

General Terms and Conditions of Bergbahnen Brigels AG (hereinafter referred to as BB AG)

Subject to change. The current GTC are published on the website: www.brigels-bergbahnen.ch/agb.

1. General Contractual Conditions

These General Terms and Conditions (GTC) apply to all services and products of Bergbahnen Brigels AG (BB AG). In addition to these General Terms and Conditions, the FIS rules of the International Ski Federation and the SKUS guidelines of the Swiss Commission for Accident Prevention on Snow Sports Descents are also considered integral parts of the contract.

1.1. Conclusion of Contract

The contract between the company and the customer is concluded upon ordering, purchasing, or using one or more services. Online orders are concluded upon written confirmation. By doing so, the service/product descriptions, prices, and conditions valid at the time of contract conclusion, as well as the then valid GTC, are accepted and form an integral part of the contract. These services may differ from printed materials and online publications. The GTC valid at the time of contract conclusion are deemed accepted without reservation.

1.2. Obligation to Identify

Personal identification documents and all other documents entitling the holder to a discount must be presented upon request by employees of BB AG at any time. All tickets are automatically checked at the turnstiles. Ski pass checks are carried out continuously by lift personnel.

1.3. Data Carrier

The KeyCard enables contactless access to all lifts and cable cars of BB AG. It can be reprogrammed with new validity data at any time and is therefore usable for several years. The KeyCard is available at all sales points for a fee of CHF 5.00 (no deposit, i.e., no refund of the card fee). Clearly defective KeyCards are not replaced free of charge. KeyTickets are free-of-charge, contactless single-use tickets. They are used for single rides.

1.4. Data Protection

The privacy policy of BB AG informs about which data is collected, how it is used, and which rights customers have regarding their data. It is available at www.brigels-bergbahnen.ch/datenschutz

2. Age Categories and Group Definitions

2.1. Age Categories

BB AG defines the following age categories: children up to 5.99 years travel free of charge but require a ski pass for turnstiles. Junior tariff applies from 6 years up to 16.99 years. Apprentice and student tariff applies up to the age of 24.99 years. Senior tariff applies from the age of 64 years. Adults are from 17 years. Relevant for classification into categories are the issue date of the ski pass and the date of birth.

2.2. Families

A family consists of up to two parents plus any number of children/young people living in the same household.

2.3. Groups

Groups are closed groups such as associations, clubs, organizations, and companies from 10 persons who stay in the same accommodation. For groups with fewer than 20 persons, identical arrival and departure dates are additionally required for all members. The group leader must order, collect, and pay for the tickets of all group members.

2.4. Schools

The school tariff applies exclusively to officially recognized schools with a minimum of 10 participants.

3. Prices and Payment Terms

3.1. Prices

Prices are published in printed materials and online publications of BB AG and include statutory VAT. In the event of differing tariff information in brochures and electronic media, the provisions according to the current publication on the website www.brigels-bergbahnen.ch apply. Online ticket prices are partially discounted. They may vary and are not fixed. The current booked prices apply. All prices are in Swiss francs (CHF).

3.2. Payment

Payment is made upon conclusion of the contract and issuance of tickets in cash or cashless payment methods. Cashless payment methods accepted by BB AG are specified at the points of sale. Ticket purchases on invoice are generally not intended. The customer undertakes to pay the invoiced amount by the due date. Objections to the invoice must be raised in writing and with justification within 7 days. If payment is not made by the due date, the company is entitled to initiate legal action and suspend all services to the customer without further notice. BB AG reserves the right to require advance payment for services in whole or in part. Bank transfer fees are borne by the customer.

3.3. Online Ticket Shop Payment

Payment is made exclusively via selected and communicated cashless payment methods. The purchase confirmation is sent to the registered email address. Online ticket purchases on invoice are not possible. The purchase process is only legally valid once payment has been successfully charged. If a transaction is cancelled or not completed, all tickets are invalid.

3.4. Price and Service Changes

BB AG reserves the right to change service descriptions and price information on the internet as well as in brochures and price lists up to the conclusion of the contract.

4. Tickets and Annual Passes

4.1. Validity

All tickets are valid only during published operating hours until the printed expiry date, are personal and non-transferable. Multi-day tickets are valid on

consecutive days until the printed expiry date. Single rides are valid for one year from the date of purchase. Multi-ride tickets are valid for two years from the date of purchase. The annual pass is valid from 1 June to 31 May, regardless of the purchase date. The annual pass can be ordered at a discounted price or with special promotions during advance sales.

