Regulations governing the ski lifts at Valmalenco Ski Resort

By purchasing and using a ticket, the user acknowledges that they are familiar with and fully accept these general terms and conditions of sale, which are displayed to the public at the ticket offices and published on the website www.valmalencoskiresort.com.

The general terms and conditions of sale refer to the displayed price list, which must be considered an integral part of these regulations.

Ticket Validity

All tickets issued, including single-ride tickets, are valid during the normal daytime operating hours of the ski lifts, as indicated on notices displayed at the ticket offices and lift departure points, and on the website www.valmalencoskiresort.com.

Tickets are not valid after 6:00 pm. All displayed prices include VAT. All tickets expire at the end of the season (summer or winter) in which they were purchased. No refunds of any kind are available for tickets not used within their validity period. Return tickets permit one ascent and one descent only.

Rates and Changes

Rates normally apply throughout the season. Rates for online purchases, including discounted or promotional rates, may differ from those applied daily at the ticket office. The Company reserves the right to adjust rates and amend the regulations during the season in the event of tax changes or other significant factors. Tickets purchased will remain valid until the end of the season in progress at the time of purchase.

Opening and Closing of Lifts

The Company reserves the right to decide, at its sole discretion, whether to open or close lifts and slopes, without affecting ticket prices. There is no guarantee that all lifts will be open or that all slopes will be skiable. Due to force majeure (e.g. electromechanical failures, adverse weather conditions, thunderstorms, lack of snow, safety reasons or health emergencies), or to hold events, races or competitive training sessions, one or more lifts and slopes may be closed to the public without ticket holders being entitled to compensation. **In the event of a sudden closure of the lifts for safety reasons or due to force majeure, the**

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Company will inform users promptly, as far as possible, using the most appropriate and fastest means of communication, including announcements on the website and notices at the ticket offices.

Safety Rules

With regard to safety and the use of the slopes, the Company refers to the following legislation. Readers are referred to these texts for further details; their main provisions are summarised below:

- Law no. 363/2003, "Safety rules for downhill and cross-country winter sports"
- Legislative Decree no. 40/2021
- Legislative Decree no. 41/2021 (Conversion Law no. 109 of July 2021), which introduces safety rules for ski areas
- Regional Law no. 26 of 6 December 2022
- Regional Regulation no. 5 of 4 November 2024

Taken together, the above legislation sets out the main rules of conduct on the slopes, which are summarised below.

- Skiers ski at their own risk and are responsible towards other slope users. Since 1 January 2022, they have been required to hold civil liability insurance.
- Skiers must choose slopes and adjust their speed to suit their abilities, snow conditions, signage, weather conditions and visibility.
- All ski slope users must wear a protective helmet.
- Skiing under the influence of drugs or alcohol is prohibited; law enforcement officers may carry out checks.
- Rescue services on the slopes provided by FAB personnel are subject to a fixed charge of €250.00, regardless of the distance travelled or the duration of the rescue operation.

Skiers must follow the instructions of slope and lift staff, including warnings of danger or temporary closure.

In the event of an accident, it is mandatory to stop and provide assistance, unless doing so would pose an immediate danger.

Funivia al Bernina F.A.B. S.r.l
23023 Chiesa in Valmalenco (SO) - Fraz. Vassalini
Tel. 0342451284 – Fax 0342454542
info@funiviaalbernina.it – www.valmalencoskiresort.com
C.F. P. I.V.A.:00044050144 – codice univoco USAL8PV - funiviaalberninafab@pecdata.it
Capitale sociale Euro 99.000,00 i.v – Iscr. Reg. Imp. di Sondrio n. 00044050144

Users must be familiar with slope signage (e.g. difficulty ratings: green, blue, red and black) and follow the signs and instructions to prevent accidents. Access to ungroomed areas or areas closed due to avalanche risk is prohibited.

Using the slopes outside opening hours is prohibited. Anyone breaching this rule will be liable under civil and criminal law for the consequences of the breach.

The operator disclaims all liability for damage arising from improper use of the lifts or unlawful conduct by users while on the lifts or slopes. Users are advised to behave responsibly and exercise caution.

