General Terms and Conditions (GTCs)
Ski, Hiking and Bike Passes as well as Super. Summer. Card. 2027

As at November 2026

These GTCs govern the legal relationship concerning the purchase of a **Skipass Serfaus-Fiss-Ladis** (hereinafter referred to as the "Skipass") between the members of Skipass Serfaus-Fiss-Ladis (hereinafter referred to as the "Members") on the one hand and the natural persons who purchase or use the ski, hiking or bike pass Serfaus-Fiss-Ladis (hereinafter referred to as the "Guest") on the other hand.

The contract of carriage shall be concluded exclusively on the basis of these GTCs, the fare provisions and the officially approved conditions of carriage of the respective lift or installation. Conflicting terms and conditions shall not be accepted. The GTCs and the fare provisions are available to everyone online at https://www.serfaus-fiss-ladis.at/AGB-BB/agb-english.pdf and are also available for inspection at the main ticket offices upon request. The conditions of carriage of the respective lift or installation are displayed at the access points to the relevant lift or installation.

The Members of Skipass Serfaus-Fiss-Ladis each operate their cable car installations and uplift facilities, ski pistes/routes, fun sport facilities, etc. (hereinafter referred to as the "Installations") independently, on their own responsibility and as legally separate entities.

The purchase of a ski, hiking or bike pass (irrespective of the fare selected) entitles the Guest to use the Installations operated by the Members. However, the specific contract of carriage is concluded only with the Member whose Installations the Guest is using at the relevant time. The services to which the ski, hiking or bike pass entitles the Guest are therefore provided by several independent undertakings, whereby a direct contractual relationship with the acting Member arises only in respect of that Member's own Installations, while that Member acts merely as a representative for the other Members of Skipass Serfaus-Fiss-Ladis. Accordingly, a contractual relationship exists between the Guest on the one hand and all Members of Skipass Serfaus-Fiss-Ladis on the other hand.

Any liability towards the Guest (irrespective of whether arises on a contractual or statutory basis) in connection with the operation and/or use of an Installation shall therefore rest exclusively with the Member operating the relevant Installation. The other Members shall bear no liability.

The Members of Skipass Serfaus-Fiss-Ladis are:
Fisser Bergbahnen Gesellschaft mbH, Seilbahnstrasse 44, 6533 Fiss;
Seilbahn Komperdell Gesellschaft mbH, Dorfbahnstrasse 75, 6534 Serfaus and
Waldbahn GmbH & Co OG, Fisser Strasse 50, 6533 Fiss

General: Ski, hiking and bike passes are non-transferable and must be presented upon request to inspection staff. Subsequent exchange, as well as extension or postponement of the period of validity, is not possible. Reduced-price ski, hiking and bike passes shall only be issued upon presentation of the relevant documents (guest card, photographic ID, proof of age, etc.).
As a matter of principle, ski, hiking and bike passes are subject to the **"Photocompare"** access control system. This means that, at the turnstiles of the feeder lifts, a photograph of the Guest may occasionally be taken and may subsequently be compared with images taken on a spot-check basis when passing through technically equipped turnstiles in the ski, hiking and bike area. The relevant images are stored in encrypted form and deleted once the period of validity of the ski, hiking or bike pass has expired. This enables the Members to carry out spot checks as to whether individual passes have been passed on contrary to the agreement.

By purchasing a ski, hiking or bike pass, the Guest gives consent to data processing in the manner described. Ski, hiking and bike passes valid daily may also be purchased which are technically configured so that no photographs are taken when passing through the turnstiles (such ski, hiking and bike passes are likewise checked by employees of the relevant Member on a spot-check basis).

Data carriers/tickets: Ski, hiking or bike passes are issued either on KeyCards, electronically on a smartphone or on disposable cards ("KeyTix"). For KeyCards, a deposit of EUR 2.00 is charged when the ski, hiking or bike pass is purchased, which will be refunded upon return of the undamaged KeyCard. The KeyCards may be returned at the cable car ticket offices, the ticket machines at the valley stations and, on a voluntary basis, to accommodation providers, sports shops and food and beverage establishments.

Extensions: Ski and hiking passes valid for 6 days or more may be extended once without interruption at a special price.

Loss of ski, hiking or biking pass: Lost ski, hiking or bike passes with a validity of up to 2 days will not be replaced. In the event of loss of the KeyCard, ski, hiking or bike passes stored on the KeyCard (data carrier) with a validity of 3 days or more may be blocked for further use upon presentation of the blocking number receipt (which is shown on the payment receipt). Upon payment of a blocking fee of EUR 10.00 (+ EUR 2.00 KeyCard deposit), the Guest shall be entitled to a replacement KeyCard. The deposit for the lost KeyCard shall not be refunded.

