

GENERAL CONDITIONS OF TRANSPORT

1. DEFINITIONS

The term "PromoTurismoFVG" designates the regional Public Economic Entity in charge of the strategy and promotion of tourism in Friuli Venezia Giulia which also manages the various lift facilities in the Region; "summer season" generally refers to the period of the year between May and October, however the opening calendar for each lift facility varies from district to district which can be checked, before the purchase of tickets, on the dedicated website www.turismofvg.it/montagna and in all the authorised ticket offices, together with a copy of these general conditions of transport; "lift facilities managed by PromoTurismoFVG", or "lift facilities", are defined as exclusively the individual lifts open during the "summer season" in each district, as specified in the relevant calendar of operation.

2. SCOPE

These general terms and conditions govern the contractual relationship between users and "PromoTurismoFVG" for the operation of the transport service, during the "summer season", on the "mountain lift facilities operated by PromoTurismoFVG" in the areas of Forni di Sopra-Sauris, Piancavallo, Ravascletto-Zoncolan, Sappada-Forni Avoltri, Sella Nevea, Tarvisio. The scope of the contract is the service of transporting passengers from the bottom station to the intermediate station if there is one, and to the top station, and/or vice versa, of the individual lift facility. Any further activities are not covered by the contract and are undertaken by each individual solely at his or her own risk. The paths and trails are not the property of PromoturismoFVG, which therefore does not manage them in any way and does not check and/or maintain them. For certain facilities, and under the conditions set out therein, the transport of a single bicycle (per individual), pram or other accessory, may be permitted together with the user included free of charge in the ticket price. Any activity carried out by the user once he/she has disembarked from the lift facility (such as, for example, mountain biking, trekking, summer bobsleighbing, paragliding, etc.) is not covered by the contract with PromoTurismoFVG.

3. TICKETS

In order to use the transport service in one of the lift facilities open during the summer season, the user must be in regular possession of a valid ticket. Users are obliged to observe and diligently comply with the provisions for travellers displayed at the departure of each facility. The operator of the facility disclaims all liability for damages resulting from the improper use of the facilities as well as for the consequences of unlawful conduct by users during their stay in the facilities. Prices for the purchase of tickets may be subject to change in the event of exceptional fiscal, currency, economic or social interventions, as well as in the event of restrictions on transport capacities issued by order of the authorities and by regulations. Tickets fulfil the function of a fiscal document and must be kept for the duration of the transport. The price list is displayed at the ticket offices and can be consulted and updated on the website www.fvgmontagna365.com under "Summer Ticket".

4. MINORS AND LIABILITY

Children under the age of 14 are transported under the guardianship, responsibility and supervision of the accompanying adult. The accompanying adult is always identified in the purchaser of the ticket in the name and on behalf of the minor unless expressly delegated to a third party. The accompanying person declares that he/she is aware of and assumes all responsibility, without exception, related to the supervision of the minor, for the protection of his/her safety, with particular reference to the use of the lift facilities, and undertakes to respect and ensure that the minor respects, all safety regulations, provisions and national and regional regulations in force.

5. TRANSPORT OF BICYCLES OR OTHER SPORTS EQUIPMENT

The transport of bicycles or other sports equipment, included for free in the ticket price, is only permitted in certain lift facilities and is subject to the conditions of use displayed in each of those facilities. In any event, and in general, the competence, services and responsibility of PromoTurismoFVG stops outside the perimeter of the departure and arrival stations; all the tracks, paths, sheep tracks and roads in the territory, whether or not shown on tourist maps, do not fall within the competence and responsibility of

PromoTurismoFVG and are neither maintained nor managed by the Authority; it is recalled that downhill cycling, or other sporting activities, such as paragliding - where permitted - are, due to their intrinsic characteristics, potentially dangerous practices, which the sportsperson decides to undertake at his or her own exclusive risk and peril based on his or her own physical abilities and technical skills.

6. TRANSPORT OF PETS

Depending on the technical structure of the various types of ski lifts, the transport of pets is allowed and included in the price of the ticket if the animals are small enough to be held in the arms or transported in a carrier measuring 70x30x50 cm, or if they are guide dogs for people with vision impairments. Medium and large animals can only be transported with a ticket at a cost of € 3.00 for each animal. Dog owners are required to keep their dogs on a leash. Medium and large-sized dogs are also required to wear a muzzle, except for guide dogs for people with vision impairments.

