

TICKETING REGULATIONS

THIS DOCUMENT REGULATES THE CONTRACTUAL CONDITIONS RELATING TO THE PURCHASE AND USE OF ONE-DAY AND MULTI-DAY SKI PASSES (CONSECUTIVE AND NON-CONSECUTIVE), RETURN TICKETS AND SEASON TICKETS, AS WELL AS THE CONDITIONS OF USE OF THE SLOPES AND LIFTS.. THE PURCHASE OF A TICKET IMPLIES KNOWLEDGE AND UNCONDITIONAL ACCEPTANCE OF THESE "TICKETING REGULATIONS", WHICH CAN BE CONSULTED AT THE TICKET OFFICES AND ON THE OPERATOR'S WEBSITE, AND OF THE NATIONAL AND REGIONAL LAWS GOVERNING WINTER SPORTS AND THE USE OF LIFTS.

THE "TICKETING REGULATIONS" MAKE SPECIFIC REFERENCE TO THE TARIFFS DISPLAYED TO THE PUBLIC, WHICH MUST BE CONSIDERED AN INTEGRAL PART OF THESE REGULATIONS. THE ISSUING COMPANY RESERVES THE RIGHT TO ADJUST TARIFFS AND REGULATIONS DURING THE SEASON.

GENERAL RULES

The mountain environment in which you find yourself and the changing natural or artificial conditions that characterise it, as well as the practice of skiing, pose a risk which is inherent in the very nature of the activity.

Purchasing a ticket and using the facilities implies knowledge of this risk and acceptance of all the conditions envisaged in these rules, as well as the appropriate application of common sense. Skiers will not be entitled to make a claim against the Company for injuries resulting from accidents caused by any of the conditions that are an integral part of skiing, such as: ground surface conditions characterised by unevenness and irregularities in snow coverage caused by changes in grooming conditions, daily wear and tear, other skiers' falling and partial grooming of the ski slope following snowfall, as well as the presence of small stones and artificial accumulations of snow, in compliance with the legislation in force ([art. 6 Regional Regulation no. 2/1996](#)).

As regards the use of the ski slopes by skiers, reference should be made to [Regional Law no. 9 of 17 March 1992](#) and [no 27 of 15 November 2004](#).

Winter Season

The purchase of a ticket implies knowledge and unconditional acceptance of these "Ticketing Regulations", which can be consulted at the ticket offices and on the operator's website, and of the national and regional laws governing winter sports and the use of lifts.

1. All tickets are transport documents and are also valid as tax receipts (Ministerial Decree 30.06.1992) and must be kept for the entire duration of transport. They are valid during the normal operating hours of Cervino S.p.A. lifts.
2. All tickets issued are valid during the normal operating hours of the lifts and are subject to the "Passenger Provisions" established by each ski resort; they can be purchased at the ticket offices of Cervino S.p.A. and of other appointed agents, and are valid as follows:
 - Breuil - Cervinia Area: for use on Breuil-Cervinia lifts only.
 - Valtournenche Area: for use on Valtournenche lifts only.
 - Chamois Area: for use on Chamois lifts only.
 - Torgnon Area: for use on Torgnon lifts only.
 - Cervino-Valtournenche Area: for use on Cervino S.p.A. lifts only; consecutive multi-day passes lasting between 3 and 8 days published on the price list can be used in all stations in Valle d'Aosta as follows:
 - 3, 4 and 5 days: valid for one day in another station in Valle d'Aosta;
 - 6, 7 and 8 days: valid for two days in another station in Valle d'Aosta;
 - Cervino-Valtournenche-Zermatt International Area: for use on Cervino S.p.A., Zermatt Bergbahnen AG and Gorner-grat-Monte Rosa-Bahnen lifts. International tickets sold in Italy (also online) must be used on a daily basis, with the first entry of the day on Italian territory.
3. International tickets for the Swiss part, indicating the amount on the ticket with the wording "di cui CH -, -- Euro#" are sold by Cervino S.p.A. and its agents in the name and on behalf of Zermatt Bergbahnen AG - Postfach 378 - Zermatt - MWST N° 280498 - which is directly responsible for the operation of the lifts and slopes located on Swiss territory.
4. All tickets are strictly personal and non-transferable. All abuse will result in their immediate withdrawal and the application of the penalties envisaged by law. Users of the Cervino S.p.A. lifts are reminded that, in compliance with Valle d'Aosta Regional Law no. 20 of 18.04.2008 and Presidential Decree no. 753 of 11.07.1980: those who use tickets issued in the name of another person or of a different category to their own are punishable in accordance with articles 494 (impersonation) and 640 (Fraud) of the Italian Criminal Code; ticket holders who permit the illegal use of the ticket will be subject to the same punishment. In these cases, the ski pass will be withdrawn and not returned, without affecting the right to impose

