

# Jungfrau Ski Region Rates (AGB JSR 2021/2022)

English version: [www.jungfrau.ch/gtc](http://www.jungfrau.ch/gtc)  
French version: [www.jungfrau.ch/cgv](http://www.jungfrau.ch/cgv)

## General information

- With the purchase of a Sportpass, the Customer accepts the terms and conditions below and acknowledges the following service description.
- Sportpasses are personal and non-transferable. Point cards can be used by several people. They run three years from the purchase date and may be used only during the winter season.
- Sportpasses entitle the user to unlimited use of the transport companies as well as snowsports runs in the respective ski region. Recurring/special occasions, especially the Lauberhorn Races, are reserved. The Grindelwald ski bus network and the Lauterbrunnen local bus routes are included in the offer. Hiking and sledging passes (from 2 days) allow free travel from Grindelwald to Bussalp.
- Sportpasses are not valid for extra and evening trips.
- For Sportpasses valid over several days, the usage time starts at 0.00 of the first day and ends at 24.00 on the last day.
- The season Sportpass, including authorisation for educational and vocational trips, is valid from 1 December to 30 April. In addition, the season Sportpass is valid in November on weekends when ski resorts are open, provided that the ski lifts and slopes are operating in the relevant ski resort. In November, on weekdays without ski operations, the season Sportpass entitles you to half-price one-way tickets as per Tarif 600 on the following mountain railway routes within the Jungfrau Region:  
Interlaken Ost–Grindelwald  
· Interlaken Ost–Lauterbrunnen  
· Grindelwald–Kleine Scheidegg–Lauterbrunnen  
· Kleine Scheidegg–Jungfrauoch–Top of Europe  
· Lauterbrunnen–Mürren via Grütschalp  
· Stechelberg–Mürren–Schilthorn

During the ensuing summer season, from 1 May to 31 October, your season Sportpass serves as a personal Half Fare Card on the following routes in the Jungfrau region:

- Interlaken Ost–Grindelwald  
· Interlaken Ost–Lauterbrunnen  
· Grindelwald–Kleine Scheidegg–Lauterbrunnen  
· Grindelwald Terminal–Eiger Glacier  
· Kleine Scheidegg–Jungfrauoch–Top of Europe  
· Grindelwald–First  
· Grindelwald–Männlichen  
· Wengen–Männlichen  
· Lauterbrunnen–Mürren via Grütschalp  
· Stechelberg–Mürren–Schilthorn  
· Mürren–Almendhubel  
· Wilderswil–Schynige Platte  
· Interlaken–Harder Kulm

When using half-price one-way tickets as per Tarif 600 for these routes, the individual season Sportpass for the preceding winter season must be presented as identification to the personnel checking tickets without being asked to do so.

- The Sportpasses include special services for snow sports enthusiasts on pistes and service facilities (chair lifts, ski lifts, etc.) that have been officially designated and announced as open. The opening hours for pistes and lifts are determined by the operating companies in accordance with snow and weather conditions, and their decisions are binding on Sportpass holders. If Sportpasses are used outside the stated operating hours for the facilities, then their validity extends only to personal transport on scheduled transportation.  
The use of closed snowsports runs is prohibited; abuse constitutes gross negligence because, on facilities with this status, there is no assurance of marking, safety and rescue, which entails a higher risk of accident and potentially even a danger to life.
- Sportpasses only entitle travel in second class. If a seat in First Class is used, a class change fee must be paid equal to half the price difference.
- Sportpasses must be produced without being asked to do so when using transport companies without an electronic reader device. If the ticket has been purchased online, the guest provides documentation by means of a printed confirmation of purchase. Identification must also be carried at all times together with the confirmation of purchase.
- A photo is required to create the season Sportpasses. The electronically captured personal data are stored in a database. When passed over the electronic reader devices, the holder's photograph appears on an internal computer.

## Safety on the slopes

- The FIS rules and SKUS guidelines must be observed.
- Obey the piste and rescue services instructions.
- Outside the train operating times and after final inspection has been completed, the slopes and runs are closed and thus off-limits.
- A Sportpass may be confiscated for reckless behaviour, in particular disregard of FIS regulations, signals, directives and barriers as well as skiing/snowboarding in forest and wildlife-protection areas or on avalanche endangered slopes.