4.2. Loss or Theft

Lost, forgotten, or stolen day tickets, half-day tickets, and single rides will not be replaced. Annual passes and multi-day tickets are only replaced upon presentation of the blocking and sales receipt and a processing fee of CHF 15.00 exclusiv a new KeyCard. The lost ticket will be blocked. Incorrectly assigned cards are also subject to a processing fee of CHF 15.00.

4.3. Misuse

Any misuse of single, day, or multi-day tickets or annual passes results in immediate withdrawal without compensation. A handling fee of CHF 300.00 will be charged. In addition, a valid ticket must be purchased. Civil or criminal measures remain reserved. The customer is responsible for ensuring that no misuse by third parties is possible.

5. Refunds

5.1. General

Non-use of a pass or any other ticket not due to accident or illness does not entitle to a refund. All refunds are additionally subject to a fee of CHF 15.00. No entitlement to refund or rebooking exists for: single rides, half-day, day, two-day, multi-year, flexible passes, and seasonal parking cards as well as personal impediments, early departure, or unfavorable weather and snow conditions. In these cases, no refund or rebooking to another date is made.

5.2. Service Disruptions / Operational Closures

Due to disruptions in service provision / operational closures, restrictions or shutdowns due to force majeure such as wind and weather conditions, avalanche danger, lack of snow, closure of ski slopes, strikes, or official orders and recommendations, as well as operational failures (e.g., due to technical defects or power outages), no refund, extension, or compensation claims arise.

5.3. Refund in Case of Accident, Illness, and Death

In case of accident, illness, or death of the ticket holder and resulting early termination of the season, the refund request must be submitted by email to verkauf@brigels.ch by the end of the current winter season. After that, the entitlement expires. Annual passes or multi-day tickets that can no longer be used will be refunded upon submission of a medical certificate as well as ticket number or proof of purchase according to Articles 5.1, 5.3.1, and 5.3.2. Late-submitted passes/tickets as well as those used again after the accident/illness are not refundable. The certificate must be issued by a practicing physician. Upon receipt of the refund, the validity of the pass/ticket expires immediately. The refund is exclusively issued in the form of a voucher from BB AG.

5.3.1. Refunds for Multi-Day Passes

Multi-day tickets are refunded from the third day onward. For calculation purposes, the day after the last use is decisive. Upon refund, the validity of the ticket expires immediately.

5.3.2. Refunds for Annual Passes

The refund percentage of the annual pass is calculated as follows:

80 % of purchase price until 15.12.

60 % until 31.12.

40 % until 31.01.

20% until 15.02.

Ab 16.02. no refund

If the annual pass was already used in summer, the used rides will be deducted from the refund amount before 15.12.

6. Exclusion from Transport

According to regulations, customers may be excluded from transport if they are, for example: intoxicated or under the influence of narcotics; behave improperly; endanger third parties; disregard usage and behavioral rules; or disobey staff instructions. In case of repeated or serious violations, the ticket may be withdrawn.

If weather conditions are unsuitable for the activity, customers may also be excluded from transport.

7. Parking Fees

Unpaid or expired parking fees will be charged with a CHF 40 surcharge by Securitas AG. **From 1 December to 31 March, parking is strictly prohibited in Zone 1 at night.** Improperly parked vehicles in zone 1 will be towed for a fee. An official report is reserved.

Zone 2 may only be used with a valid special permit for alpine pasture owners. In case of misuse of the permit, a parking fee of CHF 40.00 will be charged.

8. Safety and Liability

Ski and sledding slopes are professionally prepared daily with the greatest care. Marked ski slopes are secured, released, monitored, and controlled by slope patrol personnel of Bergbahnen Brigels during operating hours from 08:30 to 17:00. Marked slopes are closed outside operating hours so that preparation work can be carried out.

No liability is accepted for personal injury or material damage caused by failure to observe instructions, carelessness, negligence, or use of cableway facilities and slopes within or outside operating hours. No responsibility is accepted for damage to sports equipment.

Entering or using wildlife protection zones is strictly prohibited. These zones serve to protect wildlife and are accordingly signposted. Violations will be reported to the competent cantonal authorities. Further legal action remains reserved.

9. Rescue Service

If a person has an accident in the BB AG area and rescue services must be called, rescue and material costs will be charged. Third-party costs (e.g., REGA, doctor) must be paid directly by the person concerned. Any refund claims must be asserted against the respective insurance company.

10. Applicable Law / Jurisdiction

Swiss law applies exclusively. Exclusive place of jurisdiction for any disputes is the registered office of BB AG.