sanctions. The customer must carry the document or justification entitling them to discounted purchase of the ski pass with them at all times. This document must be presented to the ticket inspectors present on the lifts along with the ski pass to ensure its validity. The following details are printed on the ski pass, together with the technical ticketing data:

- Free ski pass: name and surname
- Consecutive multi-day ski pass for 5 days or more: name and surname
- Seasonal ski pass: name and surname

These details must be supplied by the customer when purchasing the ski pass and, when necessary, an identity document must be shown in order to obtain age-related discounts.

5. Tickets purchased are not refundable, not even partially, and are not exchangeable for any reason, even if the purchaser is unable to use them; the validity and duration of the ticket cannot be changed after purchase. It is the customer's responsibility to check the correctness of ski pass and any change at the time of purchase, as no complaints will be accepted after purchase.
6. If you lose your ski pass, the following rules shall apply: a duplicate will be issued if the ticket can be traced via a receipt or the number of the original ski pass purchased; 10% of the value of the lost ski pass, up to a maximum amount of € 50.00, will be charged as a refund of secretarial and administrative costs. This sum will not be refunded if the original ticket is found.
7. "Valle d'Aosta" season and consecutive day ski passes are valid on all Valle d'Aosta lifts and are subject to the "Valle d'Aosta ski pass Regulations" published for the current season by PILA S.p.A.
8. One-day ski passes "in season" (Open): one-day ski passes for adults, seniors, teens and juniors valid for the whole season; tickets may be used during the season of issue and cannot be refunded or recovered.
9. Non-consecutive multi-day tickets (days of your choice) valid on the Breuil-Cervinia lifts and international tickets valid on the Breuil-Cervinia Zermatt lifts do not entitle Over-80s and groups to free ski passes and cannot be refunded or recovered. Please note that the first ride on a lift cancels one day's validity of these tickets.
10. Baby, baby NA (unaccompanied), junior, senior and teen rates for ski passes for 1 to 8 consecutive days and "trunk" tickets:
 - a. BABY: a child born after 31/10/2015 will be granted, where applicable, a free ticket that is strictly personal, non-transferable, non-replaceable in the event of loss, with the same duration and for the same journey as the ticket purchased at the same time by an accompanying adult, who must present themselves with the child and show proof of the child's age.
 - b. BABY NA (unaccompanied): a child born after 31/10/2015, without the simultaneous purchase of a ticket by an adult, will receive a 75% discount on the normal price of the ticket, upon presentation of the child entitled to the discount with a valid identity document.
 - c. JUNIOR: children born after 31/10/2009 will be entitled to a reduced price ticket, upon presentation of the child entitled to the discount with a valid identity document.
 - d. TEEN: teenagers born after 31/10/2005 will be entitled to a reduced price ticket, upon presentation of the person entitled to the discount with a valid identity document.
 - e. SENIOR: adults born before 31/05/1959 will be entitled to a reduced price ticket, upon presentation of the person entitled to the discount with a valid identity document.
 - f. OVER-80s: adults born before 01/11/1943 will be granted a free ticket (one-day national or international ticket or round trip from Italy only), which is strictly personal and non-transferable, upon presentation of a valid identity document and the person entitled to the discount.

11. Self-certification of date of birth is not considered a suitable document for obtaining discounted rates, for which it will always be necessary to present the identity document required (art. 2 of Presidential Decree no. 445/2000).
12. All skiers must hold a valid insurance policy covering their civil liability for damage or injury caused to third parties - art. 30 Legislative Decree 40/2021. Users who breach this provision will be subject to an administrative fine ranging from € 100.00 to € 150.00 in addition to having their ski pass confiscated by the police. Insurance cover of the same duration as the ticket can be purchased together with the ski pass at the ticket offices at the customer's request. Before purchase, the customer must obtain information by requesting an overview of the insurance conditions and coverage at the ticket offices.

