

General Terms and Conditions of Sale

Ticket sales and rules of admission

Standard tickets – The Music Hall – Crans-Montana 2027

§ 1 General

The Organiser's general terms and conditions (GTC) form an integral part of the contract that is entered into on purchasing a ticket.

§ 2 Validity

These terms and conditions apply to both natural and legal persons (companies). All orders are handled exclusively on the basis of these GTC. Any exception to these GTC will only be valid if it is in writing.

§ 3 Admission and presence on site

The organizer's security and safety staff shall carry out the necessary checks and inspections to ensure the safety of spectators, artists, and personnel.

Tickets are checked at the entrance of the venue. An official form of identification may be requested from the ticket holder.

The following items are prohibited, in particular:

- items prohibited under Swiss law;
- weapons and dangerous objects;
- pyrotechnic devices;
- food and beverages brought in from outside the venue;
- professional audio or video recording equipment without prior authorization;
- any object likely to disrupt the event or endanger the public.

Animals are not permitted, with the exception of assistance dogs.

Latecomers may only be admitted at a time deemed appropriate by the organizer or venue staff.

Admission to the site will be refused or persons will be expelled from the site if they:

- fail to comply with instructions given by security and surveillance services, or are disrespectful towards them,
- carry prohibited items and refuse to get rid of them,
- are under the influence of drugs or show signs of excessive alcohol consumption,
- show inappropriate, disrespectful or disruptive behaviour.



§ 4 Instructions

The instructions of the security staff, venue staff, and the organizer must be strictly followed. Failure to comply with these instructions may result in removal from the venue without compensation or refund.

§ 5 Powers of the security and surveillance services

Members of the security and surveillance services are authorised to :

- search persons wanting to gain access to the event site or those present,
- search containers, bags, etc. and dispose of prohibited items,
- verify the identity of persons violating the GTC or failing to comply with instructions given by the security and surveillance services,
- deny access to or expel from the event site anyone who refuses to be searched or checked, and/or does not follow instructions from the security and surveillance services.

§ 6 Damage/harm

Any damage to facilities, technical equipment, seating, or premises is prohibited.

Any person responsible for such damage may be held liable and required to compensate the organizer or the owner of the venue.

§ 7 Ticket purchase

By purchasing a ticket, the visitor accepts these GTC. All prices include statutory VAT.

Purchase of tickets for resale is strictly forbidden.

Only the official sales and resale channels announced by the Organiser are regarded as authorised. Admission may be refused for any ticket acquired via other channels. Under no circumstances can the Organiser be held liable for the non-conformity of such a ticket or for any consequences resulting therefrom.

Visitors are not allowed to use the tickets for promotional or commercial purposes (for example, promotions, advertisements, as a prize in a competition or game, or as part of a package holiday).

§ 8 Withdrawal

Tickets cannot be exchanged or cancelled. In the event of a no-show, no refund will be given.

An official ticket resale channel will be set up. It is the only official option for reselling any unused tickets.

§ 9 Cancellation or postponement

Tickets cannot be returned, exchanged, or refunded.



In the event of the definitive cancellation of a performance by the organizer, the ticket price will be refunded to the ticket holder within a reasonable period of time. Any booking, transaction, or delivery fees are non-refundable.

For events featuring multiple artists (e.g. Schlager Night), any change to the line-up shall not entitle the ticket holder to a refund, provided that the event still takes place.

In the event of force majeure, natural disaster, government order, security threat, or any other circumstance beyond the organizer's reasonable control, the organizer may cancel the event and the ticket shall not be refunded.

§ 10 Compensatory damages

The Organiser is not liable for any costs (for travel, catering, accommodation, etc.) incurred by the visitor as a result of any cancellation or postponement of the race, except in the event of gross negligence or wilful misconduct on the part of the Organiser.

§ 11 Video and audio recordings

Due to existing media rights contracts, video and audio recordings of participating athletes, courses, the finish area and medal plaza are prohibited. Photographs for private use are permitted.

On purchasing a ticket, visitors accept that photos or video recording by authorised media may include them and be used for advertising purposes as part of the event communications without any compensation.

There will also be photos and video recording of the event sites and visitors for security purposes.

§ 12 Persons with Reduced Mobility

Persons with reduced mobility are invited to contact the organizer prior to their visit in order to facilitate their reception and assistance at the venue.

§ 13 Protection of minors

Consumption of alcohol by children and teenagers under the age of 16 is strictly forbidden. Consumption of spirits by teenagers under 18 is strictly forbidden. Surveillance, security and catering staff may ask for official identity documents at any time.

§ 14 Data protection

The customer data required to process the order is stored electronically by the Organiser and the ticketing service provider. This data is subject to data protection. Its use is governed by the privacy policies of the Organiser (<https://www.cransmontana2027.ch/en/privacy-policy/>) and the ticketing service provider (<https://www.swiss-ski.ch/fr/protection-des-donnees/> – French and German only). If the ticket has been purchased as part of a special promotion from a partner of the Organiser or ticketing service provider, the data may be passed on to the partner concerned.



§ 15 Miscellaneous

In the event that one or more of the provisions of these GTC should prove to be invalid, this will not affect the validity of the remaining provisions. The void or invalid provision shall be replaced by a valid provision as close as possible to the economic or legal purpose of the original provision.

§ 16 Applicable law and jurisdiction

These provisions are subject to Swiss law alone (also excluded are provisions relating to conflicts of law involving private international law (as addressed by the Swiss Federal Act on Private International Law – PILA), as well as the United Nations Convention on Contracts for the International Sale of Goods (Vienna Convention – CISG)). The place of execution of the contract and sole place of jurisdiction shall be the venue of the event.

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The ticket purchaser acknowledges that these general terms and conditions have been translated from the original French version. In the event of any discrepancies between this translated version and the original French version, the French version shall prevail.

