



## TICKET OFFICE REGULATIONS

Purchasing a ticket implies the knowledge and full and unconditional acceptance of the **“Ticket office Regulations”**.

The ticket in use for the current skiing season is **PERSONAL AND NOT TRANSFERABLE**.

Tickets issued by L.I.F.T. S.p.A. with an additional supplementary payment are also valid on the Maneggio slopes.

### 1) General information for skiers

For general safety, skiers are invited to read and comply with the signs placed on the skiing areas or on the borders of them. The difficulty of the slopes is written at the departure stations and is merely indicative. Each skier, to protect their own and others safety, should evaluate if the difficulty of a slope is compatible with their ability. For safety reasons, it is forbidden to access the slopes after the ski lifts close. In the event of violation, the Skipass will be suspended or withdrawn by the company or by security forces.

Children under eight years old are allowed on chairlifts if accompanied by an adult; age assessment is not required for children that are taller than 1.25 metres. (Ministerial Decree of 8 March 1999).

### 2) Ticket purchase

The cards that allow you to have special tariff reductions (ski club, university card,) are strictly personal; as a result, **purchasing a ticket must be made exclusively by the card holder with proof of identity.**

All tickets are issued electronically (hands free) that have a one-off cost of € 2.00, with the exception of breakage or loss of the support itself.

Self-certification of your date of birth and marital status is not suitable to obtain a reduced price. It is always necessary to produce the required document (Article 2 of Presidential Decree n.445/2000).

Daily, multi-day and seasonal tickets can be purchased with insurance; in this case, the user may request the insurance company directly, within the limits of the guarantees provided, the reimbursement of expenses for damage to persons and property, reimbursement for urgent medical expenses and any other cover. Purchasing a skipass with insurance implies the knowledge and acceptance of the insurance terms and conditions, which are available for customers at the offices of L.I.F.T. SpA., located in Limone Piemonte in Via Roma n. 38.

### 3) “LOYALTY” tariff

Holders of the full tariff seasonal skipass (sale, presale, loyalty), purchased in the previous season have the right to the “loyalty tariff”. Holders of the seasonal skipass with ski club, operator, gift, weekday tariffs and holders of easy pass or multi-day cards **DO NOT have the right to the loyalty tariff.**

### 4) Ticket use

The “hands free” ticket must be kept in a pocket, far from cell phones or electronic equipment and must be shown when requested by the staff on the ski lifts and/or those checking the tickets. The user must always carry valid ID.

Any abuse, exchange, even involuntary, tampering or misuse will result in the immediate withdrawal, definite cancellation of it and forwarding of a report to our legal office. It also applies the full payment for the contractor as a penalty, **in the event of sale to third parties, even involuntarily**, of the contractual amount, or in the absence of a contract, an amount equal to twice the amount of the sold ticket and the application of further sanctions provided by law and legal expenses.

### 5) Controls and sanctions

The user of a ticket that does not correspond to the legitimate holder is subject to administrative sanctions from € 250.00 to € 500.00, in addition to initiating criminal proceedings for the offence of impersonation or other crimes that may be discernible by the Judicial Authorities.

Each slope is equipped for electronic control. Specialized staff with identification cards and staff in charge of the slopes are authorised by L.I.F.T. S.p.A. to carry out controls, and, in the event of abuse, they have the obligation to withdraw the ticket and proceed according to the regulations. The skipass, ticket or card must be shown whenever it is requested by the slope staff, who must be able to verify the validity and if it belongs to the user.

The staff who are in charge of the ski lifts will also have the obligation to **WITHDRAW** the ticket of the skier, without any refund, in the following cases:

- **TICKETS WITH PHOTOGRAPHS and/or NAMES:** use of the ticket by a person other than the holder.
- **IRREGULAR TICKET USE:** counterfeiting the date or attempting to use it after the expiry date.
- **Inability to demonstrate the right to use the ticket at a discounted tariff.**
- **Careless use of the ski lifts and/or slopes**, detrimental to their own and/or safety of others (e.g. ascending outside the rails, ascending doing slalom, unhooking along the lift and similar behaviour).

In the aforementioned cases of misuse, the management of the company reserves the right to act against those responsible for the above irregularities, within the law.

No claims will be accepted in the case of irregular ticket use.

## 6) The security and monitoring system

An active control system named “photo compare” is active for all types of skipass.