The insurance cover shall be valid as follows:

- TIMED VALIDITY: the days relating to the validity of the ski pass purchased for the practice of amateur downhill skiing.
- TERRITORIAL VALIDITY: the ski slopes where the ski pass purchased is valid.



CERVINO SPA

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- **VALIDITY OF THE INSURANCE:** all the guarantees issued are effective only in the event of intervention by the authorised rescue service on the slopes; the Beneficiary must notify the intervening organisation that they are covered by insurance by showing all the documents requested by the latter in order to carry out the necessary checks.

13. The keycard on which each ticket is loaded is sold at the price of € 2.00; it must not be punched, is placed in the pocket (allowing hands-free skiing) and should be kept with you at all times. It contains a chip that stores the ticket data and its use. The keycard is valid from year to year and can be used in any Valle d'Aosta ski resort.

In the event of malfunction or breakage of the keycard, it will be necessary to purchase it again at the price of € 2.00.

14. ski passes and season tickets are personal and may not be transferred to third parties, even free of charge. When asked to do so by lift operators and inspectors, users must show their ski pass or season ticket and allow their identification.
15. Disabled persons who present a certificate proving a disability of at least 67%, or the Disability Card, will be entitled to a 50% discount on Italian or international rates, extendable also to the person accompanying them, where applicable.
16. The start and end date of each ski season is determined at the sole discretion of the lift operation company on the basis of several conditions, such as, but not limited to, weather, snow, piste condition and safety.

The publication of the start and end dates of each ski season is purely indicative and does not represent a commitment to open the resort or to keep it open.

Skiing activity may be suspended at any time, either temporarily or permanently, at the sole discretion of the lift operating company, on the basis of the weather and/or snow, piste conditions or safety, or when there are well-founded reasons. Skiing activity may also be suspended at any time, temporarily or permanently when this is imposed by causes of force majeure, such as electricity blackouts, strikes, including those by its own staff, fires, earthquakes, wars, terrorist attacks, epidemics, orders from the authorities and, more generally, for reasons beyond the power and control of the lift operating company.

In the event of temporary or permanent suspension of the ski season for any of the reasons indicated in this article, the purchaser shall not be entitled to any reimbursement or compensation, except for any mandatory provisions of law.

In particular with regard to season tickets, the purchaser acknowledges that, by purchasing a season ticket, they accept the risk that the ski season may last less than expected, this risk being offset by the advantages of being able to use the lifts at a flat rate.

Only and exclusively in the case of consecutive multi-day ski passes will a personal (with name and surname) and non-transferable voucher (insurance will not be included) be issued in the event of a total closure of the lifts due to bad weather, at the customer's request, valid for the number of days of closure and redeemable within one year (winter 2023/2024, summer 2024 and winter 2024/2025).

17. The operating hours of the lifts will be determined by the lift company and brought to the attention of the public by means of notices posted at ticket offices and lift stations.

The timetable may be subject to change, even during the day.

18. In the case of long journeys, it is the ticket holder's responsibility to carefully check the timetables for return transport. The Operator shall not be held liable in the event that the ticket holder is prevented from returning by reasons attributable to the latter. Particular note must be taken of the times of the last ascent from Zermatt to Breuil-Cervinia and from Breuil-Cervinia to Zermatt, it being understood that said times are peremptory and indicated at the departure points of both the Italian and Swiss lifts. Should the ticket holder arrive late, they must be aware of and accept the risk of having to return to Italy or Switzerland by means other than the lifts, or of having to stay overnight in the resort. In such cases, the lift companies will not grant any type of ski pass recovery or refund of expenses incurred.

19. All rates are usually applicable for the entire season. They may, however, be subject to change in the event of extraordinary tax or currency interventions.

Ski pass prices are determined independently of the number of lifts and slopes open during the period of validity of the ski pass. The number and type of lifts in operation on a daily basis and the number of slopes that can be used on a daily basis are determined by the lift operating company and are indicated on notices displayed at ticket offices, lift stations and on the Company's website.

