

## SKIPASS GENERAL TERMS OF SALE Winter season 2025/2026

### 1. SUBJECT OF THE CONTRACT

PromoTurismoFVG, pursuant to the Regional Law 50/1993 art. 5 bis, is the public economic entity of the Region designated to promote the development of winter sports tourism in the mountain tourist centres through the management of ski-lifts, ski runs, sports facilities dedicated to winter sports and related equipment.

The ski-lifts and ski runs managed by PromoTurismoFVG are open to the public according to the calendar and timetables periodically updated and visible in the special Infoneve section [www.turismofvg.it/montagna/infoneve](http://www.turismofvg.it/montagna/infoneve) on the website of PromoTurismoFVG [www.turismofvg.it/montagna](http://www.turismofvg.it/montagna) and the information panels in the ski resorts; the list must be consulted prior to purchasing the skipass.

PromoTurismoFVG does not guarantee uninterrupted operation during the entire Winter Season of all the facilities or all the ski runs of the areas managed or affiliated with it: the usability and offers to the public of ski-lifts and ski runs are, in fact, subject to factors outside the control sphere of the Manager. For example, climate, weather, snow or safety conditions, interruptions of the electrical supply, problems arising from other causes of force majeure or unforeseeable events, or third-party authority measures related to public health and safety; also, some ski lifts or ski runs may be temporarily dedicated to competitive events or training sessions.

PromoTurismoFVG disclaims any responsibility concerning the opening conditions of affiliated facilities not managed directly by the company and specifies that it has no managerial power over the preparation, maintenance and safety of the equipped skiable area.

The users take note that the decision about the opening of ski-lifts and runs is made on a daily basis, independently and at the discretion of PromoTurismoFVG, therefore they declare that:

- a) they are aware of the consequent risk regarding possible restriction of the use of ski-lifts and runs and also of the absolute impossibility of skiing;
- b) they consider the purchase of the chosen skipass advantageous, given and considering the different types of skipasses available and their prices, in light of their personal needs, despite the risk (which they expressly accept and assume) that the ski-lifts may not be in operation by uncontested decision of PromoTurismoFVG;
- c) they expressly accept the exclusion of any form of refund, even partial and, in any case, renounce it.

### 2. THE SKIPASS

The skipass:

- a) is a strictly personal document and may be used only by the holder. It may not be exchanged, altered or transferred to third parties, even free of charge;
- b) A skipass is mandatory for the use of the ski-lifts and ski runs managed directly by PromoTurismoFVG or other contracted operators decided year by year;
- c) It can no longer be modified after use;
- d) It must be checked in advance by making precise requests at the cash desk, as no refund is granted after the use of the ticket and no disputes on payment are accepted after the purchase transaction;
- e) A reduced fee per age category is only issued on presentation of a recent photo identification document;
- f) a promotional fee is issued only on presentation of the documentation required by the fee, as shown on the site in the "Fees" section;
- g) It is valid only during the winter season of issue;
- h) It serves as a receipt (ministerial decree 30.06.1992 and subsequent additions and amendments) and must be kept for the duration of its validity;
- i) in the event of partial opening of ski resorts of less than 40% of the total skiable area for each individual ski resort for which a ticket is required, the day ticket and the sci@ore (see section 2.2) are discounted by 30% according to the skier's category;
- j) season ski passes (see point 2.1) are always loaded onto a magnetic Ticket Card, which costs €5.00 and can be used for multiple years;
- k) day and multi-day ski passes can be loaded onto either a Ticket Card or a non-reusable, disposable One Way card.

The customer's photo is combined with the skipass card with a duration of more than one day and is collected and incorporated on the support for the sole purpose of checking the boarding of the ski-lifts by authorised personnel.

The customer takes note that PromoTurismoFVG records the day of use, the time of individual boarding, the name of the facilities used

and the area visited for each skipass card exclusively for statistical needs and control and management of the contractual relationship related to the individual skipass; these data remain recorded in the archives of PromoTurismoFVG, associated with the name of the holder of the skipass card, for a maximum of 10 years.

## **2.1 SEASONAL SKIPASSES**

The skipasses with seasonal validity are: a) CARTAneve, b) stagionale locale c) Sci@sempre.

