

Verbier Infinite Playground Pass (VIP PASS): General terms and conditions

- The VIP PASS is issued to all guests staying a minimum of one night in the region Verbier - Val de Bagnes- La Tzoumaz and paying the tourist tax.
- The VIP PASS is personal, non-transferable and cannot be refunded or replaced. Lost passes will be replaced upon payment of a CHF 10.– administration fee.
- The VIP PASS is valid during the entire stay and gives access to offers available from 1st of June to 25th of October 2020.
- The VIP PASS is valid from the day of arrival until the day of departure with the exception of the mountain lifts, where the principle of “one day free for every night you stay” applies.
- The VIP PASS is not open to anyone who is exonerated from the tourist tax.
- General terms and conditions of the VIP PASS are considered known and agreed upon first use of the VIP PASS.
- By accepting the terms and conditions, guests agree to share their data with third party partners for control purposes (e.g. first name/last name).
- VIP PASS holders may be asked by the service providers to show proof of identity in the form of an ID card or passport.
- The VIP PASS offers may not be used in conjunction with other offers of participating partners and are subject to the opening times and dates of these partners.
- Depending on the season and operating conditions, certain offers may be temporarily unavailable. Pass holders are not entitled to a refund in such cases.
- Each partner is solely responsible for the services they provide.
- The partner’s own terms and conditions apply in full to holders of the VIP PASS when enjoying partner infrastructures or activities.
- In case of fraudulent declaration of stay or personal data when registering for the activities organized by Verbier Tourisme, the guest risks a withdrawal of its VIP PASS followed by a registration that could lead to more severe sanctions the next stay/season.
- All fraudulent use or misuse will result in the VIP PASS being withdrawn immediately and will be reported to the competent authorities, who reserve the right to take appropriate action.

General terms and conditions of the Téléverbier mountain lifts

- The VIP PASS is valid for the Verbier – Mont-Fort zone only (Verbier – La Tzoumaz area, including the section to the top of Mont-Fort. The 4 Vallées area and the “Sunrise at the Mont-Fort” activity are not included).
- In case of loss, the VIP PASS or MTB lift pass will be blocked immediately and can be replaced upon payment of an additional charge of CHF 10.–.

- Each VIP PASS and MTB lift pass is personal, non-transferable and cannot be refunded or replaced. In the event of misuse (fraud or failure to comply with the general terms and conditions), a minimum surcharge of CHF 200.– will be charged to help cover some of the inspection costs involved.

General terms and conditions of activities of the tourist office

- The VIP PASS is valid only once per activity.
 - Registration and payment are compulsory on the online booking platform or at the tourist offices of Verbier or Le Châble, within the deadlines specific to each activity. No booking by phone or email will be accepted.
 - Registration for the activities includes transportation, accompaniment and specific equipment when needed (e.g. Via ferrata Gorges de Mauvoisin).
 - When registering, the guest agrees to participate in both plan A and plan B of the activity. In case of application of plan B, the activity is considered to be used, in the same way as if plan A had taken place. In case of bad weather, the activity program is adapted (plan B). Cancellation of the activity only occurs in exceptional circumstances.
 - In case of non-participating of the guest who has announced his absence beforehand (minimum 24 hours before the start of the activity) with valid excuses (illness, accident, etc.), the place is released for another guest. If cancelled within 24 hours, the activity is considered used, and the VIP PASS is deducted accordingly.
- In case of no-show of the guest with a VIP PASS without prior announcement or valid excuses (e.g. illness, accident, etc.), Verbier Tourisme reserves the right to exclude the guest from any other registration, or even to cancel the validity of its VIP PASS immediately.
- A systematic check of the VIP PASS is carried out before the start of each activity. During this check, Verbier Tourisme reserves the right to request a proof of ID.
 - In case of fraudulent information is provided when registering online (e.g. age, height, weight, etc.), Verbier Tourisme reserves the right to refuse the guest's participation in the activity during the check and take appropriate action.

General terms and conditions of the Kids Days of the Swiss Ski School

- Registration is required at least 48 hours in advance upon presentation of the VIP PASS at the Verbier Tourist Office or at the Verbier Swiss Ski School. Limited number of places available.
- In case of non-participation of a child with a VIP PASS without prior announcement or valid excuses (e.g. illness, accident, etc.), the day will be deducted from his VIP PASS, which excludes registration to any other activity offered free of charge.
- In case of bad weather for outdoor activities, the program will be modified. No day is cancelled but adapted to the conditions.

General terms and conditions for second-home owners (R2)

- A second-home owner (R2) is eligible for 1 personal/nominative VIP Pass per season per unit (one unit = one paid tourist tax package), up to a maximum of 6 units.
- Upon request at the tourist offices in Verbier or Le Châble, a R2 can be awarded 3 VIP PASSES per additional unit if he holds a property of 7 units or more.
- The VIP PASS can be activated once the tourist tax has been paid.
- If needed, and only before the VIP PASS is activated, 1 adult VIP PASS can be exchanged at the tourist offices of Verbier or Châble for 2 children VIP PASS and vice versa.

General terms and conditions for residents (R1)

- The VIP PASS is also available for residents of Bagnes and Riddes :
- The VIP PASS for R1 can be purchased from the tourist offices of Verbier or Le Châble, and from the tourist office of La Tzoumaz or the Municipality of Riddes, upon presentation of a valid certificate for residents.