

## TICKET OFFICE RULES

THIS DOCUMENT REGULATES THE CONTRACTUAL CONDITIONS OF THE PURCHASE AND ITS USE OF DAILY SKIPASSES, MULTI-DAY SKIPASSES (CONSECUTIVE AND NON-CONSECUTIVE), RETURN TRIPS, SEASONAL PASSES, AS WELL AS THE CONDITIONS OF USE OF THE SKI SLOPES AND LIFT.

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 SKI LIFTS.

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

**IN THE EVENT OF DISCREPANCIES BETWEEN THE VERSIONS IN DIFFERENT LANGUAGES OF THESE GENERAL TERMS AND CONDITIONS, AS WELL AS, OF OTHER NOTICES TO THE GENERAL PUBLIC, THE ITALIAN VERSION SHALL PREVAIL.**

## GENERAL RULES

The mountain environment in which you find yourself and the changing natural or artificial conditions that characterize 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 characterized 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 ([article 6 of the Regional Law nr 2/1966](#)).

As regards the use of the ski slopes by skiers, reference should be made to [Regional Law n 9, 17<sup>th</sup> March 1992 and nr 27 of 15<sup>th</sup> November 2004](#).

### A) PERIOD AND HOURS OF OPERATION

1. The start and end date of operation of each ski season is set at the sole discretion of the Cervino Spa Company based on a number of conditions, such as, but not limited to, weather conditions, snow conditions, slope condition, and safety.
2. Publication of the start and end dates of each ski season is purely indicative and does not constitute a commitment to open the resort or keep it open.
3. 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 - even without prior notice - due to technical, service and safety requirements, weather conditions or force majeure (including, by way of example, power blackouts, strikes, even of its own personnel, orders from the authorities) and, more generally, for reasons beyond the will and control of the Cervino Spa Company.  
In the cases referred to in this Article, as well as in the case of delays at the installations due to any reason whatsoever, no reimbursement or compensation, not even partial, shall be due to the purchaser.
4. The operation of skiing, transport and Bike Park activities may be suspended at any time, either temporarily or permanently at the sole discretion of the ski lift company on the basis of weather conditions, snow conditions, the state of the slopes or for safety reasons, or when justified.
5. The operation of skiing, transport and Bike Park activities may also be suspended at any time, temporarily or permanently when this is imposed by force majeure, such as, for example, power blackouts, strikes, even of its own personnel, fires, earthquakes, wars, terrorist attacks, epidemics, orders from the authorities, and more generally, for reasons beyond the will and control of the Lift Company.
6. In the event of temporary or permanent suspension of the ski season for any of the reasons set out in articles (3) and (4) above, the purchaser shall not be entitled to any reimbursement or compensation, subject to any mandatory provisions of law.

7. In particular with regard to seasonal ski passes (flat-rate tickets), the purchaser acknowledges that, by purchasing the pass, he/she assumes the risk that the ski season may be shorter than the planned duration.
8. Only and exclusively with regard to consecutive international multi-day ski passes, in the event of total closure of the lifts due to bad weather, a personal non-transferable voucher will be issued at the customer's request (any insurance will be lost) valid for the days of closure and redeemable within one year (Summer 2025-Winter 2025/2026 (only usable on the Italian side) - and Summer 2026).
9. The operating hours of the lifts are determined by the Cervino S.p.A Company and brought to the knowledge of the public by means of notices posted at ticket offices and at the lift stations.
10. The timetable may be subject to change, even during the course of the day.
11. In the event of adverse weather conditions (e.g. strong winds), the smooth operation of the lift systems is not guaranteed.
12. In the case of long journeys, it is the customer's responsibility to carefully check the timetables in order to take the lifts in time to get back. The Company shall not be held liable in the event that the customers is prevented from returning for reasons attribute themselves. In particular, of the last ascent from Zermatt to Breuil-Cervinia and from Breuil-Cervinia to Zermatt, it being understood that the relevant times are fixed and indicated both at the Italian and Swiss lifts stations. Should the customers delay, their accepts the risk to return to Italy or Switzerland by means other of transport or of having to stay overnight at the location. In such cases, the lift systems company shall not grant any type of ski pass recovery or reimbursement of expenses incurred.