Refund: A refund shall be granted only upon presentation of a medical certificate confirming that, due to an injury, the Guest can no longer make use of the Members' services for the remainder of the validity period of the ski, hiking or bike pass. This is subject to return of the ski, hiking or bike pass and presentation of the proof of purchase at one of the Members' main ticket offices. A medical certificate issued by a local doctor from the Landeck district or by a hospital in Tyrol is mandatory and may be submitted subsequently. The day of the accident shall count as a day used and shall not be refunded. A refund is possible only for the remaining unused days, provided that the ski, hiking or bike pass was not used again after the accident. A refund for ski, hiking or bike passes belonging to accompanying persons of an injured person is excluded. No entitlement to a refund shall exist in the event of bad weather, avalanche risk, unforeseen departure, illness, epidemic or pandemic events, quarantine of the Guest, operational restrictions or interruption of operations, closure of ski runs, individual Installations, etc. Likewise, under these circumstances there shall be no entitlement to extension of the validity of the ski, hiking or bike pass.

Inspection and misuse: Access checks are carried out at the valley stations of the Installations by means of readers. The instructions of staff must be followed without fail. The inspection devices must be used properly. Pass checks are carried out regularly in the relevant ski, hiking or bike area. The Guest is obliged to carry the ski, hiking or bike pass at all times. Any misuse and any circumvention of access checks shall result in the immediate withdrawal of the ski, hiking or bike pass. The filing of a criminal complaint is expressly reserved. Any person found in the inspection zones without a valid ski, hiking or bike pass must pay a penalty in the amount of twice the adult day-pass rate. This shall also apply where a Guest wrongfully uses a reduced-price ski, hiking or bike pass (e.g. youth ticket, guest card, etc.). In that case, the penalty shall likewise amount to twice the adult day-pass rate. Confirmation of payment of the penalty fee shall serve as a travel ticket on the same day.
Ski, hiking and bike passes are non-transferable. Purchase from third parties is therefore prohibited and may give rise to consequences under both civil and criminal law.

Limitation of the issue of ski, hiking and bike passes: The Members reserve the right to limit the sale of ski, hiking and bike passes, in particular due to low snow levels, measures in connection with epidemics or pandemics, impending overcrowding of ski pistes, hiking trails, bike areas, trails, fun sport facilities, natural events (severe weather events), etc. The Members also reserve the right to change prices, including on a daily basis, in particular in connection with events.

Purchase of ski, hiking and bike passes in the online shop (where offered): The products shown in the online shop do not constitute legally binding offers, but merely an invitation to the viewer to submit offers to purchase. The contractual partners upon the purchase of a ski, hiking or bike pass in the online shop are the Members. However, the specific contract of carriage is concluded only with the Member whose Installations the Guest is using at the relevant time. The services to which the ski, hiking or bike pass entitles the Guest are therefore provided by several independent undertakings, whereby a direct contractual relationship with the acting Member arises only in respect of that Member's own Installations, while that Member acts merely as a representative for the other Members of Skipass Serfaus-Fiss-Ladis.

By clicking the payment button, a legally binding offer to conclude a purchase agreement for the selected ski, hiking or bike pass or the selected ski, hiking or bike passes is submitted to the Members. This offer is subject to acceptance by the Members. Acceptance takes place by displaying a purchase confirmation in the online shop and sending a purchase confirmation to the email address provided by the Guest. At the same time, the Guest receives an 8-digit booking code and QR code entitling the Guest to collect the ski, hiking or bike pass(es) at the Members' ticket counters or ticket machines, or to use a ski or hiking pass on the Guest's smartphone. Ski, hiking and bike passes are not dispatched.

The Members assume no liability for the loss of the booking code or the unauthorized use of the booking code by unauthorized third parties due to the Guest's failure to keep the booking code with due care. Invalid or previously redeemed booking codes shall not entitle the holder to collect ski, hiking or bike passes.

For the purchase of reduced-price ski and hiking passes in winter or hiking and bike passes in summer (in particular for children, young persons, senior citizens, guest tickets, etc.), it is necessary to provide additional information (e.g. first name, surname, date of birth, accommodation provider, etc.). This data is stored on the ski, hiking or bike pass and enables the Members' employees to verify whether the reduction is claimed lawfully. Any misuse (including in particular the use of a reduced-price ski, hiking or bike pass where no reduction is due) shall result in the immediate withdrawal of the ski, hiking or bike pass and payment of a penalty equal to twice the day-pass rate. The filing of a criminal complaint is expressly reserved.

