IO SONO FRIULI VENEZIA GIULIA

SEASONAL SKI PASS PURCHASE CONTRACT

PLEASE SUBMIT TWO COPIES OF THIS CONTRACT TO THE TICKET OFFICE

The undersigned _____ Fiscal Code_____

born in _____ birth date _____ with residence in the Municipality of _____Province of _____

street address_____ number_____ e-mail address_____ mobile no._____

SKI INSURANCE IS MANDATORY

ADD IT TO YOUR SKIPASS

☐ 49€ INDIVIDUAL ☐ 99€ FAMILY

MORE INFO

TALK TO OUR SPECIALISTS chat.24h.fan

24h assistance.com Multisport

MULTISPORT PROTECTS YOU FOR EVERY SPORT, ALL YEAR ROUND

- **Liability cover** for damages caused to others
- Pays for **rescue operations** and **emergency medical expenses**
- Refunds unused **subscriptions, lessons and rentals**

ACTIVATE YOUR INSURANCE
Click here to download your policy certificate

Insurance company Axeria Iard S.A.: you can view and download the information set by scanning the QR code.

for the purpose of purchasing the ski passes

DECLARES

that all members of his/her household share the same residential address and that, in addition to the declarant, the household includes the following persons, who are first-degree relatives, spouses and/or cohabitants:

Name and surname	Place of birth	Date of birth	Type of family relationship	Tax Identification Number (TIN) (only in case of insurance subscription)

PURCHASES ONE OF THE FOLLOWING PRODUCTS:

- ☐ CARTAneve (in the different types)
- ☐ Sci@sempre (in the different types)
- ☐ 10 Pedestrians single rides

AWARE

- ✓ the discount applies exclusively to members of the same family household residing at the same address, namely children (if born in 2000 or later), parents and the parent's partner, in any combination, provided that seasonal ski passes for at least 3 paying members of the family household are purchased simultaneously in a single transaction;
- ✓ the declarations made are provided pursuant to Article 46 of Presidential Decree No. 445/2000 and, should PromoTurismoFVG ascertain, including through subsequent and random checks, that false declarations have been made, it may invalidate the ski pass(es) and prevent their use until the end of the season, in accordance with Article 12, including Sections 12.1, 12.2 and 12.3, of the General Terms and Conditions of Sale of Ski Passes, without prejudice to any further rights and remedies;
- ✓ criminal penalties apply in the event of false declarations, or the creation or use of false documents, pursuant to Article 76 of Presidential Decree No. 445 of 28 December 2000;
- ✓ given the strictly personal and non-transferable nature of the ski pass, PromoTurismoFVG reserves the right to carry out random checks to ensure compliance with this provision.

ACCEPTANCE OF THE CONTRACT'S GENERAL TERMS AND CONDITIONS

By signing below you declare that you have read and accepted the "General Terms and Conditions of Ski Pass Sales" which are provided as an annex to this purchase form.

DATE SIGNATURE

I hereby declare that I have read and specifically approve the conditions specified in articles 6) Minors, 12) Control and sanctions including Sections 12.1, 12.2 and 12.3, 13) Rules of conduct in the skiable area, 15) Cancellation, 16) Refunds, 18) Competent Court.

SIGNATURE

INFORMATION ON THE PROCESSING OF PERSONAL DATA

Pursuant to EU Regulation no. 679/2016 we inform you that PromoTurismoFVG, the data controller, collects and processes personal data, including the photograph of the skipass holder, using electronic and paper-based tools, for purposes exclusively related to the management of the contractual relationship, to the collection of data contained in the skipass in the lift pass area, to the verification of the presence and validity of the contractual requirements of the skipass holder and for statistical purposes. The data will never be disseminated and may be processed by suppliers of PromoTurismoFVG, duly appointed as data processors, for purposes that are essential in providing the contractual service. In addition, in compliance with Article 130, paragraph 4 of Italian Legislative Decree 196/2003, PromoTurismoFVG hereby states that in the future you may receive additional information regarding services similar to the ones you have used or requested. At any time there will be the possibility of not receiving such communications using the "unsubscribe" link contained in each communication received. The rights granted under Article 15 and the following Articles of Regulation (EU) Number 679/2016 are guaranteed.

CONSENT TO RECEIVE NEWSLETTERS AND INFORMATION ON EVENTS AND TOURISM INITIATIVES OF PROMOTURISMOFVG

Or gives consent (optional) to receive, also by e-mail, marketing information dedicated to your profile of interest, as well as events, campaigns, and promotions launched or sponsored by PromoTurismoFVG.