The season skipass “CARTAneve” is valid in all the ski-lifts managed by PromoTurismoFVG and in the other affiliated ski-lifts defined from year to year. The “stagionale locale” skipass is valid for all the lifts of the ski area in which it is issued and is reserved for residents in the municipalities where the ski-lifts are located (as defined by Regional Law. 11 of 2022), as indicated on the official website [www.turismofvg.it/montagna](http://www.turismofvg.it/montagna) in the section Rates > Promotions > Residents. The seasonal skipass “Sci@sempre” gives the user the right to use the ski-lift facilities managed by PromoTurismoFVG, during the entire Winter Season without restrictions of ascents but for a number of hours chosen by the user. The duration of the seasonal “Sci@sempre” skipass is determined by a “decreasing” calculation applied to the total hours chosen by the user. The calculation criterion starts with the first daily passage through the turnstile and ends with the last daily passage through the turnstile; the validity of the ski pass will expire when the sum of the hours calculated, day by day, reaches the number of hours purchased by the user.

### **2.1.1 SEASON SKIPASSES REFUND FOR TOTAL INACCESSIBILITY**

The fee for the purchase of the seasonal skipasses “CARTAneve” and “stagionale locale” is established according to an average use, equal to 12 skiing days, statistically determined based on the use of seasonal skipasses sold in previous seasons by PromoTurismoFVG. Consequently, the customer who has used the seasonal ski pass for a number of days equal to or greater than the average reference indicated above (i.e. 12 days), will not be entitled to any refund, even partial, of the price paid for the purchase, even in case of early interruption of the winter season (i.e. 12 days), will not be entitled to any refund, even partial, of the price paid for the purchase, even in case of early interruption of the winter season.

Two conditions must be met in order to obtain full or partial reimbursement:

1. total inaccessibility or, for a period of more than 30 days, also not consecutive during the winter season, of all ski resorts managed by PromoTurismoFVG; The failure or reduced opening of facilities and ski runs by the operators will not give the customer the right to any kind of refund.
2. the customer must have used the skipass less than 12 days.

The refund will be calculated as follows:

- if the closure is total for the entire winter season, the refund will be in full.

- If the opening of the ski-lifts and ski runs, even partial, does not exceed 30 days during the winter season and the skier has used the pass for less than 12 days, the refund will be made, in proportion to the difference between the number of days in which the skipass was actually used, and the average number of days of use indicated above (i.e. 12), according to the following formula:

Refund = (cost skipass: 12) x (12 – days actually used).

In the case of reimbursement, a voucher will be issued equal to the value of the unused days, which can be used the following winter.

As for the “Sci@sempre” seasonal skipass, any remaining hours cannot be used during the following season; in the event that measures by the Public Authorities for the protection of public health and safety take place that result in the closure for a period of more than 30 days, the Customer will be able to use the remaining hours during the following winter season, subject to management approval.

## **2.2 DAILY AND MULTI-DAY SKIPASSES**

Skipasses with daily validity are: a) daily, valid for the day of issue only; b) sci@ore is valid from 3 to 5 hours on the same day and exclusively in the ski resort of issue; The calculation mechanism starts at the first daily passage of the turnstile and ends when the hours purchased are finished.

The daily skipass (valid from 2 to 10 days) is valid only on consecutive days in all the areas managed by PromoTurismoFVG.

### **3. FEES - LOSS AND FORGOTTEN CARDS**

The skipass prices are displayed in the ticket office and on the official website of the organisation in the dedicated section “fees” and are differentiated by type, the age of the purchaser, and period of the year. For seasonal validity, the purchase of the Ticket Card is also provided at a cost of € 5.00, which is the only valid support for the demonstration of ownership of the rights purchased by the customer. The Card shows the name, surname and date of birth of the customer.

The Daily skipasses (including the “sci@ore”) cannot be replaced in case of loss, even if regularly reported to PromoTurismoFVG or to the supervisory bodies.

In case of loss of a multi-day skipass, it is possible to request, within its validity period, a replacement at the ticket office by presenting of a valid identification document and proof of purchase or the photo of the ticket with the serial number. In case of loss of a multi-day skipass on a Ticket Card, it is possible to request the replacement by returning the number of the original skipass lost to block its use by a third party.

The reissue of the multi-day ski pass costs €15.00 for administrative expenses (baby category excluded); if the ticket is loaded on a Ticket Card and you wish to renew it, there is an additional cost of 5.00 euro.