The following payment methods are offered to the Guest for payment of ski, hiking or bike passes in the online shop:

- Payment by bank transfer (instant bank transfer)
- Payment by credit card
- Payment by Apple Pay or Google Pay (where available)

Right of withdrawal

Information on the right of withdrawal:

The Guest may withdraw within 14 days and without giving reasons, from a contract concluded with the Members or from a contractual declaration made by the Guest, provided that the contract was concluded off the Members' business premises (in particular where the contract was concluded via the Members' online shop).

In the case of goods, the withdrawal period shall commence on the day on which the Guest, or a third party designated by the Guest who is not acting as carrier, acquires possession of the goods. If the Guest has ordered several goods as part of a single order and those goods are delivered separately, the withdrawal period shall commence on the day on which the Guest, or a third party designated by the Guest who is not acting as carrier, acquires possession of the last goods delivered. The latter shall also apply where goods are delivered in several partial consignments. The withdrawal period shall be observed if the declaration of withdrawal is sent within the 14-day period.

The declaration of withdrawal is not subject to any specific form; however, written form is recommended. To declare withdrawal, the Guest may use the model withdrawal form made available for download by the Members on their website but is not obliged to do so.

To exercise the right of withdrawal, the Guest must send the declaration of withdrawal (without the need to state reasons) by post, fax or email, while also providing bank account details (IBAN and BIC – insofar as payments have already been made to the Members), to the following address/fax number, or contact the Members by telephone.

By post:

Seilbahn Komperdell Gesellschaft mbH
Dorfbahnstrasse 75
6534 Serfaus
Austria

By email:

buchhaltung@skiserfaus.at

Consequences of exercising the right of withdrawal:

If the Guest withdraws from the contract, the Members shall reimburse any payments already made by the Guest, including any delivery charges, within 14 days from receipt of the declaration of withdrawal. If the ordered goods have already been dispatched or handed over to the Guest, the Members shall reimburse any payments already made by the Guest, including any delivery charges, without undue delay after receipt of the returned goods or upon provision of proof that the goods have been returned. Reimbursement of payments already made by the Guest shall be affected by transferring the amounts received to the bank account notified by the Guest. Any bank transfer charges shall be borne by the Members. If the Guest has expressly chosen a type of delivery other than the least expensive standard delivery offered by the Members, the Guest shall have no claim to reimbursement of the additional costs thereby incurred.

On the other hand, in the event of exercising the right of withdrawal, the Guest is obliged to return the goods received to the Members without undue delay and, in any event, no later than within 14 days from making the declaration of withdrawal. The time limit for return shall be met if the goods are dispatched within that period. The direct costs of returning the goods shall be borne by the Guest.

The Guest shall compensate the Members for any reduction in the market value of the returned goods if the loss in value is attributable to handling of the goods that was not necessary for examining their nature, characteristics and functioning.

Exceptions to the right of withdrawal:
In particular, there is no right of withdrawal

- if the Guest is not a consumer within the meaning of section 1 para. 1 no. 2 KSchG, i.e. if the transaction forms part of the operation of the Guest's business;
- if the Members have fully performed the service, whereby in cases in which the Guest is obliged under the contract to make payment, the right of withdrawal shall lapse only if, in addition, the Members began performance of the contract with the Guest's prior express consent and if, before the commencement of the service, the Guest confirmed having taken note of the fact that the right of withdrawal is lost upon full performance of the contract;
- in the case of goods supplied in a sealed package which are not suitable for return for reasons of health protection or hygiene, if their seal has been removed after delivery;
- for services provided in connection with leisure activities, where the contract provides for a specific date or period for performance by the trader.

The ski, hiking and bike passes sold via the Members' online shop constitute leisure services within the meaning of section 18 para. 1 no. 10 FAGG; accordingly, any right of withdrawal in relation to the purchase of ski, hiking and bike passes via the Members' online shop is excluded.

Obligation to wear mouth and nose protection
By means of appropriate notices displayed at the Installations, the Members may provide that the Installations and the associated buildings and waiting areas (including outdoors) may only be used or entered while wearing mouth and nose protection. In the event of non-compliance, employees of the Members may prohibit access to the Installation or use of the Installation and/or withdraw the ski, hiking or bike pass.