### B) TICKETS VALIDITY

13. 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 normal operating hours of Cervino S.p.A. lifts.
14. All tickets issued are valid during the normal operating hours of the lifts systems 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 other appointed agents and are valid as follows:
  - Breuil-Cervinia area: usable exclusively on the Breuil-Cervinia lifts
  - The tickets "Explore Pass" tickets (round trip/return or round trip) are valid for the season.  
The tickets "Explore Pass Matterhorn Valley" (round trip) and "Explore Pass Matterhorn Valley Walkers" (round trip) are valid for six days from the date of issue.
  - Return trip tickets and upward or downwards at normal tariffs are valid for all the summer season.
  - Valtournenche area: usable exclusively on the Valtournenche lifts.
  - Chamois area: can only be used on the Chamois lifts.
  - Torgnon area: can only be used on the Torgnon lifts.
  - Breuil-Cervinia Valtournenche -Zermatt: for use on the lifts of Cervino S.p.A., Zermatt Bergbahnen AG. International tickets sold in Italy (also online) must be used on a daily basis, with the first entry of the day on the Italian territory.
15. International tickets for the Swiss part, amount indicated on the ticket with the words "of which CH -, -- Euro" are sold by Cervino S.p.A. and its agents on behalf of the company Zermatt Bergbahnen AG - Postfach 378 - Zermatt - MWST N° 280498 - which is directly responsible to customers for the management of facilities and slopes located in the territory Swiss. Access to the Snowpark on the glacier requires a ski pass. Offender will be fined € 50.00.
16. To access the Snowpark on the glacier you must have a ski pass. Offenders will be punished with a penalty of € 50.00.
17. The Unlimited Cervino Paradise ski pass is valid during the summer season on all lifts of the company Cervino S.p.A. and the company Zermatt Bergbahnen AG - Matterhorn area (including the cable car Matterhorn Alpine Crossing) and during the winter season on all lifts of Cervino S.p.A. and Zermatt Bergbahnen AG (Gornergrat-Rothorn-Sunnega and Alpine Crossing).
18. The supplement (€ 400.00) is valid for the summer season for the Zermatt Bergbahnen AG Company and can only be purchased in combination with the seasonal skipass.
19. International day or multi-day skipass (with name and surname from 5 days) are personal and valid for free circulation on the lifts systems of Cervino S.p.A. of Breuil-Cervinia and on the following Swiss lifts systems (when open): Plateau Rosa I, II, III skilifts, Plateau-Breithorn skilift, Furggsattel chairlift, Trockener Steg cable car/gondola – Piccolo Cervino only uphill, Plateau Rosà/Testa Grigia cable car Piccolo Cervino (Matterhorn Alpine Crossing) only for the ascent.
20. The ski passes of the Italian part are valid for free circulation on the open lifts of Breuil Cervinia. There are no free tickets for groups and over 80. There are no free tickets for groups and over 80

### C) USE OF TICKETS

21. 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 of 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.

22. 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.

23. 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.

24. In event the user forgets the seasonal ski pass, a fee of € 10.00 will be charged for issued the daily pass.

25. The seasonal tickets are personal and may not be transferred to third parties, even free of charge. At the request of lift staff and inspectors, users must show their ski pass or seasonal ski pass and allow their identification.

These types of ski passes cannot be used on training pistes in Swiss territory, access to which is permitted by the personal, non-transferable "piste" special daily ski pass.

#### D) TARIFFS AND TICKETS

26. All tariffs are - as a rule - applicable for the entire season. They may, however, be subject to change in the event of extraordinary fiscal or currency interventions. The lift Company reserves the right to adjust rates and regulations during the season.

27. Ski pass prices are determined independently of the number of lifts systems 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 pistes that can be used on a daily basis are determined by the ski lift company and are indicated by notices displayed at ticket offices, at lift stations and on the Company's website.

28. The electronic support (Keycard) on which each ticket is loaded is sold at the price of € 2.00; it must not be pierced, should always be carried with you preferably in your pocket (so allows to ski hands-free). Inside there is a chip that stores the data of the ticket and its use. The electronic support is valid for several years and can be used in any ski resort of the Valle d'Aosta. In case of malfunction or failure of the electronic support you will need to buy it again at the price of € 2.00.