The processing of data regarding the person concerned has the purpose of checking that access to the ski lifts is carried out by the entitled person, who will be the holder of the ticket or the person who made the first access. The photograph will be stored for the entire validity duration of the ticket. Service staff will compare the photograph. Data will be processed manually, by information technology or telematics with logic strictly related to the previously mentioned purpose. In particular, detection of passages through the turnstiles is automatic through RFID technology, which is inside the Key Card (RFID tag) and on the turnstile itself (RFID antenna); this detection verifies the instant the user accesses any of the gates/turnstile of the ski lifts with a ticket, skipass or card. Data will not be diffused. Only the following subjects, in charge of processing will be aware of the data: administration, marketing department and ticket office of the L.I.F.T. S.p.A.

## 7) Ticket refund

A purchased ticket cannot be totally or even partially refunded, nor replaced for any reason, or even if the purchaser has the impossibility to use it; the validity and duration of the ticket cannot be changed after purchase. No refund or replacement is specifically due, not even in the case of unforeseen events and in any manner dependent on the will of the user (among which for example, excessive wind, unexpected lack of snow or an unexpected technical problem, any type of phenomenon that can affect or stop the lifts operating, the sudden and unannounced suspension of electricity) or if lifts partially stop or some slopes close for events or training sessions.

There is no refund even for ticket loss and/or skiing accident or illness.

In the case of **LOSING** or **FORGETTING** a ticket, a **NEW ONE MUST BE PURCHASED** at the full price, which is valid for the day's skiing.

The customer is required to check the correctness of the change and skipass as no claims are accepted after purchase.

## 8) Privacy Policy

### INFORMATION on ARTICLE 13 of Legislative Decree 196/03

This information regards the personal data collected directly from the person concerned.

Data is processed for the purpose connected to the issuance of the skipass and its conferment is mandatory for the ticket to be issued. If one should refuse to provide data, it will result in the impossibility to establish relations. There is no form of public disclosure of the personal data; apart from the data controller, the skipass issuing office and the accounting office may be aware of personal data.

Pursuant to Article 7 of Legislative Decree 196/03, the person concerned may contact the office of the L.I.F.T. S.p.A. to know about, integrate or modify personal data and in the case of violating the law, request deletion. The data controller is LIMONE IMPIANTI FUNIVIARI E TURISTICI S.p.A. with headquarters in LIMONE PIEMONTE (CN) – Via Roma n.38, in the person of its legal representative.

Article 7 of Legislative Decree 196/03 – Right of access to personal data and other rights.

1. The person concerned has the right to obtain the confirmation of the existence of personal data that may regard him/her, even if not yet recorded, and its communication in an intelligible form.

2. The person concerned has the right to obtain information on:

- a) The origin of the personal data
- b) The purpose and processing mode;
- c) The logic applied in the event of processing with the aid of electronic means;
- d) Details of the controller, of the processors and of the appointed representative according to Article 5, paragraph 2;
- e) Subjects or categories of subjects to which personal data may be communicated or that may become aware as an appointed representative in the territory of the state, processors or persons in charge of processing.

3. The person concerned has the right to obtain:

- a) Updating, rectification or data integration, when interested;
- b) the cancellation, anonymization or blocking of data processed unlawfully, including data that has no need to be stored, regarding the purposes for which the data was collected or subsequently processed;
- c) The certification that action referred to at letters a) and b) have been notified, also regarding their content, to those to whom the data was communicated or diffused, except for the case in which this fulfilment is impossible or requires the use of means that are manifestly disproportionate compared to the protected right.

4. The person concerned has the right to totally or partly object:

- a) For legitimate reasons for processing data that regards him/her, even if it is pertinent to the purpose of its collection;
- b) To processing data that regards him/her for advertising purposes or direct selling, for market research, or for commercial communication.

Information pursuant to Article 13 of Legislative Decree 196/03 “Code regarding the protection of personal data”

**L.I.F.T. S.p.A.**

"Rules regarding the safety of practicing downhill and cross country winter sports in implementation of the current national regulation and interventions to sustain the guarantees of safety conditions in skiing areas, ski lift systems and tourist offer".

**Article 18. – paragraph 3**

i) ..... Using the slopes is also subject to the conclusion of an insurance contract for civil liability by the user for damage or injury that they may cause to third parties, including the manager;

**Article 35 – paragraph 1**

d) The violation of the provisions of Article 4 of law 363/2003 and Article 18, paragraph 2, letter i), of this law regarding insurance for civil liability, is subject to the administrative sanction, which is charged to the user from €40.00 to €250.00.

