

General Sales Terms and Conditions

1. Legal information

Name	Crans-Montana Aminona (CMA) SA
Address	Route des Barzettes 1, 3963 Crans-Montana 1
E-mail	info@mycma.ch
Website	www.crans-montana.ch/cma
VAT number	CHE-105.757.217 VAT
Federal registration number	CH_626.3.001.943-8

2. General

The present General Sales Terms and Conditions (GSTC) apply to all tickets sold by the Crans-Montana-Aminona (CMA) SA ski lifts and giving access to the Crans-Montana ski area.

A copy is available at all times at the various ski area ticket offices and can be downloaded online at www.crans-montana.ch/fr/cma/cma_Ticket

The knowledge of the present General Sales Terms and Conditions is validated at the time of the purchase of a package online.

3. Transport clauses

The Crans-Montana-Aminona (CMA) SA lift company guarantees free movement on its lift installations to users with a valid ticket during the period of operation and during the published opening hours.

The customer is obliged to carry a valid ticket for the period in question and corresponding to the appropriate user category.

CMA guarantees the safety of its customers on board of its facilities. To the extent permitted, CMA's liability is limited to its own negligent or intentional conduct.

The client agrees to respect the operating regulations. In particular, the client must behave in a way that does not jeopardize his safety or that of other users of the ski area. He is responsible for any damage or deterioration. The resale of tickets is strictly forbidden, unless authorized by the operator by contractual measure.

4. The Ski passes

The ski ticket is composed of a card on which a transport title is registered.

The ticket gives access to the Crans-Montana ski lifts for a period corresponding to its validity and for the given category of user.

IDENTIFICATION

Bearer ticket

Bearer tickets do not include user identification.

SKI AREA

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Registered ticket

Registered tickets carry the identification of the users. They are strictly personal and are not transferable or assignable.

RATES

All public fares for tickets and media are available at points of sale and online at www.crans-montana.ch/fr/cma/cma_tarifs_hiver. They include all taxes. It is the customer's responsibility to inquire about the products and rates offered, in order to select the most advantageous for him/her.

The company reserves the right to change its rates and the definition of the categories giving right to the discounts and/or privileged conditions at any time and without notice.

The applicable rates and conditions are those in effect on the day of payment of the order by the customer.

MEDIA

There are two types of magnetic media:

- KeyTicket: Free and not reusable
- Keycard: Payable (5 CHF) and reusable

Keycards are reusable because they are rechargeable. However, it is the customer's responsibility to bring his or her Keycard with him or her and present it at the cash desk when purchasing a ticket.

A Keycard is not refundable under any circumstances, even after the validity of the ticket has expired. The company accepts Keycards from other stations.

Transport title	Identifications
Pedestrian / ATV	
1 and 2 days	
3 to 7 days	Name/First name
8 to 15 days	Name/First name Photo
Half Season	Name/First Name
Season	Photo
Year	Address Date of birth

5. Options

The subscription to the options is possible with the purchase of the ticket only.

FASTLANE

It is possible to purchase a ticket with access to the Skidata Fastline kiosks, for a fixed amount corresponding to the current rates.

LOCKER

It is possible to rent a locker for a specified period of time, either for a week or for a season, at the departure stations of Crans, Montana and Violettes or the parking lots of Crans.

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A deposit of CHF 100.00 is required when renting a locker and will be returned only when both keys are returned. It is obligatory to empty the locker and return the keys before the end of the season.

6. Duplicate

A duplicate is issued when the holder can prove that the ticket has been lost, stolen or destroyed and the company can cancel it.

The procedure is therefore only applicable to registered tickets.

LOSS, THEFT, DESTRUCTION

The duplicate fee is:

- 20 CHF for 3 to 9days tickets
- 35 CHF for tickets of 10 days or more

At the end of the procedure, the old ticket is cancelled. A duplicate ticket is issued to the customer, without the possibility of modifying the ticket.

The customer pays for the Keycard in the same way as for a new purchase.

OMISSION

Forgotten tickets are not replaced. The user must announce the omission at the cash desk and pay the fare for the ticket he/she is about to use.

The extra ticket will be reimbursed upon presentation of both tickets and an ID, after checking that the forgotten ticket was not used during the period in question. The customer must do this before the end of the current season. In this case, no refund is guaranteed.