The number and type of lifts in operation on a daily basis and the number of slopes that can be used may vary even during the same day - also without prior notice - due to technical, service and safety requirements, weather conditions or force majeure (including power cuts, strikes, also by its own staff, orders from the authorities, for example) and, more generally, for reasons beyond the power and control of the lift operating company.

In the event of sporting events, Cervino S.p.A. reserves the right to close certain facilities, slopes, areas and premises necessary for the running of such events to the public or to allocate them to the priority use of the athletes and personnel concerned, for the time considered essential for their execution, and to reserve certain slopes for the training of sporting associations (ski clubs).



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In the cases referred to in this article, and in the event of delays at the lifts for any reason, no reimbursement or compensation, not even partial, will be due.

20. Groups of skiers are entitled to one free ski pass, of equal duration, for every 15 ski passes purchased at the adult rate at the same time.
21. The price of international tickets may be subject to fluctuations in the Euro/Swiss franc exchange rate.
22. The Company reserves the right to adjust rates and regulations during the season.
23. Should the customer forget their season ticket, a fee of € 10.00 will be charged for a one-day pass.
24. If requested to do so, the purchase is obliged to present the ticket to the authorised ticket inspector on the Cervino S.p.A. lifts. In the case of discounted rates, the ticket holder must present the necessary documentation.
25. The Unlimited Cervino Paradise ski pass is valid for the whole winter season on all Cervino S.p.A. and Zermatt Bergbahnen AG (Gornergrat-Rothorn-Sunnega and Alpine Crossing) lifts. One-day and multi-day ski passes and season tickets valid in the international territory are not valid for the descent from Piccolo Cervino to Trockner Steg and from Piccolo Cervino to Plateau Rosà.

PERSONAL DATA PROCESSING

26. Foreword. This privacy policy, issued pursuant to articles 13 and 14 of the GDPR 2016/679 is valid for all types of travel tickets, as specified below. The term "station tickets" refers to the set of transport tickets valid exclusively for access to the areas managed by the Company. The term "station tickets with VDA extension" refers to the set of transport tickets valid also in the other districts of the Valle d'Aosta, on the Monte Bianco cable cars and in the districts of La Rosière, Zermatt, Alagna and Alpe di Mera, for a limited and pre-arranged number of days. The term "regional tickets" refers to the set of transport tickets valid in the districts of the Valle d'Aosta, on the Monte Bianco cable cars and in the districts of La Rosière, Zermatt, Alagna and Alpe. The term "station" refers to the districts managed by Cervino S.p.A.
27. Data controller. The data controller is Cervino S.p.A. with registered office in Valtournenche (AO) Fraz. Breuil-Cervinia - Loc. Bardoney, in the person of its Legal Representative pro tempore.
28. Joint data controllers. By virtue of a specific agreement, Pila S.p.A., Courmayeur Mont Blanc Funivie S.p.A., Funivie Monte Bianco S.p.A., Funivie Piccolo San Bernardo S.p.A., and Monterosa S.p.A., with reference to the "regional tickets" and the "station tickets with VDA extension", assume the status of joint data controllers pursuant to article 26 of the GDPR 2016/679.
29. Data Protection Officer. The Company has appointed a Data Protection Officer. Contact details are published online in the Cookie & Privacy policy section at www.cervinia.it.
30. Types of data processed. The provision of personal and contact data is required in order to purchase tickets. Only for certain types is the release of a photograph required (for the sole purpose of verifying that access is granted by the person entitled). Any bank data required to complete the payment may also be processed. Contact data may be processed for marketing purposes, subject to specific consent. Images of users are processed as part of the video surveillance system. The detection of passages at the turnstiles involves the processing of location or position data, which is carried out using RFID technology. With a view to the application of discounted tickets, the Company may, with the data subject's consent, process data defined by Article 9 GDPR 2016/679 as "special" insofar as it may reveal information on the state of health. The processing of this data is limited exclusively to assessing the applicability of the discount. Health-related data may be processed in the event of the provision of first aid.
31. Source of personal data. The data may be collected directly from the data subject or through the natural or legal persons appointed as external Joint Data Controllers. The passages through the turnstiles are detected electronically. A video surveillance system is in operation in the areas managed by the Company: images are collected electronically (please see the specific information on video surveillance).
32. Detection of passages at the turnstiles. In order to prevent unlawful use of tickets and to simplify the search for missing persons, the Company has adopted a turnstile passage detection system based on RFID technology. The interaction between the ticket and the reader installed on the turnstile allows "hands-free" passage at the turnstile and verification of access clearance. The device does not collect anthropobiometric data and does not store the user's movements on the ski slopes or hiking trails. If the Company intends to use the data for the profiling of customer preferences, it will request specific consent from the data subjects.
33. Purpose and legal basis of the process. The data is processed for the following purposes:

PURPOSE OF PROCESSING	LEGAL BASIS GOVERNING PROCESSING
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1	Collection of applications for the purchase of travel tickets and subsequent issue	Article 6, paragraph 1 letter b) GDPR 2016/679: processing necessary for the fulfilment of an agreement to which the data subject is party or the performance of pre-contractual measures taken at the data subject's request.
2	Management of payments (with relative processing, within the terms of the Law, of payment data including any credit card identification details).	Article 6, paragraph 1 letter b) GDPR 2016/679: processing necessary for the fulfilment of an agreement to which the data subject is party or the performance of pre-contractual measures taken at the data subject's request.
3	Fulfilment of civil, tax and accounting obligations related to the issue of tickets and the provision of any first aid operations in cases where a fee is payable	Art. 6 paragraph 1 letter c) GDPR 2016/679: processing necessary to fulfil a legal obligation to which the Data Controller is subject
4	Provision of transport services and guarantee of their use by the purchaser	Article 6, paragraph 1 letter b) GDPR 2016/679: processing necessary for the fulfilment of an agreement to which the data subject is party or the performance of pre-contractual measures taken at the data subject's request.
5	Protection of company assets by video surveillance systems	Art. 6 paragraph 1 letter f) GDPR 2016/679: processing necessary for the pursuit of the legitimate interest of the data controller or of third parties
6	Protection of the company's assets through verification of the legitimate use of the travel document by requesting the application of a photograph on it	Art. 6 paragraph 1 letter f) GDPR 2016/679: processing necessary for the pursuit of the legitimate interest of the data controller or of third parties
7	Protection of the company's assets through verification of the legitimate use of the travel document (requesting the application of a photograph on it)	Art. 6 paragraph 1 letter f) GDPR 2016/679: processing necessary for the pursuit of the legitimate interest of the data controller or of third parties
8	Protection of company assets with the detection of passages at turnstiles	Art. 6 paragraph 1 letter f) GDPR 2016/679: processing necessary for the pursuit of the legitimate interest of the data controller or of third parties
9	Evaluation of the applicability of discounts or reduced rates	Art. 9 paragraph 2 letter a) GDPR 2016/679: consent of the data subject
10	Marketing activities and promotion of commercial initiatives, products and/or services	Art. 6 paragraph 1 letter a) GDPR 2016/679: consent of the data subject
11	Possible defence of a right in court and whenever it is necessary to ascertain, exercise or defend a right of the Data Controller	Art. 6 paragraph 1 letter f) GDPR 2016/679: processing necessary for the pursuit of the legitimate interest of the data controller or of third parties
12	Possible first aid activity in the event of an accident	Art. 6 paragraph 1 letter d) and Art. 9 paragraph 2 letter c) GDPR 2016/679: processing necessary to safeguard the vital interests of the data subject

34. Processing methods and data retention period. The data will be processed manually or electronically on paper or digital media in compliance with the provisions of Article 32 of GDPR 2016/679 on security measures. The data collected for the purposes specified in items 1, 2, 4 and 9 will be retained for the duration of the contractual relationship and thereafter for a period of three years. After this period they are rendered anonymous and retained for statistical purposes with the sole exception of those for which, in fulfilment of the obligations envisaged in section 3, must be



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retained for tax purposes or to comply with regulatory obligations (retention period: 10 years). In this case, storage is limited to the purposes specified in item 3. Images collected using video surveillance equipment are deleted 72 hours after collection (except in the event of disclosure to the judicial authorities), data collected for marketing purposes is retained until you object to its retention or withdraw your consent. Data collected for the purposes specified in items 7 and 8 is retained for three years and subsequently rendered anonymous and retained for statistical purposes only. Data collected for the purposes of item 12 is retained for ten years in the event that the activity involves a fee and the consequent obligation to issue an invoice; in other cases, retention is limited to three years. In all cases in which it is necessary to take legal action to ascertain, exercise or defend a right of the Data Controller, the retention period continues until the completion of the judicial proceedings.