SIGNATURE (Optional)

SKIPASS GENERAL TERMS OF SALE
Winter season 2026/2027

1. SUBJECT OF THE CONTRACT

Pursuant to Regional Law No. 17 of 9 December 2025 (Regional Code on Trade and Tourism in the Friuli Venezia Giulia Region), PromoTurismo is the Region's functional public economic body responsible for promoting and managing regional tourism development, including the six ski resorts (Forni di Sopra-Sauris, Piancavallo, Ravascletto-Zoncolan, Sappada, Sella Nevea and Tarvisio), through the management of ski lifts, ski slopes, winter sports facilities and related infrastructure.

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 "Lif's Info" section *www.turismofvg.it/montagna/infoneve* on the website of PromoTurismoFVG *www.turismo.fvg.it/en/mountain365* and the information panels in the ski resorts; the list must be consulted prior to purchasing the ski pass. 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 ski pass advantageous, given and considering the different types of ski passes 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 SKI PASS

The ski pass:

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) constitutes the mandatory pass required for access to and use of the ski lifts and slopes managed directly by PromoTurismoFVG, as well as those operated by other entities under agreements that may be entered into on a year-by-year basis;

c) must be checked by the customer upon collection to ensure that it corresponds to the pass requested. No replacement or modification may be made after the first access to the ski lifts;

d) a reduced fee per age category is only issued on presentation of a recent photo identification document;

e) a promotional fee is issued only on presentation of the documentation required by the fee, as shown on the site in the "Fees" section;

f) It is valid only during the winter season of issue;

g) 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;

h) If less than 40% of the total skiable area of a ski resort for which a ski pass is required is open, the daily and Sci@ore ski passes (see section 2.2) will be subject to a 25% discount, applicable exclusively to the "Adult" and "Senior" categories;

i) 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;

j) 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 ski pass 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 ski pass card exclusively for statistical needs and control and management

of the contractual relationship related to the individual ski pass; these data remain recorded in the archives of PromoTurismoFVG, associated with the name of the holder of the ski pass card, for a maximum of 10 years.

2.1 SEASONAL SKI PASSES

The ski passes with seasonal validity are:

a) CARTAneve,

b) stagionale locale

c) Sci@sempre.

The season ski pass "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" ski pass 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. 11of 2022), as indicated on the official website *www.turismo.fvg.it/en/mountain365* in the section Rates > Promotions > Residents. The seasonal ski pass "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" ski pass 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 SKI PASSES REFUND FOR TOTAL INACCESSIBILITY

The fee for the purchase of the seasonal ski passes "CARTAneve" and "stagionale locale" is established according to an average use, equal to 12 skiing days, statistically determined based on the use of seasonal ski passes 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 ski pass less than 12 days.

The refund will 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 ski pass was actually used, and the average number of days of use indicated above (i.e. 12), according to the following formula:

Refund = (cost ski pass: 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 ski pass, 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 SKI PASSES

Ski passes 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 ski pass (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 ski pass 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 ski passes (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 ski pass, 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 ski pass on a Ticket Card, it is possible to request the replacement by returning the number of the original ski pass 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 ski pass card (CARTA*neve*, 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. Therefore, at the request of the interested party, this support can also be purchased to load ski passes 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, skiers using alpine ski slopes must hold valid insurance providing third-party liability coverage for any damage or injury caused to third parties. The breach of this obligation is punished by an administrative fine and the withdrawal of the ski pass by the public authorities responsible for the control.

PromoTurismoFVG, on request, gives the possibility to purchase an insurance policy together with the ski pass 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 ski pass. 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 ski pass 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

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 CARTA*neve* 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 €3.50 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. CHECKS AND PENALTIES

The ski pass is strictly personal and non-transferable to third parties, as provided for in Article 2 of this document. Failure to comply with this condition, as well as any misuse of a free or discounted ski pass, will result in the immediate invalidation and/or withdrawal of the ski pass, with no entitlement to any refund, without prejudice to any further provisions set out in this document regarding the consequences of improper use of the ski pass.

PromoTurismoFVG, through its lift operators and/or inspectors, reserves the right to verify the declarations made at the time of purchase of the ski pass concerning fulfilment of the requirements for obtaining it, as well as compliance with its personal and non-transferable nature. For identification purposes, customers may also be subject to random checks and be required to present their ski pass and a valid identity document.

Verification of the proper use of the ski pass, including compliance with the prohibition on transferring it to third parties, may also be carried out remotely, after access to the ski lifts, through the analysis of information collected by the "Smart Guard" system installed at the ski lifts. Any checks concerning possible misuse of the ski pass will be carried out in compliance with applicable personal data protection legislation and in accordance with the procedures and limitations set out in the privacy notice available at *www.turismofvg.it/en/mountain365* , under "Winter Rates" > "Documents".

