

# General terms and conditions for the SaastalCard and guest passes

## Subject

1. Guests resident at the Saas-Fee/Saas Valley location will receive a "SaastalCard" (SC) from their host for the duration of their stay, provided that the host has a valid contract with Saas-Fee/Saastal Gästekarte GmbH. If this is not the case, the guest will receive a guest pass (Gästekarte, or GK). The "SaastalCard" is like the guest pass but includes additional features (e.g. mountain lift and PostAuto services).
2. The host will prepare the SC or GK on the day of arrival. Every resident guest (aged 6 and older) receives an SC or a GK. The pass must be filled out with the owner's surname and forename, the duration of their stay, their date of birth and their accommodation type. The SC is only valid if the guest is staying at the accommodation specified. The SC can only be issued electronically. In exceptional cases (where the lessor is not resident at the location), the SC may be printed by the tourism office for a yearly fee of 150 CHF. The information must be recorded by the lessor in the Fertatel CardSystem and must be reported to the tourism tax department at least one week prior to the guest's arrival. The SCs are then printed by the tourism office and held at the service counter ready for collection.
3. Manually completed guest passes (for service providers without access to the internet or a printer) are numbered and are assigned to one specific user. Manually completed guest passes and electronic guest passes are considered of equal value.
4. If the service provider has a manually completed guest pass, they must submit a completed registration form, for every guest pass, to the tourism office within 48h of the guest's arrival. Furthermore, the pass holder is also responsible for ensuring that the guest pass is not active prior to their arrival or following their departure.
5. An SC may only be issued on the condition that contracts concluded between Saas-Fee/Saastal Gästekarte GmbH and the mountain lift services (Bergbahnen Hohsaas AG, Saastal Bergbahnen AG) and PostAuto Schweiz AG are valid, and both parties of these agreements fulfil their obligations.
6. The pricing structure for travel tickets, as well as season dates and operating times of all facilities, is solely the responsibility of the respective rail/lift companies or of PostAuto Schweiz AG. In the event that the lift companies do not fulfil the minimum number of days (+/- 2 days) in operation (based on the opening times of summer 2019) or no longer operate individual mountain lift lines as stipulated in a contract, Saas-Fee/Saastal Gästekarte GmbH shall reduce the compensation paid for mountain lift services accordingly. Any sums not paid out for mountain lift services are instead used for infrastructure projects at the discretion of the administrative board of Saastal Tourismus AG. Moreover, where services provided deviate significantly from those stipulated in the contract, the administrative board of Saastal Tourismus AG may also reduce the funds payable for such services during the contractual period.
7. PostAuto Schweiz AG, Saastal Bergbahnen AG and Bergbahnen Hohsaas AG hereby commit to perform the arranged services. There shall be no reimbursements payable in the case of operative disruptions or shutdown due to force majeure (weather, avalanche, etc.) or resulting from unforeseeable or unavoidable non-compliance of third parties.

8. The issuer and holder of the SC or GK may access additional services provide by partner companies, arranged between these partners and Saas-Fee/Saastal Gästekarte GmbH as per [www.saas-fee.ch/en/saastalcard/visitors-tax-rates](http://www.saas-fee.ch/en/saastalcard/visitors-tax-rates). Any benefits redeemable by guests pertain exclusively to additional services as stipulated in the agreement between Saas-Fee/Saastal Gästekarte GmbH and partner companies.
9. The issuer and holder of the SC or GK acknowledges that certain additional services provided by specific partners may not be available or accessible throughout the entire duration of their stay due to their operating times or as a result of weather or seasonal conditions.
10. The issuer and holder of the SC or GK acknowledges that Saas-Fee/Saastal Gästekarte GmbH reserves the right to terminate an agreement with a partner company with good reason, even during the agreed contractual period, and potentially during the validity period of individual SCs or GKs. In this case, the holder of the SC or GK is not entitled to make any demands of Saas-Fee/Saastal Gästekarte GmbH or the accommodation services - for which there is no contractual relationship - or of partner company affected by the contract termination.
11. The legal relationships pertaining to mountain lift services may be bindingly transferred to a successor company.