- If the customer has an accident in one of the ski areas and the rescue service of the mountain railway companies has to be called, then the customer will be charged a maximum amount of CHF 260 plus material costs in the event of a regular rescue on the slope. Third party costs (helicopter transport, doctor, Alpine rescue, etc.) must be paid directly by the customer. Any reimbursement claims against accident insurance are the responsibility of the customer. When purchasing the Sportpass, insurance can be taken to cover this risk. The possibility of a subsequent conclusion of insurance is excluded after the first use of the pass.

## Exchange/refund

- Exchanges or refunds of the Sportpass are generally not possible. In the event of an accident and illness, there is no entitlement to refunds.** When purchasing the Sportpass, insurance may be taken to cover this risk.<sup>1</sup> The possibility of a subsequent conclusion of insurance is excluded after the first use of the pass.
- The user is not entitled to a refund for service interruptions.  
This especially applies to the closure of the ski areas or parts of ski resorts due to inclement weather, lack of snow, avalanche danger, early snow melt on the ski slopes, etc. Special events may result in certain parts of the ski area being closed off and a spectator sector being established. The Sportpass does not grant access to such events. The specified operating hours of the winter sports lifts are for informational purposes only. Compliance with these times requires appropriate snow and slope conditions.
- If the official regulations for mountain railways and/or winter sports areas change with regard to the Corona protection measures (e.g. introduction, change of certificate obligation 3G or 2G etc.), the corresponding implementation by Jungfrau Railways does not entitle to a withdrawal from the contract. There is therefore no entitlement to the return or exchange of sports passes and a refund is excluded.
- Lost Sportpasses are generally not replaced. This especially applies to tickets for a period of two days or less. A new pass is created for Sportpasses valid for a longer period of time. A proof of purchase is required for this. It is up to the buyer to prove that he was the holder of the card. The circumstances of the loss and the efforts made to recover the card are appreciated. A fee of CHF 5 also applies to season Sportpasses.
- In the event of an officially mandated closure due to a pandemic or epidemic, the holder of the season Sportpass at the time of notification will receive a pro rata refund, i.e. the non-usable days will be refunded in relation to the season period. In this case, the season period is considered to be 1 December 2021 – 3 April 2022. In the event of a purchase during or after a lockdown, there can be no claim for a refund for already announced or past closures, but only for future closures. The refund will only be granted if the ski resorts have to close in the entire of validity. If systems remain in operation, there is no right to a refund. The refund is generally made in cash. The customer is responsible for claiming the refund; the Jungfrau Ski Region or its partners are not obliged to actively draw the customers' attention to it. The refund can be claimed by 30 April 2022, after which the claim expires.

## Control/misuse/falsification

- Sportpasses may be used only by the authorised person.
- Those who are unable to provide a valid Sportpass at the checkpoint must pay for a day pass at the normal rate and will be treated as a traveller without a valid ticket according to fee schedule 600.5. If the guest was in the possession of a valid pass at the decisive moment, a refund for the amount of the day pass can be made within seven days. A processing fee applies.
- Behaviour of a guest with the intention of unlawfully enriching himself or another person and/or damaging the transportation companies' assets or other rights is considered abuse.
- Falsifications are Sportpasses which have been produced by an unauthorised person, amended or otherwise manipulated or show signs of erasure.
- Misused, counterfeit or blocked Sportpasses shall be confiscated. An ordinary day Sportpass must be purchased. In case of misuse, a surcharge of CHF 200.00 will also be charged. For falsification, this surcharge is CHF 400.00. Passenger tariff 600.5 applies for rail travel.
- Those unable to pay the aforementioned amounts immediately must provide a guarantee. Otherwise, the guest may be expelled from the ski area. If a guarantee is issued, payment must be made within three days. Otherwise, the case will be forwarded to the office and other fees may be charged.
- Attempted improper use has the same consequences.
- Rights to civil and criminal prosecution remain reserved.

<sup>1</sup> The insurance is taken out by the subscription holder with the skipass insurer Solid AB, Route de la Fondrière 2, 1705 Freiburg ([www.skicare.ch](http://www.skicare.ch)). The provisions of Solid AB apply when taking out an insurance policy. JSR is a reseller. Subsequent insurance policies or withdrawals are not possible via JSR. Receivables from Solid AB are to be coordinated by the subscription holder directly with Solid AB and cannot be settled via JSR.

