

General sales conditions

Anniviers Lift Companies

1) Confirmation of the reservation

Confirmation of the reservation will be sent to you by e-mail on completion of your order, after the credit card payment procedure. This confirmation, containing the order number, must be saved until your arrival at the ticket collection desk chosen. It must be presented to the server in order to receive the reserved item.

If you have downloaded your ski passes directly onto your smart card, **the confirmation email, printed on to a piece of paper, serves as proof in case of a spot check on our pistes.** Your reservation is only registered when you receive the email confirmation, proof of payment.

2) Collection of the reserved item

On reservation you chose the place where you would like to collect your reservation. Please check on your confirmation which office, ticket desk or partner you have chosen and ensure you go to the same place.

If you have only recharged your pass, you do not need to pass by a ticket desk.

3) General conditions linked to the ski pass

Transport tickets are personal and non-transferable. Once the pass is in your possession, the holder is responsible for safeguarding it from abusive use by any third party, including members of his family and friends. In case of misuse of a pass by a third party, the pass will be cancelled without replacement and a fine will be imposed.

4) Modification or cancellation of a reservation

- All reservations can be cancelled or changed up to 7 days before the beginning of the service reserved. **Cancellation costs: CHF 40.- per transaction.** The refund will be made to the credit card used for the payment.
- For all changes or cancellations made during the week before the beginning of the service reserved, but up to 48 hours before at the latest, a refund of **50% of the amount paid** will be made to the credit card used for the payment.
- For all changes or cancellations made within 48 hours of the beginning of the service reserved, no refund will be given.
- If the service is not used, the amount paid will not be refunded.

5) Accident and / or illness

In case of accident or illness, the ski pass is partially refunded, only on presentation of a medical certificate, from the date of return of the ski pass to one of the lift company ticket desks, if stopping definitively.