35. Nature of collection. The provision of data for the activation and implementation of the contractual relationship is mandatory: refusal to provide such data will make it impossible to proceed. In relation to the purposes of promotion and marketing, the provision of data is optional: failure to grant consent shall not affect the finalisation of the agreement.
36. Persons authorised to process data. The employees of the Company who carry out data processing activities have been specifically authorised to do so in accordance with Article 29 GDPR 2016/679. The authorising document contains specific instructions and limitations - based on the task performed - regarding the manner in which the process is carried out, as well as a commitment to maintain confidentiality of the content.
37. External data processors. In the pursuit of its activities, the Company engages the support of external subjects, natural or legal persons, who, on the basis of an agreement or specific assignment, may carry out personal data processing activities on behalf of the Data Controller. The latter have been designated "External Data Processors" pursuant to Art. 28 GDPR 2016/679 with a commitment to comply with the contents of the Regulation. The list of Data Processors is available to the data subjects upon request.
38. Disclosure of data. For the purposes specified in item 7 or in fulfilment of legal or regulatory obligations, the data may be disclosed to Company Departments and to legal persons or public bodies such as the Data Controllers specified in item 3 (within the limits envisaged by the agreements signed with the them); credit institutions; insurance companies; ski slope rescue service providers (such as the Red Cross, the NHS, etc.); Members of the Board of Directors, the Board of Statutory Auditors or the Supervisory Board of the Company in the exercise of their respective functions, to legal advisors in the event of litigation, judicial authorities in the event of a justified measure or the need to protect a right of the Data Controller. Only with prior express consent may the data be disclosed to third parties for marketing purposes. It may also be disclosed to parties carrying out processing activities on behalf of the Data Controller appointed as external data processors pursuant to Art. 28 GDPR 2016/679 and to authorised employees pursuant to art. 29 GDPR 2016/679. Persons belonging to the categories to which the data may be disclosed will carry out the processing in their capacity as Data Processors or as independent Data Controllers, as the case may be.
39. Dissemination of data. The data disclosed is not subject to dissemination.
40. Rights exercisable by the data subjects: Cervino S.p.A guarantees data subjects the exercise of the right of access pursuant to art. 15 GDPR 2016/679 and, where applicable, the rights of rectification (art. 16 GDPR 2016/679), deletion (art. 17 GDPR 2016/679), restriction of processing (art. 18 GDPR 2016/679), data portability (art. 20 GDPR 2016/679), opposition to processing (art. 21 GDPR 2016/679) and withdrawal of consent. Without prejudice to any other administrative or jurisdictional recourse, should it be considered that the data processing is carried out in breach of GDPR 2016/679 or of Legislative Decree no. 196 of 30 June 2006, as amended by Legislative Decree no. 101 of 10 August 2018, every data subject has the right to lodge a complaint with the Data Protection Authority, following the procedures and instructions published on the Authority's official website www.garanteprivacy.it. Requests relating to the exercise of the aforementioned rights must be sent in writing, by registered letter, to the Data Protection Manager (at the address given at www.cervinia.it, Cookie & Privacy policy section) to the Company's registered office. The deadline for replies to requests relating to the exercise of the rights referred to in items I. to IV. is 30 (thirty) days, extendable up to three months in the event of particular complexity (assessed by the Data Controller).

TRAINING, COMPETITIONS AND EVENTS

41. In the event of sporting events, Cervino S.p.A. reserves the right to close certain facilities, slopes, areas and premises necessary for the running of such events to the public or to allocate them to the priority use of the athletes and personnel concerned, for the time considered essential for their execution, and to reserve certain slopes for the training of sporting associations (ski clubs). In the cases referred to in this article, and in the event of delays at the lifts for any reason, no reimbursement or compensation, not even partial, will be due.
42. For all training sessions, competitions or events of any kind, the Company will place its own equipment and materials at the disposal of the organisers, without, however, assuming any liability or responsibility towards participants or third parties. The organisers are obliged to take all appropriate measures to ensure the smooth running of training sessions,



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competitions and events, reducing to the bare minimum and for the shortest possible time the limitations imposed upon normal users.