For all age categories, the reissue of the seasonal passes loaded on the Ticket Card has a cost of 20.00 euros (15.00 euro administrative costs plus 5.00 euro Ticket Card); this sum is not entitled to any refund, even if the original ski pass is found.

If the customer forgets their seasonal skipass card (CARTAneve, Sci@sempre and Stagionale locale), they can contact the staff of the cash desks of PromoTurismoFVG. The card will be temporarily deactivated for the day, and a ticket with daily validity at a flat rate of 15.00 euro (disposable card) will be issued.

Additional contracts may be loaded on the valid Ticket Card for the benefit of the same cardholder, also through online purchase from the official website of PromoTurismoFVG FVG STORE [fvg.axess.shop](http://fvg.axess.shop). Therefore, at the request of the interested party, this support can also be purchased to load skipasses with non-seasonal validity.

The card, receipt or purchase slip may show a validity date after the official closing date of the winter season for technical reasons.

### **4. INSURANCE**

Pursuant to Article 30 of Legislative Decree no. 40/2021, the customer who uses the alpine ski runs must have valid insurance covering their civil liability for damage or injury caused to third parties. The breach of this obligation is punished by an administrative fine and the withdrawal of the skipass by the public authorities responsible for the control.

PromoTurismoFVG, on request, gives the possibility to purchase an insurance policy together with the skipass with daily validity, by the hour, multi-day or seasonal. It includes, in addition to the civil liability for damage caused to persons or things, other guarantees as well.

### **5. INJURIES**

In the case of injury, the skier will not be entitled to any refund of the skipass. The cost may be reimbursed only through the insurance policy indicated in point no. 4, if subscribed, which provides for this right, upon direct request to the insurance company.

### **6. MINORS**

The purchase of every type of skipass for minors must be completed by a parent with parental responsibility or another authorised person who, with the completion of the relevant purchase procedure (also online) assumes the obligations of vigilance on minor users and all responsibilities, towards PromoTurismoFVG and third parties, for the behaviour of the minors themselves in the use of facilities and ski runs, with the duty to enforce the regulations in force on the children regarding skiing and the general principles of diligence, prudence and expertise that they declare to know well and have transferred to the minors themselves. The transport of children under 14 years of age takes place under the protection, responsibility and supervision of the accompanying adult, even if carried out in different chairs/cabins, without prejudice, in any case, to the concurrent responsibility, according to current law, of the subjects responsible for parental responsibility over the minor.

### **7. PROTECTIVE HELMET**

As of the 2025/2026 winter season, pursuant to the Sport Decree Law No 96 of 21 July 2025 converted into Law No 119 of 8 August 2025, it is compulsory, regardless of age, to wear a compliant protective helmet when skiing, snowboarding, telemark skiing, sledging

and tobogganing. Any breach of this legal requirement shall be liable to an administrative penalty of between €100.00 and €150.00. In the event of repeated breach of this requirement, in addition to the administrative fine, the ski lift pass will also be revoked or suspended for one to three days.

## **8. DISABILITY**

Pursuant to Legislative Decree No 40/2021, skiers with disabilities are divided into the following categories:

- a) standing: skiers who are able to ski standing;
- b) sitting: skiers sitting using special equipment;
- c) blind: skiers who need an accompanying guide.

Disabled skiers must be assisted by a guide if their condition prevents them from skiing independently and safely. The guide may be a ski instructor specialised as a disabled guide or by personnel trained by disabled sports associations and registered on the national register of amateur sports activities, or by any other person indicated by the disabled person as their guide.

In order to be easily recognised by other skiers, skiers with disabilities wear an orange bib and their guides wear the word 'guide' on their forearms, which is also printed on the back of their jackets, and they have priority over able-bodied skiers when ascending by ski lift. When skiing downhill, able-bodied skiers must pay special attention to people with disabilities, giving them enough space and not interfering with their downhill trajectory.

Disability Card holders are entitled to a 50% discount on pedestrian passes (round-trip and single ride), day and season ski passes CARTAneve per age category. If the card includes a guide, the guide benefits from a 50% discount on the 'adult' or 'full' category only, but only for pedestrian passes and day ski passes. To obtain a discount, you must present proof of identity and a Disability Card (in addition to the Ticket Card for those registered online).