A penalty of 5 CHF is applied to the refund amount

7. Refund

PARTIALLY USED OR UNUSED TICKETS

Partially used or unused tickets, whether or not due to the user, are not reimbursed by CMA.

CLOSING / SHUTDOWN OF FACILITIES

If the operation is completely or partially suspended due to bad weather or force majeure (e.g. avalanche danger, power failure, breakdown), the customer is not entitled to any refund.

INSURANCE

Insurance to cover certain risks is available:

- Snowassist: Contracted with the transport tickets from ½ day to 15days tickets
- Skipass Assur: Contracted with transport tickets from 2 days

The subscription to an insurance must be done with the purchase of the ticket. The insurance is payable according to the number of days and is automatically contracted for the same duration as the ticket. For half-season and season tickets, insurance is payable

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according to the number of days. Fares are available online at www.crans-montana.ch/fr/cma/cma_tarifs_winter and at the ticket office.

Insurance is not refundable under any circumstances. The validity period of an insurance policy cannot be extended.

Insurance terms and conditions and additional information are available on the website www.snowassist.ch. Outside the terms of the insurance, CMA does not reimburse any packages or make any postponements.

8. Discounts

Age of users Category	Age range	Age range
Under 6 years old	5 years and less	Identity document
Child	6 to 15 years old	Identity document
Young	16 to 19 years old	Identity document
Student / Apprentice	20 to 25 years old	ID + Student card
Adult	20 to 64 years old	
Senior	From 65 years old	Identity document

A daily ticket is offered to children under 6 years old accompanied by an adult.

For children under 6 years old accompanied by their father and/or mother, a ticket of the same duration is offered.

The company does not guarantee that any reduction will be taken into account unless the required proof(s) is (are) presented.

In case of forgetfulness of the receipt, the customer will pay the normal fare. The difference can be reimbursed upon presentation of the receipt before the end of the validity of the ticket in question.

The age-related categories are determined on the basis of the year of birth, regardless of the day and month.

For example, a child in the year of his or her 6th birthday will fall into the "Child" category, whether or not the birthday has passed.

FAMILY RATE

The family fare is valid on tickets for 2 or more days, from 3 persons paying (6 years old or more), with a maximum of two adults.

Family members must live in the same household.

Children, students or apprentices can be added to the basic 3-person package, according to the conditions defined above.

GROUP RATE

A set of pre-formed participants, constituted in a circumstantial way with the common goal of carrying out a trip, a stay, an excursion.

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The group must be made up of at least 20 people subscribing for the same duration and on the same dates. It must be represented by a single person in charge, mandated by the other members of the group.

The person in charge must register the group by phone to the information center or by e-mail to info@mycma.ch, at least 48 hours before the first day of skiing.

The list of participants must be provided with the name, first name and date of birth of each participant. The necessary documents must be attached.

A 15% discount is granted on the regular rates. Payment is made at the time of pick-up. Invoices can only be sent with the prior agreement of the management.

In all cases, payment must be made at once for the entire service.

Tickets can be picked up at the information center located at the departure of the cable car of Violettes.

DISABLED

The Crans-Montana ski lifts cannot guarantee access to the facilities for disabled persons.

Persons whose mobility is linked to an accessory vehicle (wheelchair or other) are asked to contact the information center by telephone at +41 848 22 10 12 or by email at info@mycma.ch at least 48 hours before their arrival in the ski area. This period of time allows the staff to determine if access to the ski lifts is possible while guaranteeing the safety of the person, whatever the circumstances.

When a person with a disability must be accompanied, one of the two tickets is offered.

9. Payment

The means of payment accepted by the company are:

- Credit card (Visa-Mastercard-American Express), PostFinance, Maestro, myOne or Reka-Card
- Cash (CHF and Euro 1)
- REKA cheques 2

A sales receipt showing the type of ticket, its date of validity and its unique number is issued for each ticket issued.

10. Buy online

Online shopping is available at https://www.crans-montana.ch/fr/cma/cma_Ticket

The purchase of an online ticket is subject to the present General Sales Terms and Conditions, except for the specific conditions detailed below.

SPECIFIC CONDITIONS

Order

Ordering Online sales allow the customer to purchase the package (media and ticket), or to recharge a Keycard with a new ticket.