Any anomalies detected by the "Smart Guard" system are reviewed by authorised personnel (lift operators and/or inspectors), who, based on the circumstances of each individual case, will determine whether to proceed with verification of the suspected misuse. A notification generated by the system does not, in itself, result in any automatic consequences for the person concerned. Where misuse is confirmed by authorised personnel, the consequences shall be the same as those resulting from checks carried out directly by authorised personnel using the ordinary verification procedures.

In the event of any discrepancy between the information declared by the applicant and the information subsequently verified, particularly with regard to the requirements for obtaining free or discounted ski passes, or in the event of improper use of the ski pass, PromoTurismoFVG will invalidate the ski pass (by blocking it) and/or withdraw it, while reserving all further rights and remedies available to it.

12.1 IMPROPER USE OF DAILY SKI PASSES

In the event that a daily ski pass is used by a person other than the pass holder, or in the event of improper use of a discounted daily ski pass (Baby, Junior, Senior, Over 75) by a person who does not meet the eligibility requirements for its issuance, PromoTurismoFVG, in addition to invalidating and withdrawing the improperly used ski pass, reserves the right to require payment of the full price of a daily ski pass at the "Adult" rate, regardless of the age of the person responsible for the misuse, without prejudice to its right to claim compensation for any additional damages.

12.2 IMPROPER USE OF FREE SEASON SKI PASSES, "BABY" CATEGORY

If a person improperly uses a free season ski pass (CARTAneve or sci@sempre) in the "Baby" category, in addition to the invalidation and withdrawal of the improperly used ski pass, the reissuance of the blocked "Baby" season ski pass will be subject to payment of a €50.00 penalty, plus the €5.00 cost of a new Ticket Card.

If the penalty and the cost of the new Ticket Card are not paid, the "Baby" season ski pass issued in the name of the eligible holder will not be reissued. The eligible holder will therefore only be able to purchase a "Baby" daily ski pass at the ticket office, at a cost of €15.00.

2.3 IMPROPER USE OF SEASON SKI PASSES (Junior, Senior and Over 75 categories)

If a season ski pass is used by a person other than the pass holder, or by a person who is not eligible for the applicable discounted rate (Junior, Senior or Over 75 categories), in addition to the invalidation and withdrawal of the improperly used ski pass, the pass holder will be required to pay the full price of a new season ski pass for their applicable category.

If the pass holder does not pay for the new season ski pass, any subsequent ski pass purchases may only be made at the ticket offices.

13. RULES OF CONDUCT IN THE SKIABLE AREA

The purchase and consequent possession of the ski pass 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. 40/2021they may use ski runs with a degree of difficulty related to their physical and technical abilities. With the purchase of the ski pass 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 ski pass in two ways from the online shop fvg.axess.shop: by registering yourself and your family to get the discounted rate per age category, or without registration, only single-price ski passes 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 ski pass at a ticket office or, for some types of daily use tickets, at an automatic checkout or by reloading your Ticket Card (ski pass holder), having previously

picked it up at a ski pass 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 ski pass 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 ski pass 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 ski pass was purchased at the ticket office; b) less than 10 days have passed from the purchase of the ski pass; c) the ski pass was not used, even partially. The cancellation of the purchase of a ski pass at the ticket office can not be obtained if: a) a ticket has been purchased "single ride" or "return"; b) for other types of ski pass if measures of numerical quota have been applied; c) the ski pass has been used, even partially; d) 10 days have passed from the purchase of the ski pass. Cancellation, when possible, can be obtained by sending an email to the address *skipass@promoturismo.fvg.it,* attaching a copy of the ski pass 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. Ski passes are never replaceable or refundable, even if unused or only partially used, withdrawn, cancelled, suspended or damaged. Ski passes not used during the winter season of issue are not refunded and cannot be used in subsequent seasons.

17. PROMOTIONS

The promotions listed in the dedicated "Rates" section of the PromoTurismoFVG institutional website, available at *www.turismo.fvg.it/en/mountain365* , cannot be combined with one another.

18. 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 ski pass by the customer for professional purposes, the Court of Trieste will be the sole and exclusive jurisdiction of the Court of Trieste.

19. 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.turismo.fvg.it/en/mountain365*. In case of discrepancies between the language versions of these general conditions of sale, the Italian version will apply.

Version: W01–2026/2027

PromoTurismoFVG reserves the right to modify these general terms of sale. Any changes will be promptly published on the website *www.turismo.fvg.it/en/mountain365* and will be valid from the moment of publication for purchases made later.