In Italy, the Disability Card or European Disability Card, is issued by the competent authority upon the request of the person concerned, to persons with medium or high disability and who are not self-sufficient, belonging to the categories identified in Annex 3 of the Decree of the President of the Council of Ministers No 159 of 5 December 2013. Disabled people from non-EU countries or from EU countries where the Disability Card has not yet been adopted get the discount only with certified disability of 67% or more. For Italian nationals and EU nationals from countries where the Disability Card has already been implemented, no other certificates are accepted.

## **9. RESPONSIBILITY**

PromoTurismoFVG disclaims all liability for damages resulting from the improper use of the facilities, as well as for the consequences of culpable behaviour by users during the use of the facilities, the runs and, in general, the skiable area.

## **10. CLOTHING**

No reimbursement is provided for any damage caused by the infiltration of water or grease from the lubrication of the roller conveyors on the clothing of users transported by the chairlifts or ski-lifts if the user has been previously informed of this risk through Signage at the boarding of the ski-lift.

## **11. PETS**

Pets are permitted in all ski lifts in Friuli Venezia Giulia and are included free of charge in the pass price if the animals are small, i.e. can be held in the arms or carried in a bag measuring 70x30x50cm, or are guide dogs.

On closed lifts (gondola lifts and cable cars), tickets must be bought for medium and large pets, costing €3.00 per pet. Medium and large sized dogs must be kept on a lead and wear a muzzle, with the exception of guide and therapy dogs. Pet owners must ensure their pets do not soil the lift or disturb or cause damage to other passengers, things or the lift, under penalty of compensation for the damage caused. Pet owners are responsible for any damage caused by their pet. Only one pet may be transported per cabin.

## **12. CONTROLS AND SANCTIONS**

PromoTurismoFVG, through the operators and/or inspectors, reserves the right to verify the declarations made at the time of purchase of the skipass in relation to the possession of the necessary requirements for obtaining it, Also requesting the skipass and the presentation of a valid identity document to allow identification. In the event of a discrepancy between what the applicant has stated

and what has been ascertained, with particular reference to the conditions for entitlement to a discounted skipass, PromoTurismoFVG will invalidate it (skipass block), reserving all further rights and actions, none excluded.

Any abuse in the use of the skipass and, in particular, its assignment, in any capacity, also as a simple and/ or momentary exchange, entails its immediate invalidation and/or withdrawal without prejudice to the right of PromoTurismoFVG to propose any useful action against the offender both criminally and civilly.

In any case of invalidation of the skipass, its reissue will be carried out at the price list in force by age category ("Baby" category excluded). Improper use of a skipass of the "Baby" category by a non-entitled person entails, in addition to the invalidation of the skipass used improperly, the obligation to pay for a daily skipass in the "Adult" category regardless of the age group of the offender. The reissue of the blocked baby skipass is subject to a fee of € 50.00, plus € 5.00 for the support Ticket Card, mandatory in case of seasonal ski passes. In the absence of this payment, the seasonal pass will not be reissued, and the daily fee for the baby will be € 15.00.

### **13. RULES OF CONDUCT IN THE SKIABLE AREA**

The purchase and consequent possession of the skipass imply the knowledge and full acceptance of the regulations in force regarding the transport and safety of the ski runs, the transport regulations and the rules for the practice of alpine skiing and snowboarding. Use of the skiing area is only permitted during the opening hours of the slopes and lifts. Access is strictly forbidden outside these hours, in particular after closing time in the afternoon and during the night, with the exception of night skiing activities organised by third parties, on set days and at set times. This rule is applied due to safety requirements for the preparation and maintenance of the ski runs and facilities, carried out by PromoTurismoFVG also using mechanical means and winches. It is also forbidden to access the skiing area on foot, cross the slopes and/or ascend the slopes on foot and on skis, as well as to ski off the marked and signposted slopes where PromoTurismoFVG, pursuant to the law, is not responsible for any accidents that may occur. The customer declares to be well aware of the rules of conduct provided for by Legislative Decree no. 40/2021 and all the rules of common prudence, diligence and expertise that must be observed in the practice of skiing. In particular, the customer declares to be aware that pursuant to art. 27 of the Legislative Decree no. 40/2021 they may use ski runs with a degree of difficulty related to their physical and technical abilities. With the purchase of the skipass the user declares to unconditionally accept the risks that the practice of skiing involves and to adapt their descent at all times, including speed, descent trajectory and the choice of the route to be followed, in relation to technical and physical abilities, snow and weather conditions, the characteristics of the track, the environmental situation and the signs affixed by the manager, so as not to constitute a danger to their own safety or others and not to cause damage to third parties. The user is aware that, due to the impact on the landscape and respect for nature, PromoTurismoFVG is not required to completely fence the runs and, therefore, recognises the possibility that they could be crossed, even suddenly, by animals or skiers who practice off-piste. According to the law, during the opening hours of the ski-lifts, the skier must give priority to the mechanical vehicles used for the rescue, service and maintenance of the ski runs and facilities and allow their easy and rapid circulation. The customer is aware and unconditionally acknowledges that closures, even without notice, of ski runs and facilities due to the lack of safety conditions at the sole discretion of PromoTurismoFVG, do not constitute a disservice, as these are legal obligations to protect the health and safety of users and PromoTurismoFVG staff.