Individuals who bring pets into the lift must take care that they do not soil or create any nuisance or damage to other passengers or the vehicle, under penalty of compensation for the damage caused.

No more than one dog may be transported per cabin. The responsibility for any damage caused by the animal remains with the animal's keeper.

7. INSPECTIONS AND ABUSES

At every request of the facility staff and inspectors, users must show their tickets and allow their identification by showing a valid identity document. Any misuse of the above-mentioned tickets will result in their immediate withdrawal and cancellation. This is without prejudice to any legitimate legal right of PromoTurismoFVG to protect its own rights against the offender.

8. SHOP ONLINE

You can reload your Ticket Card after you have collected it from a ticket office.

Tickets purchased online are not refundable and cannot be changed as stated in the various stages of the purchase process on the portal. Online ticket purchases are not subject to the right of withdrawal provided for by the Consumer Code (Articles 47 and 59 of Italian Legislative Decree 206/2005). The purchase price is never refundable, not even, by way of example and not limited to: if the ticket is not used or only partially used, if commitments or impossibilities occur, in the event of illness, etc.

If the ticket is not used during its period of validity, it ceases to be valid and cannot be redeemed at another date.

9. USER WITHDRAWAL

The user is entitled to the right of withdrawal in compliance with the law. The user is not entitled to the right of withdrawal in relation to "one-way" or "round trip" contracts, as well as for all other transport contracts in the event of prior quota measures or restrictions on the use of the lift facilities. Withdrawal is not possible if the ticket has been used, even partially, or if 10 days have elapsed since the purchase of the ticket. Withdrawal, when permitted, may be exercised by returning the ticket to the ticket office where it was purchased or by sending an email to skipass@promoturismo.fvg.it enclosing a copy of the ticket to be refunded. In the event of a proper exercise of the right of withdrawal, refunds will be made by delivering a digital voucher of corresponding value, valid for and to be used in the current summer season. If the withdrawal is completed correctly, the refund is paid by bank transfer and a flat fee of 20% is deducted from the refund amount to cover the administrative costs of processing and executing the refund.

10. REFUNDS

Any form of refund or compensation, even partial, is excluded. Tickets are never exchangeable or refundable, even if unused or partially used, withdrawn, cancelled, suspended or otherwise damaged. Tickets not used during the summer season in which they were issued are not refundable and cannot be used in subsequent seasons.

11. CAPACITY AND ACCESS

The capacity of the lift facilities and the methods of admission to them are subject to specific provisions of the competent Authorities,

which may also involve measures to limit or restrict the use of the lift facilities. The uninterrupted operation of the lift systems during the entire period of operation listed in the official calendars is not guaranteed, because their operation is conditioned by certain factors beyond the sphere of control of the operator, such as, but not limited to, weather and safety conditions, the availability of energy sources, epidemics, orders issued by the Authorities and disruptions caused by other causes of force majeure or unforeseen circumstances. During the summer season, PromoTurismoFVG updates the section of its official website daily, indicating the openings of the lift facilities and their opening times, divided by district: www.turismofvg.it/montagna/infosummer.

12. PERSONAL DATA

The personal data provided by users when purchasing tickets or when accessing and using the lift facilities, including through the presentation of valid identification documents, are processed exclusively to verify personal identity and the prerequisites for the application of any concessions or discounts. The relevant information, pursuant to current legislation on the processing of such data, is published on the websites www.promoturismo.fvg.it and www.turismofvg.it.

13. JURISDICTION

All disputes relating to the validity and execution of the contract of transport and these general conditions of transport are governed by Italian law and the Court of Trieste has exclusive jurisdiction.

14. ACCEPTANCE

By purchasing and/or using the ticket, the user declares that he/she knows and accepts these general conditions of transport in full. These general conditions of transport are displayed at ticket offices and are published on the official website of the Company at this link: www.turismofvg.it/mountain365/en/summer-ticket/documents.