#### E) TARIFF CONCESSIONS

29. Non-consecutive multi-day tickets (days of your choice) valid on the lifts systems of Breuil-Cervinia-Zermatt do not provide a free ski pass for the Over 80s and groups, nor to any recuperation. Please note that the first access on a lift system cancels a day of validity of these tickets.

30. Ski passes for 1 to 6 consecutive days valid on the Breuil-Cervinia lifts have a single rate for all categories and do not provide a free ski pass for the Over 80s and groups, nor to any recuperation.

31. Ski passes from 1 to 6 consecutive international days valid on the Breuil Cervinia-Zermatt lifts systems and 'trunk' tickets (return trip) entitle the holder to the following reductions according to age:

1. BABY: a children born after 31/10/2017 will be granted, where applicable, a free ticket that is strictly personal, non-transferable, non-replaceable in the event of loss, of the same duration and distance as the ticket purchased at the same time by an accompanying adult who must present the document of proof of age children entitled to the discount.
2. BABY NA: a children born after 31/10/2017, without a simultaneous purchase, will receive a 50% discount on the adult ticket price, upon presentation of proof of age and the children entitled to the discount.
3. JUNIOR: children born after 31/10/2009 will be granted the reduced rate upon presentation of proof of age and the child entitled to the reduction.
4. YOUNG: children born after 31/10/2001 will be granted the reduced rate on presentation of proof of age and the person entitled to the reduction.

5. SENIOR: Adults born before 31/05/1961 will be granted the reduced rate upon presentation of proof of age and the person entitled to the reduction.
6. OVER 80: Adults born before 01/11/1945 will be granted a strictly personal, non-transferable daily ticket (International) or free return trip ticket upon presentation of proof of age and the person entitled to the reduction.
32. Self-certification of date of birth is not considered valid for obtaining discounted rates, for which it will always be necessary to present proof of identity (Art. 2 of Presidential Decree No. 445/2000).
33. Groups of skiers are entitled to a free ski pass, of equal duration, every 15 ski passes purchased at the same time at the normal rate (international ski passes only).
34. Pedestrian tickets are entitled to reduced fares for groups of at least 5/10/20 paying persons. No free ski pass
35. Disabled people who present a certificate attesting to a disability equal or greater than 67%, or the Disability Card will be entitled to the 50% discount on Italian or international tickets also extendable to any accompanying person if the disabled person is CERTIFIED the need for accompaniment (expressly indicated on the DISABILITY CARD or on the certificate of civil invalidity with codes 05 - 06 - 07 minors - 09 blind absolute), the COMPANION will also benefit from a 50% discount on the same type of ticket (daily and half-day), if purchased at the same time as the disabled person. In the event that the disabled person has purchased the seasonal ticket, the COMPANION must go to the ticket counters with this skipass to obtain the discounted daily fee.

#### F) CHECKS

36. The purchaser is obliged to present the ticket, if requested, to the authorized surveillance personal of the Cervino S.p.A. Company. In the case of concessionary fares, he must present the relative documentation.

#### G) INSURANCE

37. All skiers must have a valid insurance policy covering their civil liability for damage or injury caused to third parties - Art. 30 D. Lgs.40/2021. Any user responsible for violating this provision is subject to an administrative fine ranging from € 100.00 to € 150.00 in addition to having their ski pass confiscated by the police.
38. At the ticket counters, insurance coverage of the same duration as the ticket can be purchased at the customer's request along with a ski pass. The customer, prior to purchase, must obtain information by requesting a summary of the conditions and insurance cover at the ticket offices.

The insurance will be valid as follows:

- TEMPORAL VALIDITY: the days relating to the validity of the ski pass duly purchased for the practice of amateur downhill skiing.
- TERRITORIAL VALIDITY: the ski slopes where the regularly purchased ski pass is valid.
- VALIDITY OF THE INSURANCE: all guarantees provided are operative only in the event of intervention by the authorized rescue service on the slopes; the Beneficiary must notify the intervening personal that their covered by insurance by showing all the documents requested by the latter in order to carry out the necessary checks.