43. In the event of the organisation by third parties of any performance or service, the liability of the Company is strictly limited to the operation of the lifts, all other liability remaining entirely with the organisers.
- 44.

TERMS OF USE OF THE PISTES

45. The slopes are groomed at the times and in the ways established by the Management at its sole discretion.
46. Slopes closed for technical or safety reasons are marked with special signs and their use is forbidden. The slopes are considered closed 15 minutes after the closing time of the lift(s) serving them.
47. Some slopes may be reserved for competitive use (competitions and training) and closed to the public.
48. The rescue and raking service will only monitor slopes that are open and marked.
49. Rescue on the slopes is subject to a charge of € 200.00, partially covering rescue costs, pursuant to Regional Law no. 4 of 4 March 2016. For those who purchase SNOWCARE insurance at the same time as the ski pass, the insurance company (24h assistance) will guarantee reimbursement only with the immediate intervention of the rescue team at the scene of the accident, who will draw up a report. For tickets without insurance, no reimbursement or validation is provided by the lift operating companies. The insurance company will grant reimbursement, subject to verification that all conditions have been met. The claim for reimbursement must be made directly to the insurance company within ten days of the accident.
50. All skiers are obliged to observe the signposts located along the slopes.
51. The company is not liable for accidents that may occur off-piste even if they are served by the lifts.
52. Use of any equipment other than skis, mono-skis and snowboards on the ski slopes is forbidden.
53. The use of sledges or motorised vehicles and ski-bobs of any kind is strictly forbidden, even when the slopes are closed. Offenders will be held liable for any damage to the piste surface and for any more serious damage caused to skiers.
54. Walking down the ski slopes is forbidden, except in cases of urgent necessity. Those who walk down the ski slope without skis must keep to the sides, taking care to avoid posing a risk to the safety of skiers.
55. The classification of the ski slopes according to their level of difficulty - black, red and blue - is indicative of the difficulties they present, so the skier must judge whether their expertise allows them to use them without suffering or causing an accident. Skiers must always behave in a manner which, in relation to the characteristics of the slopes and the environmental situation, does not endanger their own safety or that of others.
56. The artificial snow system may be in operation on the slopes, and snow groomers or service snowmobiles may also be present on the slopes. Skiers must give right of way to the mechanical vehicles used for the service and maintenance of the slopes and lifts and must allow them to circulate easily and quickly.
57. All minors under the age of 18 are obliged to wear a protective helmet - Art. 17 Legislative Decree 40/2021. Users who breach this provision will be subject to an administrative fine ranging from € 100.00 to € 150.00.
58. Management declines all responsibility for damage resulting from improper use of the ski slopes, as well as for the consequences of non-compliant behaviour by customers while on the lifts, on the slopes and in their appurtenances (such as, by way of non-limiting example, speed and behaviour not suited to their abilities or to the conditions of terrain, snow, weather and traffic on the slopes; failure to comply with the instructions imposed by signs, where present, and to use slopes that are closed or off-piste).
59. To travel to Plateau Rosà and Swiss territory, users must be in possession of a document valid for foreign travel.
60. Dogs must be muzzled and leashed to access closed lifts.
61. Disengaging from the anchors during the ascent of the lift is strictly forbidden; offenders will be subject to the prescribed penalties.
62. The transport of unaccompanied children is only permitted if they are over 1.25 metres tall or eight years of age.
63. Cervino Spa will launder a user's stained clothing at its own expense if the stain has been caused by the lift. The damage must be reported personally and promptly to an operator of the nearest lift.
64. Only skiers and snowboarders are permitted to use the slopes in the ski resort. Disabled persons who ski in a seated position are excluded from this rule.
65. The lift operating company declines all liability for damage resulting from the improper use of the lifts, as well as for the consequences of non-compliant behaviour on the lifts, slopes and their appurtenances (such as, by way of non-limiting example, speed and behaviour not suited to their abilities or the conditions of terrain, snow, weather and traffic on the slopes; failure to comply with the instructions imposed by signs, where present, and to use slopes that are closed or off-piste).

