



Skiarea Valchiavenna S.p.A.

Via per Motta n. 6 23024 MADESIMO (SO)

P. IVA, Cod. Fisc. e Registro Imprese Sondrio n° 00600580146 – R.E.A. Sondrio n. 42434

TEL. 0343.55311- FAX 0343.53032 www.skiareavalchiavenna.it e-mail: info@skiareavalchiavenna.it

TICKET REGULATION

The purchase and subsequent possession of the ticket implies knowledge and acceptance of these Ticket Regulation exposed at the box office and published on the website www.skiareavalchiavenna.it.

1. The Ticket Regulation makes specific reference to tariff ski pass exposed to the public that should be considered an integral part thereof.
2. The period to start and end of the season is set by the Company based on the weather conditions, the state of the slopes, of snow and technical needs of the lifts. Any type of skipass will become invalid at the end of the winter season during which it was issued.
3. The operating hours of the lifts are established by the Company and disclosed to the public through advertisements placed at the ticket office, at starting stations of the lifts, and on the website www.skiareavalchiavenna.it. The schedule may change even in the course of the day, for technical, service, security or force majeure, without this constitute grounds for any compensation to the holder of the ticket.
4. All tickets are valid on the days of opening and at the times expected better defined in paragraph 2. The seasonal skipass of Skiarea Valchiavenna are valid from the first opening day of the season up to the closing day of the season.
5. The Skipass, or the electronic device in which the transport document is incorporated (rechargeable card), is the only document which establishes the conclusion of the contract between the Company and transported. To obtain the title of nominative transport or rechargeable card you must provide their data identification and a recent photograph to face discovered that a person's identity makes it easily recognizable. In the case of control of staff the customer must show their travel document. The purchase of the ticket only gives the right to use corresponding lifts systems for the routes specified in the day or in the days of validity foreseen, and the influx of travelers at the departure station. The customer must verify at the time of purchase that the ticket corresponds to their request.
6. The electronic device name (rechargeable cards), where the transport document is incorporated, can be purchased at authorized ticket offices of the company at a cost of € 5.00. By buying the support becomes the property skipass holder, the amount paid can not be refunded or considered to deposit thiol.
7. It is not possible to change or extend the life of the cards already in use.
For some skipass, starting from 6 days, you can buy the extension of a day of validity at a reduced price.
8. To get some kind of skipass (seniors, juniors, children, etc..) you need to provide identification data on production of a valid travel documents (not replaceable by self-certification), At the time of purchase and prior to the issuance of the skipass, the transported must report entitled to any reductions by presenting the documents proving unequivocally the existence of the requirements to enjoy the same benefits. It 'also required the presence of the beneficiary of ticket at reduced price at the time of purchase. The above documents may be requested by the lift staff.
9. After the first use, the skipass cannot be replaced and / or refunded. There is the possibility of partial refund of the ticket only in case of skiing accident happened in Skiarea Valchiavenna and demonstrated by a First Aid certificate stating the impossibility to ski. The skipass is refunded, with effect from the day following the day of delivery, on the basis of days leftovers. The seasonal skipass is refunded instead, under the same conditions indicated in the previous paragraph, in proportion to after deduction of any unexpired part of a lump sum equal to 30% of the price paid. The skipasses of accompanying persons and / or family members of the injured are not refundable. In all other cases, including personal reasons and/or diseases, are not granted any kind of refund.
10. The ski pass or electronic device that incorporates it (rechargeable card) is a personal document, the loan, the temporary release of the card or any abuse or misuse involves temporary blocking of the travel document that will withdrawn and canceled without any right to reimbursement of the non enjoyed. In case of repeated violation the Company reserves the right to take action against the offender both criminal and civil.
11. Multi-day skipasses with validity periods covering two seasons with different rates are charged according the rates for the period in which falls the greatest number of days o, in case of the same number of days, the higher season rate.
12. In case of loss or defective card, when the transported is able to provide data capable of uniquely identifying the possessed device (n.series of the ticket or the electronic device, identification data of the holder, day and time issue) it will possible cancel the ticket and issue a new one in favor of the holder. In the case of a new issue of rechargeable card you will need to pay the amount of € 5.00 for the purchase of a new electronic device.
13. Rates are normally applied throughout the season. The Skiarea Valchiavenna SpA reserves the right to adjust the rates and rules during the season if the changes occur to the tax burden, or other factors of importance.
14. Disabled who have a certificate of disability greater than 70% are entitled to the 30% discount off the regular rates to the public.
15. The Company reserve the right to decide the opening and closing of lifts and slopes at its sole discretion without this affect the price of the ticket. Is not assured the opening of all the lifts and of all ski slopes. In case of force majeure (electromechanical failures, adverse weather conditions, etc.), or to hold events, contests or competitions workouts, one or more lifts, as well as tracks, will be closed to the public without this constitute grounds for any compensation to the owner of the ticket.
16. With the purchase of ski passes granted to Junior and the Children, the parent assumes all liabilities concerning the proper use of the lifts and the slopes of the minor beneficiary.
17. According to the Legislative Decree of 30 June 2025 n. 96 article 10, the ski slopes users required to wear suitable protective helmet.
18. For the use of ski slopes by skiers, reference is made to the provisions of Law No. 40 of February 28, 2021, Chapter III 'Rules of conduct for users of ski areas' and to the Regulation of the Lombardy Region No. 05 of September 29, 2017."
19. Purposes, the data undergoing processing, delivery and methods of processing of personal data and photographs required for the issuance, management and control of ski passes are described in the Privacy Policy "personal data and photographs required for issuance / management / document control transit (pass) and rechargeable card "on public display at the ticket office and published on the Company website.
20. In the event of litigation or dispute, the competent forum will be that of Sondrio.