## Services

12. The SC entitles the holder to use the following mountain lift services during the summer season (valid on day of arrival OR departure). Season dates and operating times as per information provided online.
  - a. Saas-Fee – Hannig resp. Saas-Fee – Plattjen
  - b. Saas-Fee – Felskinn
  - c. Saas-Fee – Spielboden
  - d. Spielboden – Längfluh
  - e. Saas-Grund – Kreuzboden
  - f. Kreuzboden – Hohsaas
  - g. Saas-Almagell – Furggstalden
  - h. Furggstalden – Heidbodmen

For all discounts see [www.saas-fee.ch/en/saastalcard](http://www.saas-fee.ch/en/saastalcard).

If individual mountain rail lines are not longer offered, Article no. 6 shall apply.

13. Guests who are only issued a GK rather than an SC (pay no LT fees as per Para. 3), receive a discount for one-way journeys per person, per day of
  - 4.50 CHF for adults
  - 2.25 CHF for children (between the ages of 6 and 16)

This discount is not cumulative and does not apply to joint accommodations with GK (other services). The right to redeem the discount expires at midnight each day. For all discounts see [www.saas-fee.ch/en/saastalcard/visitors-tax-rates](http://www.saas-fee.ch/en/saastalcard/visitors-tax-rates).

14. SC-holders are offered the following discounts:
  - a. 10% discount on all sledge runs (Saas-Fee, Saas-Grund, Saas-Almagell)

- b. 20% discount on the Hohsaas Winter Hiking Pass
- c. 20% discount on the dish of the day at selected mountain restaurants
- d. 20% discount on admission to Aqua Allalin
- e. 20% discount on parking at Saas-Fee (varies depending on duration of stay)
- f. 30% discount on night sledges
- g. 50% discount on Saas Valley cross-country ski runs (26km)
- h. 40% discount on the local Winter Hiking Pass
- i. 25% discount on summer ski resort

All other discounts are regularly updated at [www.saas-fee.ch/en/saastalcard/visitors-tax-rates](http://www.saas-fee.ch/en/saastalcard/visitors-tax-rates).

15. The official price rates are generally provided along with the SC discount.
16. The discounts included with the SC may not be combined with other offers. The only exceptions include the group discount and the tour-operator discount, both of which are provided by the mountain lift services. The value of the group and tour-operator discounts is determined by the operators of the mountain lift services.
17. Groups (as defined by the mountain lift service operators) must be registered with the mountain rail company in advance, providing a list with the names of all the group members. To ensure that the mountain lift service operators are able to provide both the group and guest pass discounts, the SC of each group member must be shown to the lift operators and scanned using the guest pass reader. Guests without a guest pass are not entitled to the group or the SC discount.
18. Children 6 years of age and younger travel free of charge.
19. Whenever a discounted or free ticket is issued by a mountain lift service operator, the operator has an obligation to scan the SC or GK with the guest pass reader and to confirm the identity of the card holder using an official form of ID (credit card, identity card, passport, etc.). It is not possible to issue any multi-day passes.
20. The SC entitles the user to use the PostAuto service (Saas-Balen to Saas-Fee and Saas-Grund to Mattmark) free of charge (does not apply to arrival and departure).
21. If the services offered are not redeemed, the guest is not entitled to any replacement services.

### **Validity**

22. The SC or GK is valid for use at the service provider from the guest's arrival and for the entire duration of their stay:
  - PostAuto excl. arrival and departure
  - Mountain lifts excl. arrival and departure
23. The SC or GK is non-transferrable. The holder must be able to provide proof of ID at all times (official ID).
24. The SC or GK must be displayed upon request.
25. Subsequent amendments to the SC or GK render it invalid.

26. If the guest extends their stay, the service provider of the card/pass must make the amendment in the system and issue the guest with a duplicate copy.
27. The SC or GK is only valid for transporting persons and does not entitle the holder to transport animals or bicycles free of charge. In such cases, the respective price regulations of the transport company are applicable.

#### **Loss**

28. Lost SCs or GKs may only be replaced by the host. A lost GK or SC must be immediately reported to the lessor or the tourism office and reprinted, and this will automatically lock the previous card/pass. It is possible to have a lost card/pass reprinted at the tourism office.
29. The service provider may charge a processing fee of 10.00 CHF for the issuing of a replacement card/pass.

#### **Misuse**

30. Misuse of the SC or GK is punishable by a fine up to 1,000.00 CHF. We reserve the right to make further claims.
31. The card holder is liable in the event of third-party misuse of the card/pass.

#### **Changes**

32. We reserve the right to make changes of any kind.

#### **Applicable law and place of jurisdiction**

33. Swiss law applies exclusively. The place of jurisdictions is Visp.

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