#### H) TRAINING, COMPETITIONS AND EVENTS

39. In the event 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.
40. For all training sessions, competitions or events of any kind, the Company will place its own equipment and materials at the disposal of the organizers, without, however, assuming any liability or responsibility towards participants or third parties. The organizers are obliged to take all appropriate measures to ensure the smooth running of training sessions, competitions, and events, reducing to the bare minimum and for the shortest possible time the limitations upon normal users.
41. In the event of the organization by third parties of any performance or service, the liability of the Company is strictly limited to the operation of the lifts only, all other liability remaining entirely with the organizers.

#### I) RESPONSIBILITY

42. 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 behavior on the lifts, slopes and their appurtenances (such as, by way of non-limiting

example, speed and behavior not suited to their abilities or the conditions of terrain, snow, weather and traffic on the slope; failure to comply with the instructions imposed by signs, where present, and to use slopes that are closed or off-piste).

#### (L) TERMS OF USE THE LIFTS

43. Customers shall use the lifts with the utmost diligence and care so as not to endanger themselves or others.
44. The lifts shall be used in accordance with the provisions of the law, observing with the utmost scrupulousness all prescriptions and warnings indicated on the appropriate signs or notices placed in the stations and on the tracks of the lifts systems.
45. The user shall be obliged to indemnify all direct and indirect damage caused by their fault or malice to persons, installations or property belonging to the Company and third parties.
46. In the event of adverse weather conditions (strong winds or persistent gusty tendencies), the service may be slowed down or stopped, and consequently the customer must be aware that the time taken for the ascent may increase even considerably.
47. It is forbidden for people to board vehicles if they are obviously mentally altered or inadequately protected in relation to environmental conditions, if they are carrying objects that prevent them from boarding vehicles easily, or if their state or behavior may endanger their own safety and that of other travelers, disturb travelers or disturb public order.
48. The transport of unaccompanied children is only permitted if they are over 1.25 meters tall or 8 years old.
49. It is also forbidden to enter these lifts with children on your shoulders and/or in a baby carrier. The transport of children on ski lifts between the legs of adults is only permitted by and under the direct responsibility of the ski instructors.
50. The use of chairlifts and skilifts presupposes the customer's predisposition and/or ability to practice the sport.
51. Dogs must be leashed and muzzled to access the closed lifts. In Chamois, dogs are only allowed on the Corgnolaz - Lake Lod chairlift in the appropriate carrier.
52. Disengaging from the anchors during the ascent of the lift is strictly forbidden; offenders will be subject to the prescribed penalties.
53. To travel to Plateau Rosà and to Swiss territory, users must be in possession of a document valid for foreign travel.

#### M) TERMS OF USE THE PISTES

54. The slopes are groomed at the times and in the ways established by the Management at its sole discretion.
55. 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.
56. Some slopes may be reserved for competitive use (competitions and training) and closed to the public.
57. The rescue and raking service will only monitor slopes that are open and marked.
58. The rescue on the slopes will be subject to a charge of € 200.00, partially covering rescue costs, pursuant to Regional Law nr.4 of 4th 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.
59. All skier is obliged to observe the signposts located along the slopes.
60. The Company is not liable for accidents that may occur on off-piste routes even if they are served by the lifts.
61. Use of any equipment other than skis, mono-skis and snowboards on the ski slopes is forbidden.
62. The use of sledges or motorized vehicles and skibobs 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.
63. 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.
64. The classification of the 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.
65. 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.
66. All minors under the age of 18 are obliged to wear a protective helmet - Art. 17 Legislative Decree 40/2021. User who breach this provision is subject to an administrative fine ranging from €100.00 to €150.00.
67. The Management declines all responsibility for damages resulting from the improper use of the ski slopes, as well as for the consequences of non-compliant behavior by customers while on the lifts, on the slopes and in their appurtenances (such as by



way of non-limiting example, speed and behavior 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).

68. 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.

#### (N) MOUNTAIN BIKING

69. Children born after 01/06/2011 will be granted to a reduced fare upon presentation of a personal identity document and the person entitled to the reduction.
70. Children born after 01/06/2017 will be granted to a free ticket equal to that purchased by an adult; in default of the presentation of proof of age, the 'junior' fare applies.
71. The morning MTB ticket is valid until 13:00 and the afternoon ticket starts at 12:00.
72. MTB tickets and seasonal tickets are only valid for the ascent.
73. MTB tickets of 2 or more days are non-consecutive, have seasonal validity and are also valid for the lifts systems in Pila, La Thuile and Monterosa ski.
74. Groups of bikers are entitled to one free ticket of equal duration, for every 20 tickets purchased at the adult rate.