Restrictions due to epidemics or pandemics
It is expressly pointed out that, due to official, statutory or voluntary measures taken by the relevant Member (e.g. distancing rules, restrictions on the number of persons transported, provisions on the maximum number of guests, rules for the ticket office, boarding or alighting area, reduction of operating hours, rules on border checks or border crossings, etc.), restrictions or limitations in the operation of the Installations may occur (e.g. long waiting times, delays in transport, refusal of access [for example upon reaching the maximum number of guests], etc.), up to and including early termination of the season or closure of operations. No entitlement to a refund of the fee for the ski, hiking or bike pass, or to an extension of the validity of the ski, hiking or bike pass, shall arise in these or comparable cases either.

Sale
Where seasons overlap, a mixed price shall be calculated automatically.
Ticket sales: at the cable car ticket offices during opening hours.
Advance ticket sales: from 3pm on the previous day at the cable car ticket offices. The ski pass may be used from 3pm onwards. Use on the previous day does not apply to hiking and bike passes or to the Super. Summer. Card.

Reductions – Summer 2027
Children: Children up to birth year 2021 will be transported free of charge in accordance with the transport regulations.
Children from birth year 2020 up to and including birth year 2012 receive the child rate (ID required).
Youth: Young persons from birth year 2011 up to and including birth year 2008 receive a youth rate (ID required).
Senior citizens: Women and men from birth year 1962 receive the reduced senior rate (ID required).

Reductions - Winter 2026/27
Children: Children up to birth year 2021 will be transported free of charge in accordance with the transport regulations.
Children from birth year 2020 up to and including birth year 2012 shall receive the child rate (ID required).
Youth: Young persons from birth year 2011 up to and including birth year 2008 receive the youth rate (ID required).
Senior citizens: Women and men from birth year 1962 receive the reduced senior rate (ID required).

Young Family Ticket (winter): This offer is available for parents with infants under three years of age. The young family ticket is available from 3 days onwards (no season tickets) at the adult price. The ticket is issued in both names and is available only at the main ticket offices at the cable car stations. This allows mum and dad to take turns enjoying the pistes and caring for their child. Please note that tickets may only be handed over in the valley, as a valid ski pass is required for ascent into the ski area with ski equipment.

Persons with disabilities: In the event of a reduction in earning capacity of 60% or more, a special rate shall be granted upon presentation of official identification (from 60%: 15% reduction, from 70%: 30% reduction), including for any necessary accompanying persons. Bike passes and Super. Summer. Card. are excluded.

Guest card price: For Serfaus-Fiss-Ladis ski passes, the holder of a valid guest card from Serfaus, Fiss or Ladis shall be granted a reduction on the standard price. The guest card is available from the accommodation provider and must be presented unsolicited when purchasing the ski pass, failing which the standard price shall be charged. Subsequent reimbursement is not possible. For regional ski passes (Ski6), no guest card reduction can be granted for accounting reasons.

PLEASE NOTE: Presentation of an official photographic ID is required for every type of reduction.

Super. Summer. Card. (summer season 2027):
Issued by the member establishments (accommodation providers in Serfaus-Fiss-Ladis) for the duration of the stay.
In the 2027 summer season, the following charges shall be payable for the Super. Summer. Card.:
Children: Children up to birth year 2021 shall be transported free of charge in accordance with the transport regulations.
Children from birth year 2020 up to and including birth year 2012 shall receive the reduced rate (EUR 5.50 / night). **All other birth years** shall pay the standard rate (EUR 8.00 / night).
The Super. Summer. Card. entitles the holder to use the Installations of Skipass Serfaus-Fiss-Ladis.

Use of the Bike Park Serfaus-Fiss-Ladis:
Children under 10 years of age may use the Bike Park Serfaus-Fiss-Ladis only if accompanied by an adult accompanying person. Young persons aged 10 to 16 may use the Bike Park Serfaus-Fiss-Ladis without adult accompaniment upon presentation of a declaration of consent signed by a parent or legal guardian. Without a fully completed and signed declaration of consent, access to the bike park shall be refused. The declaration of consent may be downloaded free of charge from the following link:
https://www.bike-sfl.at/Celum/03%20%C3%B6ffentlich/Website/02_BIKE-SFL.AT/PDFs/einverstandniserklarung-bikepark-en.pdf

Applicable law
Austrian law shall apply to the exclusion of the UN Convention on Contracts for the International Sale of Goods.