### **14. ONLINE SHOP AND AUTOMATIC CHECKOUT**

You can purchase a skipass in two ways from the online shop [fvg.axess.shop](http://fvg.axess.shop): by registering yourself and your family to get the discounted rate per age category, or without registration, only single-price skipasses are available (cat. adults).

There are also two methods to receive the ticket, choosing the option before proceeding with the payment: downloading a Qrcode to convert into skipass at a ticket office or, for some types of daily use tickets, at an automatic checkout or by reloading your Ticket Card (skipass holder), having previously picked it up at a skipass sales point.

At the ticket machines, it is possible to buy ski passes exclusively at a single price (cat. adults) by collecting the ticket to be scanned at the turnstile or by reloading your Ticket Card.

The skipass purchased online or at an automatic checkout is not refundable or changeable, as reported during the purchase process and is not subject to the right of cancellation provided by the Consumer Code (art. 47 paragraph 1 letter m and letter n. and art. 59 of the Legislative Decree no. 206 of 2005).

The purchase price online or at an automatic checkout is never refundable, even by way of example and not exhaustive, in case of non-

use or only partial use, commitments or impossibilities occurred, sickness, etc., or in the case of a customer's purchase error. If the ski pass is not used on the date chosen at the time of purchase, it cannot be used on another date.

## **15. CANCELLATION**

The customer who has purchased a skipass valid for the current winter season at the ticket office can withdraw from the contract only under the conditions and with the limits set out below: a) the skipass was purchased at the ticket office; b) less than 10 days have passed from the purchase of the skipass; c) the skipass was not used, even partially. The cancellation of the purchase of a skipass at the ticket office can not be obtained if: a) a ticket has been purchased "single ride" or "return"; b) for other types of skipass if measures of numerical quota have been applied; c) the skipass has been used, even partially; d) 10 days have passed from the purchase of the skipass. Cancellation, when possible, can be obtained by sending an email to the address [skipass@promoturismo.fvg.it](mailto:skipass@promoturismo.fvg.it), attaching a copy of the skipass object of the refund and indicating the bank details where the credit can be sent, your tax code and address. In the event of regular cancellation, the customer will be refunded the sum paid, minus a 20% flat-rate coverage of secretarial and banking costs for the management of the cancellation and refund.

## **16. REFUNDS**

Except as stated in art. 2.1.1, any form of reimbursement or compensation, even partial, is excluded. Skipasses are never replaceable or refundable, even if unused or only partially used, withdrawn, cancelled, suspended or damaged. Skipasses not used during the winter season of issue are not refunded and cannot be used in subsequent seasons.

## **17. COMPETENT COURT**

For any dispute of a civil nature, the competent court will be determined by Legislative decree no.206/2005; in the case of purchase of the skipass by the customer for professional purposes, the Court of Trieste will be the sole and exclusive jurisdiction of the Court of Trieste.

## **18. ACCEPTANCE OF GENERAL CONDITIONS**

By purchasing, also online through the official PromoTurismoFVG website, and/or using the ski pass, the customer declares to know and accept in full these General Conditions of Sale, Displayed and available at the points of sale and on the institutional site of PromoTurismoFVG [www.turismofvg.it/montagna](http://www.turismofvg.it/montagna). In case of discrepancies between the language versions of these general conditions of sale, the Italian version will apply.

### **Version: W01–2025/2026**

PromoTurismoFVG reserves the right to modify these general terms of sale. Any changes will be promptly published on the website and will be valid from the moment of publication for purchases made later.