

General Terms and Conditions of Sale

Ticket sales and rules of admission

VIP tickets

§ 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 Organiser's security and surveillance services will be carrying out security checks and checks on entry in order to prevent any danger or harm and ensure that events run smoothly.

Tickets will be checked at the official entrances and across the event site. An official identity document may be requested to check the ticket holder's identity and must be presented on request.

The following items are strictly forbidden at the event site:

- items prohibited under Swiss law,
- pyrotechnic objects of any kind,
- weapons and ammunition of any kind,
- objects bearing discriminatory, offensive, political, promotional or advertising wording, unless the advertising messages concerned relate to official sponsorship partners of events,
- drones or other flying objects (without official authorisation),
- rigid poles longer than 1 metre,
- personal effects (e.g. rucksacks) with a volume greater than 30 litres per person, as well as any bulky items of a similar volume,
- drinks brought in of a quantity greater than 1 litre per person,
- any other object considered dangerous or likely to disrupt the smooth running of the event.

Animals are not allowed on the event sites, except for assistance dogs.

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

Instructions given by the security and surveillance services must be complied with immediately and without exception. Any failure to comply with entry regulations or any abuse of access authorisation will be punished and will result in expulsion from the event site without compensation.

Should the security and surveillance services have to intervene, the Organiser cannot be held responsible for any material damage or physical injury that may result from the intervention.

§ 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 or harm to the event site and facilities is prohibited. It is particularly important to respect the natural surroundings and local residents. Waste must be deposited at a waste collection station. In the event of serious offences, the security services may remove a visitor from the event site.

§ 7 Alpine terrain

World cup spectators must adapt their behaviour and equipment to the particular conditions found in the natural winter terrain.

§ 8 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).

§ 9 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.

§ 10 Cancellation or postponement

The ticket is valid only for the day in question. It is not linked to a race or discipline. The visitor acknowledges that a race may be cancelled or postponed for reasons beyond the Organiser's control.

10.1 Day ticket

In the event of a cancellation before the day of the event, the ticket holder may request a refund of the gross value of the ticket from the organiser within 60 days of the cancellation.

In the event of a cancellation on the day of the event, the catering service will be maintained. The ticket holder may, however, request a refund from the organiser of the value corresponding to the VIP grandstand seat within 60 days of the cancellation. This amount shall be equal to the price of a standard ticket for the Valais grandstand, Category A.

If a race is postponed to a date on which another race is already scheduled, the ticket for the date corresponding to the postponed race will no longer be valid.

In the event of a postponement to a date on which no other race is scheduled, the ticket for the date corresponding to the postponed race remains valid for the new date.

In all other cases, there is no right to a refund.

10.2 Packages

In the event of a cancellation before the day of the event, the ticket holder may request a refund from the organiser of the gross value of the ticket for the cancelled date within 60 days of the cancellation.

In the event of a cancellation on the day of the event, the catering service will be maintained. The ticket holder may, however, request a refund from the organiser of the value corresponding to the VIP grandstand seat within 60 days of the cancellation. This amount shall be equal to the price of a standard ticket for the Valais grandstand, Category A.

If a race is postponed to a date on which another race is already scheduled, the ticket for the date corresponding to the postponed race will no longer be valid.

In the event of a postponement to a date on which no other race is scheduled, the ticket for the date corresponding to the postponed race remains valid for the new date.

In all other cases, there is no right to a refund.

10.3 Standard ticket

The General Terms and Conditions of Sale for standard tickets are set out in a separate document to these General Terms and Conditions of Sale for VIP tickets.

10.4 Exceptions

In the following cases, the ticket will not be refunded in the event that a race is cancelled or postponed:

- Riots, revolutions, rebellions, insurrections
- Terrorism, attacks, threats (insofar as these cause direct or indirect damage or are linked to terrorist acts involving radioactive, nuclear, biological or biochemical agents, materials, devices or weapons)
- Electromagnetic waves, biological and/or chemical agents/substances, materials, devices used as weapons
- Non-participation of individual athletes or groups of athletes (up to a maximum of 30% of all registered participants) in a race

§ 11 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.

§ 12 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.

§ 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.

Association Crans-Montana 2027
Route des Barzettes 18
3963 Crans-Montana

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.