Transport Tickets

The ticket serves both as a transport document and as a tax receipt (Ministerial Decree of 30 June 1992, as subsequently amended). It is the only document that provides proof that a contract has been concluded between the Company and the passenger.

Tickets are strictly personal, and the fare applied must correspond to the user's age or residency requirements.

Since the 2021–2022 winter season, a personalised electronic card (VALMALENCO CARD) has been available for purchase at a cost of €5.00. The card can store a transport ticket or have one loaded onto it. It can be purchased online at www.valmalencoskiresort.com or at the ticket offices and becomes the property of the named holder. The purchase price is non-refundable and does not constitute a security deposit.

To issue a personalised transport ticket, identification details and a recent photograph showing the user's face uncovered and clearly recognisable are required. At the time of purchase, users must state whether they qualify for any discounts (e.g. Baby, reduced fare, local resident or student) and present a valid identity document, which cannot be replaced by a self-declaration. Users must check that the ticket issued corresponds to the service requested. After first use, tickets cannot be exchanged or refunded.

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Customers must check at the time of purchase that the ticket matches their request. The validity period of a card that has already been used cannot be changed or extended. Unused days are non-refundable. Cards with no specified date expire at the end of the season (summer or winter).

Ticket Checks and Misuse

Travel tickets (tickets, ski passes or electronic devices) must be presented upon request to authorised inspection personnel (State Police, Carabinieri, Company staff or those responsible for the lifts), who may check their validity and confirm that they belong to the person using them. For reduced-fare cards, documentation confirming eligibility may be requested.

Travel tickets are personal and non-transferable. Any misuse, such as transfer or exchange, will result in immediate confiscation and cancellation of the ticket, with possible civil or criminal proceedings in the event of repeated or serious breaches.

Cameras may be used, in compliance with privacy legislation, to check that the person using the ticket is its actual holder.

Improper use of the ticket will result in a criminal complaint for fraud against Funivia al Bernina F.A.B. Srl and a penalty.

In the event of fraudulent use, the Company reserves the right to impose an administrative fine of €100.00 in addition to the price of the corresponding ticket, as provided for by applicable legislation.

Multi-Day and Season Passes

For consecutive multi-day passes spanning periods with different rates, the rate for the period covering the greater number of days applies. If the number of days is equal, the higher rate applies.

Season passes and multi-day ski passes valid for three days or more, purchased with a Multisport insurance policy, may be refunded in the event of injury, subject to the rules of the insurance company Gbc Montagna S.r.l.

If the device is lost, forgotten or damaged, the Company will verify the identification details (document number, holder's details, date and time of issue), cancel the device and issue a replacement. A charge of

€5.00 applies for the replacement device, plus €30.00 for blocking and reissuing the device. **Requests can only be made at the ticket office after 2:00 pm.**

Minors and Responsibility

By purchasing reduced-fare tickets or free children's tickets, the accompanying adult declares that they are familiar with the provisions of Article 2048 of the Civil Code concerning responsibility for minors. The child travels under the supervision and responsibility of the accompanying adult.

Animals

Dogs of all sizes are permitted in lift cabins, provided they are muzzled and kept on a lead and a ticket has been purchased for them, or on chairlifts in a pet carrier, which is compulsory.

Refunds and Complaints

Tickets not used during the season in which they were purchased are non-refundable. Any complaints concerning service shortcomings must be submitted within 30 days of the end of the season.

A charge applies for rescue services on the slopes.

Accessibility

The Company is committed to ensuring access to the lifts for people with disabilities wherever possible, with dedicated assistance and reduced fares upon presentation of valid documentation. Please contact staff for specific information.

Environmental Policy

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Users must respect the mountain environment by refraining from littering or damaging flora and fauna. Leaving groomed routes is prohibited in order to preserve the alpine ecosystem.

Emergency Procedures

In an emergency (e.g. accidents, avalanches or evacuations), follow the instructions of the staff in charge. Emergency contact numbers are displayed at the ticket offices and lift stations and are also available on the website www.valmalencoskiresort.com.

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