These General Terms and Conditions are valid immediately and replace all previous versions.

Bergbahnen Brigels AG

Brigels, 01.09.2026



TARIFF REGULATIONS

General provisions

The transport of passengers on the lifts and facilities operated by Bergbahnen Obersaxen AG and Bergbahnen Piz Mundaun AG is carried out in accordance with the Swiss Federal Act on Passenger Transport (PBG, SR 745.1), as well as these tariff regulations and the separately published ticket and season pass prices. These are based on the respective period of validity and user category. **The place of jurisdiction is Obersaxen Mundaun.** Special regulations due to official requirements as well as measures in extraordinary situations (e.g. pandemics, energy shortages) remain reserved.

All tickets and season passes are personal and non-transferable. They cannot subsequently be exchanged for other tickets or season passes.

With regard to **data protection**, please refer to our data protection regulations published on our website: [Datenschutz](#) | [Bergbahnen Obersaxen Mundaun](#)

Transport of Passengers and Sports Equipment

Children up to the age of 5 travel free of charge when accompanied by an adult. However, they also require a valid ticket to pass through the access control systems. For safety reasons and to protect children, the transport of skiers carrying small children (e.g. in a backpack or on their shoulders) is not permitted.

Children aged 6 to 12, teenagers aged 13 to 17, students and apprentices up to and including 24 years of age, as well as senior women aged 64 and over and senior men aged 65 and over, receive tickets at reduced rates. The allocation to the respective age categories is based on the date of birth and the date of issue of the ticket or season pass.

Discounts are only granted upon presentation of a valid proof of eligibility (e.g. identity card, apprentice or student ID). Subsequent presentation of proof and any related refund requests are not possible.

Closed groups of 15 persons or more (e.g. sports clubs, schools or coach companies) may receive discounts upon request in accordance with the special tariff sheets. Tickets are issued exclusively as a group purchase. Individual issuance is not possible.

Sledges and other approved sports equipment are transported free of charge. Transport is at the owner's own risk. The operating companies accept no liability for any damage or loss. **Instructions given by lift personnel must be followed.**

Refunds and Replacements

Refunds for ski passes are granted only for passes with a validity period of two days or more. A written request must be submitted no later than 30 April.

A refund may be granted to the holder of the ski pass or season pass according to separate regulations if the holder is demonstrably prevented from further use due to compelling reasons (e.g. accident or illness).

Refunds are only processed upon return of the ski pass or season pass and presentation of a medical certificate. **Family members or accompanying persons are not entitled to a refund.**

No refunds are granted for family passes (except for specific pandemic-related regulations). Single rides and day tickets are excluded from refunds.



Refunds for season passes:

until 15 December	Purchase price minus 20 %
until 10 January	Purchase price minus 50 %
until 31 January	Purchase price minus 75 %
from 1 February onwards	no refund

In the event of an officially ordered closure of the entire ski area, a proportional refund or credit for season passes will be granted according to the purchase price and in accordance with separate special regulations.

Lost tickets will not be replaced. An exception applies to season passes. These can be replaced upon presentation of the purchase receipt including the season pass number. A processing fee of CHF 30.00 will be charged for the replacement procedure.

Operational interruptions, suspension of operations or partial closures do not entitle customers to refunds, extensions or compensation.

This applies, for example, in cases of technical defects, power outages, force majeure, as well as weather- or safety-related restrictions such as wind, avalanche danger, lack of snow, piste closures, strikes or official orders and recommendations.

Misuse and conduct

Season passes obtained based on incorrect information will be blocked with immediate effect. There is no entitlement to a refund.

In the event of misuse of tickets, in particular the transfer of ski passes to other persons or the alteration of information on tickets, the ticket will be withdrawn immediately without compensation.

In addition to the regular fare, a surcharge of at least CHF 250.00 will be charged in accordance with Article 20 of the Swiss Federal Act on Passenger Transport. Civil and criminal proceedings remain reserved.

In addition to automatic ticket controls, railway personnel carry out random checks to prevent misuse of tickets.

In the event of reckless behaviour, failure to comply with safety and order regulations at stations and facilities, during transport or on the ski slopes, as well as failure to observe the FIS rules, signs and barriers, the ticket may be withdrawn without compensation.

This also applies in particular to entering avalanche-prone slopes as well as forest and wildlife protection zones.

Liability

The liability of the cableway companies is limited to cases of gross negligence or intentional misconduct.

Bergbahnen Obersaxen AG / Bergbahnen Piz Mundaun AG