#### O) MOUNTAIN BIKE TRACKS REGULATIONS

75. Access to descent routes implies that the user assumes full responsibility for his or her conduct and the consequences arising from it. Descending by bicycle on high mountain routes implies the necessary technical and physical training, which are essential to avoid even serious accidents.
76. No responsibility is attributable to Cervino Spa and the collaborators of the Bike-Park with regard to any damage suffered or caused to people and/or property during the use of the trails.
77. The use of a full-face helmet and back protectors is mandatory. The use of gloves, eye, knee and elbow protectors is recommended.
78. An initial reconnaissance of the trail at low speed is recommended.
79. Make sure your mountain bike is in good working order so that you can safely tackle the routes.
80. It is mandatory to maintain minimum safety distances between users on the route.
81. Always maintain control of the Mountain Bike and a speed appropriate to your technical abilities, your psycho-physical condition and the track conditions. Do not stop along the trails. This behavior is dangerous for yourself and other users.
82. Respect route markings. It is essential to pay the utmost attention especially at pedestrian crossings, crossings with other routes and to respect the right of way for motor vehicles, motorbikes and pedestrians.
83. If you encounter a biker in difficulty, you have to render first aid and immediately call for help on the emergency number 112, reporting your location.
84. Report any damage to paths or facilities to the lift staff, highlighting the exact spot.
85. Respect nature. Do not litter or abandon rubbish; do not frighten grazing or wild animals.
86. Respect private property.

#### P) PERSONAL DATA PROCESSING

87. Foreword. This privacy policy, issued pursuant to Articles 13 and 14 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.
88. 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 the Legal Representative pro tempore.
89. Joint data controllers. By virtue of a specific agreement, the companies 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. take on the role of joint data controllers pursuant to Article 26 of the GDPR 2016/679, with reference to the "regional ticket office" and the "station ticket office with VDA extension".

90. Data Protection Officer. The Company has appointed a Data Protection Officer. Contact details are published online in the Cookie & Privacy policy section [www.Cervinia.it](http://www.Cervinia.it)
91. Type 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.
92. 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).
93. 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 biometric 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.
94. Purpose and legal basis of process. The data is processed for the following purposes:

	PURPOSE OF PROCESSING	LEGAL BASIS GOVERNING PROCESSING
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 I 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 II 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 I 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 I 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 I letter d) and Art. 9 paragraph II letter c) GDPR 2016/679: processing necessary to safeguard the vital interests of the data subject

95. Processing methods and data retention period. 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 entire 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 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 proceeding.
96. 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 finalization of the agreement.
97. Persons authorized to process data. The employees of the Company who carry out data processing activities have been expressly authorized to do so in accordance with Article 29 GDPR 2016/679. The act of authorization contains specific instructions and limitations - depending on the task performed - regarding the manner in which said processing is to be carried out, as well as a commitment to confidentiality regarding its content.
98. 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.
99. 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 authorized 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.
100. Dissemination of data. The data disclosed is not subject to dissemination.
101. 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](http://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](http://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)

#### ADDITIONAL ARTICLES RELATING TO 'MATTERHORN ALPINE CROSSING' TICKETS

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 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 Matterhorn glacier Paradise (the 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 to 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](http://www.matterhornparadise.ch)
9. TICKET REFUND / DATE CHANGE
  - 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 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.
10. 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 organized 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 holder use the taxi service.
  - xi. The ticket holder must present the booking/travel document at the ticket office.
  - xii. The ZBAG and CSPA will cover the taxi fares and guarantee same-day arrival at the other destination. No arrival time details are provided.
11. For anything not expressly indicated, please refer to the Ticketing Regulations.

**CERVINO S.p.A.**

Reg. Impr. di Aosta n. 00041720079  
REA Aosta n. 23540  
Cod. Fisc. e Part. IVA 00041720079  
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