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Tickets purchased online must be issued on Keycard media. Customers who do not have a Keycard must therefore pay the price of the Keycard.

Anyone in possession of a Keycard can recharge it using the number on the back (xx-xxxx xxxx xxxx xxxx-x).

It is the customer's responsibility to correctly fill in the information required to issue or reload the ticket.

Payment

The payment in secure mode is made by credit card (Visa-Mastercard- American Express) or PostFinance. For security reasons, cash payments are not accepted for online purchases.

The payment is made in a secure environment by the Datatrans/Ogone system. The transmitted banking data are protected.

This protection is in accordance with the legal provisions in force in Switzerland.

The validated order will be effective only when the concerned bank payment center has given its agreement. In case of refusal of the aforementioned center, the order will be automatically cancelled and the customer is warned of the refusal of the transaction.

Order Confirmation

Once the payment has been made and accepted by Datatrans/Ogone, a confirmation email summarizing the entire order (confirmation number and reloaded Keycard(s)) is sent to the customer through the email address used to place the order. The customer must be able to present this order confirmation (paper printout or preview on smartphone), during any inspection carried out in the ski area.

In the case of online Keycard reloading, the customer can go directly to one of the Skidata terminals in the ski area.

If the customer has bought his Keycard online, he can collect them at the information center located at the departure of the of the cable car of Violettes.

To pick up the packages, the buyer must present:

- The order confirmation received by email
- An identity document

The delivery of the packages is made against signature.

Order cancellation

A validated order cannot be cancelled.

Validation of the package

The pass is validated at the first passage in the Skidata terminal of the Crans-Montana ski area.

Responsibilities and guarantees

CMA cannot be held responsible for any inconvenience or damage inherent to the use of the Internet (service interruption, external intrusion, computer virus, etc.). The customer declares that he/she is aware of the characteristics and limits of the Internet, in particular

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its technical performance, the response times for consulting, querying or transferring data and the risks related to the security of communications.

11. Tickets control

The tickets must be presented at each inspection.

Access by Keycard in no way exempts users from having to present their ticket for control purposes at any time and at the request of the personnel in charge of control.

12. Exclusion from transportation

Failure to comply with operating requirements may result in the user being excluded from transportation. In particular, if the user:

- Is intoxicated or under the influence of drugs
- Behaves inappropriately
- Fails to comply with regulations on the use of the means of transport or passenger behaviour, or fails to comply with staff orders based on them

In the event of a repeat offence, CMA reserves the right to stop selling tickets to users who do not comply with the operating regulations.

13. Fraud and violations

Any misuse will be sanctioned by a contribution to the administrative and control costs of CHF 200.

Example: Use of a personal ticket by a third party, endangering others, etc.

In addition, any misuse of a ticket will result in the irreversible confiscation of the pass.

In the event of a repeat offence, CMA reserves the right to no longer sell tickets to users concerned by abusive or fraudulent practices.

The falsification of a ticket or the use of a falsified ticket is punishable by criminal prosecution and damages.

14. Rescue Service

In the event of an accident on the Crans-Montana ski area and the need to call for help, an amount determined by the intervention rates communicated by the OCVS will be invoiced to the injured client.

The costs of third parties (e.g. Rega, doctor, etc.) are covered directly by the client.

Any claims for reimbursement must be filed by the customer with their insurance company.

15. Rescue Service

Website available at www.mycma.ch.

For any additional information, please call the information center at +41 848 22 10 12 (according to opening hours and days). This contract is subject to Swiss law. CMA cannot be held responsible for damages of any kind, whether material or immaterial, resulting from the malfunction or misuse of the packages sold.

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Please note that, as a general rule and subject to the discretion of the courts, compliance with the provisions relating to the contractual guarantee assumes that the buyer honors his commitments to the seller.

Complaints or disputes will always be received with attentive benevolence, good faith being always presumed in the one who takes the trouble to expose his situations. The customer will first contact CMA to obtain an amicable solution. To this end, the client is requested to send an email to info@mycma.ch.

All claims arising from the contract for the purchase of tickets and from these GTC must be brought exclusively before the competent courts of the place where CMA SA has its headquarters, it being understood that the parties recognize the exclusive jurisdiction of these judicial authorities.

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