**Art. 35. (Sanctions)**

j) The violation of the provisions of Article 8, paragraph 1, of law 363/2003 and of Article 32, paragraph 7, of this law, regarding protective helmet, is subject to the administrative sanction from €30.00 to €150.00;

k) The violation of the provisions of Article 32, paragraph 3, of this law regarding the behaviour of the skier is subject to the administrative sanction from €40.00 to €150.00;

l) the violation of the provisions of Article 32, paragraph 4, of this law, where the user does not comply with the obligations of moderating the speed therein provided, is subject to the administrative sanction from €40.00 to €250.00;

m) The violation of the provisions of Article 32, paragraph 1, of this law, where the user does not comply with the obligations regarding priorities therein provided, is subject to the administrative sanction from €40.00 to €250.00;

n) The violation of the provisions of Article 32, paragraph 1, of this law, where the user does not comply with how to behave when overtaking therein provided, is subject to the administrative sanction from €40.00 to €250.00;

o) The violation of the provisions of Article 32, paragraph 1, of this law, where the user does not comply with how to behave when crossing intersections therein provided, is subject to the administrative sanction from €40.00 to €250.00;

p) The violation of the provisions of Article 32, paragraph 1, of this law, where the user does not comply with how to behave when stopping, is subject to the administrative sanction from €40.00 to €250.00;

q) The violation of the provisions of Article 14 of law 363/2003 and Article 32, paragraph 6, of this law, where the user does not comply with providing assistance to the injured or persons in distress, is subject to the administrative sanction from €250.00 to €1000.00;

r) The violation of the provisions of Article 32, paragraphs 8, 9 and 10 of this law, where the user does not comply with the prohibitions of transiting and ascending the slopes on foot or does so outside the foreseen cases without observing the opportune behaviour, or uses them with any means outside the opening hours, without any specific authorization from the manager of the equipped skiing area, is subject to the administrative sanction from €150.00 to €250.00;

v) The violation of the provisions of Article 32, paragraph 2, of this law, where the user does not have or show or is not the holder of a ticket (skipass) that is valid, is subject to the administrative sanction from €250.00 to €500.00

**Art. 32. (Rules of conduct)**

1. When practicing downhill skiing the skier must comply with the rules laid down in Articles 9, 10, 11, 12, 13, 14 and 15 of law 363/2003, as well as the rules provided in the "Decalogo comportamentale dello sciatore" (Behavioural handbook for skiers) referred to in Attachment 2 of the Ministry of Infrastructure and Transport decree of 20 December 2005.

2. The skier must show a ticket according to the provisions of the manager.

3. The skier must comply with the indications on the signs and must be specifically prudent and diligent regarding the situation of the slope, its characteristics and his/her attitude and skill, so as not to endanger themselves or others or cause damage to persons or property.

4. The skier must try to avoid slopes that have a greater difficulty compared to their skiing ability, as well as adapting their speed to the type of slope, to their ability, to the conditions of the equipment used, to weather conditions, to the state of the slope and crowding of it. In any case, the presence of signs on the slopes referred to in Article 24, indicating small stones, slight snow irregularities caused by varying weather conditions, from daily use or from partial beating of the slope are not to be considered obstacles; it is the skier's responsibility to ensure that they do not present a danger factor.

5. Any skier entering a slope must give way to anyone who is already on it.

6. In the event of an accident, the skier must give assistance to the injured, immediately report the accident to the manager and provide their personal data whether they were involved in, or saw the accident.

7. When practicing downhill skiing or snowboarding, children under the age of fourteen must wear an approved protective helmet, as foreseen by Article 8 of law 363/2003.

8. Subject to the exceptions referred to in Article 28, it is forbidden to go on the slopes with means that are different to skis, in their various forms.

9. It is forbidden to go on the ski slopes on foot, except for urgent necessity or after authorization of the manager; those who go on the slopes on foot must however keep to the borders, paying particular attention to the users and giving priority to them and to the mechanical means used to service and maintain the slopes and lifts, allowing easy circulation.

10. During competitions, it is strictly forbidden for anyone, except for those identified by the organization, to go over the signed boundaries, stop on the slope or use it.

11. Going up the slope with skis on is allowed only after authorization of the slope manager, who must place special signs at the top of the slope itself. In the absence of such authorization, it is allowed only in the case of extreme necessity. Going up the slope must occur only on the borders of the slope, taking care to avoid risking the safety of skiers and complying with any requirements adopted by the slope manager, also giving priority to the skiers and to the mechanical means used to service and maintain the slopes and lifts, allowing easy circulation.

12. In the event of accidents caused by the user violating the provisions of this article, the manager is not held liable.

13. It is expressly forbidden for all users to alter or remove any signs.

14. Mountain biking in the bike park referred to in Article 31 is deemed the same as skiing; therefore, the rules of conduct provided in this article are applied also to mountain bike users.