ADDITIONAL ARTICLES RELATING TO "MATTERHORN ALPINE CROSSING" TICKETS



CERVINO SPA

Società per Azioni soggetta all'attività di direzione e coordinamento ex art. 2497 c.c. della Finaosta S.p.A.
Registered office: Località Bardoney, Breuil-Cervinia - 11028 VALTOURNENCHE (AO)
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1. Reduced-price tickets valid for use of the new Matterhorn Alpine Crossing cable car for children aged 9 to 15.99 years. The date of birth is decisive for the reduction. Official proof of age is required.
2. Free ticket valid for the Matterhorn Alpine Crossing cable car for children aged 3 to 8.99 years when accompanied by a paying adult. The date of birth is decisive for the free ticket. Official proof of age is required.
3. Entry to the Piccolo Cervino Ice Cave and the SnowXperience (when open) at Plateau Rosà is included with Breuil-Cervinia - Matterhorn Glacier Paradise round-trip, Breuil-Cervinia Matterhorn Glacier Paradise round-trip and Breuil-Cervinia-Zermatt round-trip tickets.
4. The Matterhorn Alpine Crossing cable car can be used with the international ski pass for the ascent from Plateau Rosà to the Piccolo Cervino (descent is not permitted).
5. Children under 2.99 years of age are not allowed on the Matterhorn Alpine Crossing cable car.
6. In the case of long journeys, it is the ticket holder's responsibility to carefully check the timetables for return transport. The Operator shall not be held liable in the event that the ticket holder is prevented from returning by reasons attributable to the latter. Particular note must be taken of the times of the last ascent from Zermatt to Breuil-Cervinia and from Breuil-Cervinia to Zermatt, it being understood that said times are peremptory and indicated at the departure points of both the Italian and Swiss lifts. Should the ticket holder arrive late, they must be aware of and accept the risk of having to return to Italy or Switzerland by means other than the lifts, or of having to stay overnight in the resort. In such cases, the lift companies will not grant any type of ski pass recovery or refund of expenses incurred.
7. To travel to Plateau Rosà and Swiss territory, users must be in possession of a document valid for foreign travel.
8. There will be a shut-down period for maintenance. Information is available at:
www.matterhornparadise.ch
9. There will be a luggage transport service from 2024. Information is available at:
www.matterhornparadise.ch
10. **TICKET REFUND / CHANGE OF DATE**
 - i. If the ticket cannot be used at the scheduled time due to adverse weather conditions, the cost of the ticket will be refunded in full.
 - ii. The technical staff will decide whether or not the service will operate by 11.00 a.m.
 - iii. The ticket holder must be able to show the ticket office an overnight reservation or documentation for their subsequent journey.
 - iv. However, if the ticket holder does not wish to wait for the decision of the technical staff and the route is partially open (e.g. Zermatt - Tr. Steg), they will be told at the ticket office that - if the MAC route is not opened - they will lose the right to a full refund or taxi transfer!
 - v. In this case, the customer will receive a partial refund based on the use of the ticket.
 - vi. This also applies to TO customers. The customer shows the voucher and receives the ticket from the cash desk. The cashier informs the customer of the current situation. If the TO customer wants to travel even if the MAC route is still partially closed, they lose the right to a full refund or taxi transfer. - In these cases, a form is filled out at the counter and signed by the customer.
 - vii. MAC tickets are valid for two days from the date of issue for a one-way journey.
 - viii. The ticket holder may therefore decide to make the journey with the unused ticket the following day.
11. **TAXI TRANSFER**
 - ix. For guests in transit who need to reach the other destination on the same day, a taxi transfer from Zermatt to Cervinia or vice versa can be organised as an alternative to the Matterhorn Alpine Crossing. In this case, ticket holders must be able to prove that they have booked accommodation at the other location or that they need to continue their journey.
 - x. Tickets will not be reimbursed if ticket holders use the taxi service.
 - xi. The ticket holder must present the booking/travel document at the ticket office.
 - xii. ZBAG and CSPA will cover taxi fares and guarantee same-day arrival at the other destination. No arrival time details are provided.
12. For anything not expressly stated, please see the Ticketing Regulations.