and stored electronically. When using electronic reader devices, the holder's photo may be displayed on the control system to check authorisation.
46. To prevent misuse, a picture of the person can be taken when using the AlpsPass and compared with the picture of the AlpsPass holder stored at the time of purchase or prior access. The image capture and comparison serve to ensure that the AlpsPass is only used by the authorised person. Facial images, full-body images and information about the AlpsPass and its use can be edited. The processing is based on the legitimate interest in preventing abuse and protecting the proper operation of the participating partner areas as well as within the framework of the applicable data protection regulations. The images are only stored for the purpose of comparing and checking the authorisation to use and are then deleted in accordance with the legal requirements. Within the framework of the statutory provisions, data subjects have the right in particular to information, correction and, if provided for by law, restriction of the processing of their personal data.
47. The participating transport companies undertook to comply with the applicable data protection legislation when handling and processing all customer data as well as customer usage data. Customer data is only used to maintain and improve customer relationships, quality and service standards, to improve operational safety or in the interest of sales promotion, product design, prevention of abuse and statistics as well as invoicing. The AlpsPass holder hereby acknowledges and agrees that in cases of joint provision of services in cooperation with third parties, the participating companies in the AlpsPass network are entitled to make customer data accessible to the relevant third parties to the extent necessary in the interest of providing the services. An exception only applies if the participating companies are legally obliged to pass on personal data to third parties.
48. If you have any questions or suggestions about data protection, please contact the AlpsPass office. Either by post to: AlpsPass Datenschutz, Gerschnistrasse 14, 6390 Engelberg or by e-mail to alpspass@titlis.ch . We have a data protection representativein the EU as a point of contact vis-à-vis supervisory authorities and data subjects in accordance with Art. 27 GDPR: By post: Stefan Fischerkeller – Deutsche Datenschutzkanzlei, Dr. Klein Str. 29, DE-88069 Tettnang or by e-mail to anfragen@ddsk.de.

**Applicable law and jurisdiction**

49. Swiss law is exclusively applicable to the contractual relationships regulated in the present case. The application of the "Vienna Convention on Contracts for the International Sale of Goods" (CISG) is expressly excluded.
50. The place of jurisdiction is determined by the registered office of the respective sales outlet. For online sales, the place of jurisdiction is agreed to be Sarnen, Canton Obwalden.
51. The invalidity of individual provisions of the contractual relationship does not lead to the invalidity of the entire contract.

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

[1] Insofar as these CTC refer to tariff 600.5 "Travel without a valid ticket", these are the tariff provisions of National Direct Transport (NDV) that apply throughout Switzerland, which are issued jointly by the transport companies affiliated in public transport and applied in their current version.