## Data protection and customer data

29. The companies involved have undertaken to comply with the respective 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 maximise operational security, or for sales promotion, product design, crime prevention, key economic data and statistics as well as billing. The customer hereby acknowledges and accepts that in the event of a joint provision of services in cooperation with third parties, the participating companies in the JSR subscription are entitled to make customer data available to the relevant third party to the extent necessary for the performance of the services. The disclosure of customer data to third parties is furthermore only permitted with the express consent of the customer. An exception applies only if the companies involved are legally obliged to pass on personal data to third parties. You can get in touch with our internal Data Protection Officer if you have questions or suggestions on data protection. Either by post at: Jungfrau Ski Region, Datenschutz, Harderstrasse 14, 3800 Interlaken or by e-mail at: datenschutz@jungfrau.ch.

## Applicable law and place of jurisdiction

30. There are several vendors under the Jungfrau Ski Region brand that form a fare network, namely including Firstbahn AG, Gondelbahn Grindelwald-Männlichen AG, Luftseilbahn Wengen-Männlichen AG, Wengernalpbahn AG, Schilthornbahn AG, Bergbahn

Lauterbrunnen-Mürren AG, Berner Oberland-Bahnen AG, Jungfraubahn AG, Postauto Schweiz AG, Grindelwald Sports AG, Skilift Bumps AG, Genossenschaft Skischule Wengen. All companies are individually responsible for the operation of their installations and pistes. The transport contract is completed directly between the customer and the respective transport installation operator, which is responsible for proper provision of the appropriate services. It also provides for the required technical maintenance of the installation and has the legal obligation to maintain safety (piste and avalanche service). Liability issues, in particular concerning skiing accidents, are accordingly dealt with by the company on whose terrain or installation the incident occurred.

**31. The contractual relationship between the Jungfrau Ski Region and its customers, including the question of its realization and the validity of the contract is subject exclusively to Swiss Law.**

**32. For the determination of jurisdiction, the registered office of the respective point of sale applies. For Sportpass purchases via the Internet, the office of Jungfrau Railways Management AG in Interlaken, Switzerland is the sales point**

33. The application of the Vienna Convention on the International Sale of Goods (CISG) is expressly excluded.

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## Winter Sportpass insurance

The Jungfrau Ski Region Winter Sportpass will not be refunded in the event of illness or accident. It is therefore recommended to take out insurance when purchasing the skipass. Insurance costs: CHF 63/season

In the event of an accident or illness, the following will therefore be refunded to you on a pro rata basis: Refund of the skipass, refund of ski lessons and refund of ski hire. The possibility of a subsequent conclusion of insurance is excluded after the first use of the pass. Further information: [www.skicare.ch](http://www.skicare.ch)

## First Flyer and First Glider

Take advantage of this opportunity and enjoy a flight with the First Flyer or First Glider. You can fly safely on a rope down to the valley at up to 83 kilometres per hour and enjoy the wonderful winter mood on Grindelwald-First. Both offers can be used free of charge with a season Sportpass or Sportpass (valid for 1 day or longer).

## Refund Pandemic/epidemic

In the event of an officially mandated closure due to a pandemic or epidemic, the holder of the season Sportpass at the time of notification will receive a pro rata refund, i.e. the non-usable days will be refunded in relation to the season period. In this case, the season period is considered to be 1 December 2021 – 3 April 2022. In the event of a purchase during or after a lockdown, there can be no claim for a refund for already announced or past closures, but only for future closures. The refund will only be granted if the ski resorts have to close in the entire the season Sportpass area of validity. If systems remain in operation, there is no right to a refund. The refund is generally made in cash. The customer is responsible for claiming the refund; Jungfrau Ski Region or its partners are not obliged to actively draw the customers' attention to it. The refund can be claimed by 30 April 2022, after which the claim expires. If the official regulations for mountain railways and/or winter sports areas change with regard to the Corona protection measures (e.g. introduction, change of certificate obligation 3G or 2G etc.), the corresponding implementation by Jungfrau Railways does not entitle the holder to withdraw from the contract. There is therefore no entitlement to the return or exchange of sports passes and a refund is excluded.

## Winter Season 2021/2022 operating data

In appropriate snow and slope conditions, the winter sports facilities are open during the 2021/2022 season as follows:

|                   | Start of season  | End of season |
|-------------------|------------------|---------------|
| Kleine Scheidegg  | 27 November 2021 | 18 April 2022 |
| Mürren-Schilthorn | 11 December 2021 | 18 April 2022 |
| Männlichen        | 11 December 2021 | 11 April 2022 |
| Grindelwald-First | 18 December 2021 | 27 March 2022 |

In good snow conditions, certain facilities are already in operation on weekends in November 2021 (Saturday/Sunday only). You can find relevant information at [jungfrau.ch/wintersportinfo](http://jungfrau.ch/wintersportinfo)