General sales conditions
Anniviers Lift Companies

Grimentz - Zinal
St-Luc - Chandolin
Vercorin
RMA
Remontées Mécaniques du Val d'Anniviers

1) Confirmation of the reservation

The booking confirmation will be sent to you by email once your order has been completed and your credit card payment has been processed. Please keep this confirmation, which contains your order number, until you arrive at your chosen collection point. You must present it to the service provider, either digitally or on paper, in order to collect your booking. If you have downloaded your ski passes directly to your smart card, **the confirmation email serves as proof of purchase in the event of a check on our slopes**. Your booking is only registered once you have received the confirmation email, which serves as proof of payment.

2) Collection of the reserved item

When making your booking, you chose the location where you would like to collect your booking. Please check your confirmation to see which office, ticket office or partner you chose and go to that location. **If you have only topped up your pass, you do not need to go to the ticket office. The pass will be automatically topped up when you first pass through a turnstile.**

3) General conditions linked to the ski pass

Ski passes are personal and non-transferable. Once in possession of the pass, the holder is responsible for keeping it safe to prevent misuse by third parties, including family members or friends. In the event of misuse of a travel pass by a third party, the pass will be cancelled without replacement. A search fee of CHF 200 will be charged, as well as the number of days fraudulently travelled at the daily pass rate. Please note that a photo is taken each time you pass through a turnstile in order to detect fraud.

4) Modification or cancellation of a reservation

All bookings may be cancelled or modified free of charge up to seven days before the start of the service. **For later modifications, a fee of CHF 20 per person will be charged**. In the event of a refund, payment will be made to the credit card used for the order. In the event of loss of the package, a replacement fee of CHF 3 per magnetic medium will be charged, as well as CHF 20 per order. In the event of non-collection of the service, the amount collected will not be refunded unless medical proof is provided.

5) Accident and / or illness

In the event of accident or illness, the subscription will be partially refunded upon presentation of a medical certificate only, from the date of submission, in the case of permanent cessation, to the ski lift company's cash desk.

6) Breakdown, shutdown of the lifts

In the event of breakdown or shutdown of facilities due to force majeure, orders or restrictions imposed by an authority, or voluntary limitations due to special circumstances (bad weather, technical problems, partial or total power failure, avalanche danger, closure of part of the ski area, pandemic, epidemic, etc.), day passes and season tickets will not be refunded, exchanged or extended.

7) Family discount

Each child or young person accompanied by an adult or senior citizen (parent or grandparent) is entitled to a 15% discount on the price of their membership, provided that both memberships are purchased at the same time.