

# General terms and conditions VIP PASS

The VIP PASS is granted by Verbier Tourisme (managed by the Société de développement de Verbier and Verbier Promotion SA) and the tourist office of La Tzoumaz. Upon first use of the VIP PASS with participating providers, you acknowledge that you have read and accepted the following general terms and conditions.

## 1. ADVANTAGES

The VIP PASS provides you, as beneficiary, the opportunity to take advantage of numerous activities organized by Verbier Tourisme, the tourist office of la Tzoumaz and its providers participating in this program. The activities are offered for free or with a reduced price.

Some activities can be done several times and others can only be done once per person per VIP PASS (e.g. you could register only once for the via ferrata activity with the VIP PASS).

## 2. BENEFICIARIES

The VIP PASS is issued to all guests staying a minimum of one night in the region Verbier - Val de Bagnes- La Tzoumaz or owners of a second home and paying the tourist tax.

The VIP PASS is personal, non-transferable and cannot be refunded or exchanged.

On request of the participating providers, beneficiaries of the VIP PASS must be able to prove his or her identity by an identity card or passport.

### a) Specific conditions for owners of secondary residences (R2)

The owner of a second home (R2) is eligible for 1 personal VIP PASS per season per unit, up to a maximum of 6 units (see visitor's tax regulation available on [www.verbier.ch/taxe](http://www.verbier.ch/taxe)).

Upon request at the tourist offices in Verbier, Le Châble or La Tzoumaz, a R2 can be awarded 3 VIP PASSES per additional unit if he/she holds a property of 7 units or more, up to 10 VIP PASSES maximum.

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, Le Châble or La Tzoumaz for 2 children VIP PASSES.

### b) Specific conditions for residents (R1)

The VIP PASS is also available for residents (R1) of the communes of Bagnes and Riddes.

The VIP PASS for R1 can be purchased from the tourist office 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.

## 3. VALIDITY AND CONTROL

The VIP PASS is valid during the entire stay of the beneficiary and gives access to offers available from 1st of June to 25th of October 2020 according to the opening and closing dates of the summer season.

The VIP PASS validity starts from the day of arrival until the day of departure except for the mountain lifts, where the principle of “one free day for every overnight stay” applies.

Depending on the operating conditions, certain offers may be temporarily unavailable. VIP PASS beneficiaries are not entitled to any exchange of any form in such cases.

The VIP PASS offers may not be used in conjunction with other offers of participating providers and are subject to the opening hours and dates of these providers.

A check of the VIP PASS can be carried out before the beginning of each activity. During this check, Verbier Tourisme, La Tzoumaz tourist office and the participating providers may ask you for your identification.

Lost VIP PASSES will be blocked and replaced upon payment of a CHF 10.- administration fee at Verbier Tourisme or La Tzoumaz tourist office.

#### **4. DATA PROTECTION**

By accepting these terms and conditions, beneficiaries agree to share their data with providers of the program and third parties for control purposes (e.g. first name/last name). For more information on the processing of your data, please refer to the privacy policy available on [www.verbier.ch](http://www.verbier.ch).

#### **5. LIABILITY**

Verbier Tourisme and La Tzoumaz tourist office act as an intermediary between participating providers and beneficiaries of the VIP PASS program.

Each provider is solely responsible for the services it offers. The provider's own terms and conditions apply to beneficiaries of the VIP PASS when enjoying its infrastructures or activities.

#### **6. ILLEGITIMATE USE**

Any fraudulent or abusive use of the VIP PASS will result in sanctions such as its immediate withdrawal as well as its non-granting for the following stay(s)/season(s). This includes, for example, any declaration of inaccurate dates of arrival and departure, or fraudulent personal data when registering for activities organized in partnership with Verbier Tourisme or La Tzoumaz tourist office. The illegitimate resale or transfer of a VIP PASS to a third party or any use that does not respect the applicable conditions is prohibited.

In case of gross misuse, a report to the relevant authorities is possible.

## **Specific terms and conditions of the Téléverbier cable cars**

Lift passes obtained/purchased via the VIP PASS (including mountain bike passes) are valid for the Verbier 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 the event of misuse (fraud or failure to comply with the general terms and conditions of the Téléverbier lift company), a minimum surcharge of CHF 200.– will be charged to help cover the inspection costs involved.

## Specific terms and conditions of activities organized by Verbier Tourisme and the tourist office La Tzoumaz

Registration and payment (if needed) are compulsory on the online booking platform or at the tourist offices of Verbier, Le Châble or La Tzoumaz, within the deadlines specific to each activity. Without exception, no booking by phone or email will be accepted.

A systematic check of the VIP PASS is carried out before the start of each activity. During this check, Verbier Tourisme and the tourist office of La Tzoumaz reserve the right to request proof of identity and to refuse access to an activity if the beneficiary cannot prove his or her identity.

Registration for the activities will provide transportation, coaching and specific equipment when needed (e.g. via ferrata), unless otherwise specified.

As some activities have limited places, the beneficiary does not have a right to participate in an activity if it is already fully booked.

When registering, the beneficiary undertakes to participate in the activity originally planned or in any proposed equivalent alternative activity (B plan), in particular if the original activity is not feasible for meteorological, organisational or safety reasons. If the replacement activity takes place, the activity is considered used in the same way as if the main activity had taken place. Cancellation of the activity shall only take place in exceptional circumstances and if no replacement activity can be offered.

Program changes will be communicated by phone the day before the activity.

In order to free the place for someone else, a beneficiary must announce his/her non-participation at least 24 hours before the beginning of the activity with a valid excuse (e.g. illness or accident). Any participation cancelled within less than 24 hours is considered as used and the VIP PASS will be charged accordingly.

Cancellations that occur more than 24 hours before the start of the activity are refundable without charge.

In case of no-show of the beneficiary with a VIP PASS contrary to the conditions above, Verbier Tourisme and La Tzoumaz tourist office reserve the right to exclude him or her from any other registration, or to cancel the validity of his/her VIP PASS with immediate effect.

For minors, registrations must be made by a responsible adult who can be reached by phone throughout the activity. Unless otherwise indicated, minors must be accompanied by an adult.

In case incorrect information is provided when registering online (e.g. age, height, weight, etc.), when this information is necessary for the smooth running of the activity, Verbier Tourisme and La Tzoumaz tourist office reserve the right to refuse the beneficiary's participation in the activity and withhold any payment .

The responsible person in charge of the activity reserves the right to exclude any person who represents or may represent a danger to the safety or smooth running of the activity.

## Specific terms and conditions of the Kids Days organized by the Verbier Swiss Ski School

The children VIP PASS includes one free Kids day registration per child.

Registration is required at least 48 hours in advance upon presentation of the child's VIP PASS at the tourist office of Verbier or at the Verbier Swiss Ski School. Places are limited and the first-come, first-served principle applies.

In case of non-participation of a child with a VIP PASS without prior announcement or valid excuse (e.g. illness, accident, etc.), the day will be charged to his/her VIP PASS, which excludes any other free registration.

In case of bad weather for outdoor activities, the program will be modified. The Kids day will not be cancelled but it may need to be adapted according to the situation.

Any changes to the program will be communicated to parents or guardians no later than in the morning of the activity.