

General Terms and Conditions: CWCC

General

The General Terms and Conditions apply exclusively to the presented product "Corvatsch World Champs Camp", including all its services. The product is owned by the Corvatsch AG.

Validity

The package is personal and non-transferable. Tickets and passes are only valid during the published normal operating hours and for the booked period.

Payment

The package can be paid via credit card only. All major credit cards are accepted. Payment per invoice is not possible.

Cancellations and refunds

1. Policy governing package exchanges

A package and the skipass may not subsequently be exchanged for other packages, tickets or passes.

A package transfer to another athlete/coach can only be done upon request and after confirmation from the Corvatsch AG. It can only be done until 12.04.2024 at 04:00 pm (for packages starting on 15.04.2024) or until 19.04.2024 at 04:00 pm (for packages starting on 22.04.2024).

2. Policy governing cancellation requests from the athletes & coaches/ team staff:

Cancellations are possible with the following fees:

- Cancellation until 01.12.2023: 90% refund
- Cancellation until 01.03.2024: 50% refund
- Cancellation until 01.04.2024: 30% refund
- Cancellation until 12.04.2024 at 04:00 pm (for packages starting on 15.04.2024) or until 19.04.2024 at 04:00 pm (for package starting on 22.04.2024): 10% refund
- Cancellation from 12.04.2024 after 04:00 pm (for packages starting on 15.04.2024) or from 19.04.2024 after 04:00 pm (for package starting on 22.04.2024): no refund

3. Policy governing bad weather days and closures

The customer is generally not entitled to a refund in cases where the operation is discontinued in whole or in part due to bad weather, force majeure (e.g., natural hazards, avalanches), technical faults, power interruptions (these e.g., due to breakdowns, force majeure or due to electricity not being available in sufficient quantities), due to officially ordered requirements to save electricity, for reasons of safety, pandemic or similar.

Must the Corvatsch AG keep the operations closed the whole day for whatever reason, is the participant entitled from the 4th day of closure in sequence (package of 7 days) or from the 7th day of closure in sequence (package of 14 days) to a refund of:

Athlete

- Package of 7 days: 210 CHF per closed day
- Package of 14 days: 180 CHF per closed day

Coach and team staff

- Package of 7 days: 49,70 CHF per day
- Package of 14 days: 36,60 CHF per day

4. Refunds

Refunds will be done directly and exclusively on the credit card used for the booking and payment.

5. Refund in case of illness/accident

No refund is foreseen in case of illness or accident.

The customer is free and highly recommended to purchase a corresponding insurance cover from third parties.

Transport

1. General

Persons may be barred from transport, if they:

- are drunk or under the influence of drugs;
- behave in an improper manner, or
- act in violation of the code of conduct or fail to follow the instructions of personnel with respect to proper use and conduct.

If the incident is repeated, or of a serious nature, the ticket or pass may be withdrawn.

2. Transport for the purpose of engaging in a sport

If weather conditions are unsuitable, particularly if there is a risk of avalanches, visitors may be prohibited from using transport facilities for the purposes of sporting activities.

Furthermore, visitors may be prohibited from using the transport facilities if they present a risk to third parties immediately before the intended transport and if there is reason to assume that they will continue to endanger third parties. A third party is considered to be at risk if the customer concerned:

- has behaved in a reckless manner;
- has used a ski-run at risk of avalanche;
- has ignored instructions and prohibition signs designed to ensure safety;
- has disregarded the safety directives of the supervisory personnel and emergency rescue services.

The above list is not intended to be exhaustive. The transport of sports and leisure equipment may be excluded, in particular, for technical reasons, safety-related reasons, or to comply with higher-level regulations.

3. Engadin Bus

The transport with the EngadinBus is included for the Upper Engadin and for the period of validity of the skipass.

Photo/video recording and its use on social media

Photos and video recordings are going to be made for marketing purposes, for delivering content to the riders as well as for operational security and access monitoring.

Pictures that are sent via Dropbox to the participating athletes are allowed to be shared on social media channels connected to the participant. An athlete/team must ensure that the Instagram account @corvatsch_park as well as #corvatschpark are used.

Rescue service

If the customer has an accident on any of the regions forming part of the Corvatsch AG and Diavolezza Lagalb AG and the rescue service needs to be called out, the customer will be charged for the costs incurred (personnel, material and third-party costs). Additional costs for third parties (i.e. Swiss Air Rescue, doctor's visits) must be paid for directly by the customer. The customer must make any claims for reimbursement through his or her insurance company.

Loss or theft

In the event of loss or theft of a skipass, a replacement will be issued upon presentation of the personal ID. Each card has an identification number connected to the person.

A processing fee of CHF 15 will be charged for the issue of the replacement card.

The lost card will be blocked automatically.

This process is valid for online booked packages only (athlete and coach). Skipasses booked on site (i.e. from coaches) do not follow this procedure and there is no replacement nor refund in case of loss or theft.

Misuse and forgery

Misused or forged tickets will be confiscated. Tickets and passes that are in use, but unsuitable for their use may be withdrawn. The user will be obliged to pay an administration fee of CHF 150. We reserve the right to prosecute under civil and criminal law.

Liability resulting from non-compliance with instructions

Off-piste skiers and freeriders who ski down avalanche-prone slopes and trigger avalanches in disregard of warning signs are in breach of a secondary contractual obligation and are liable to the mountain cableway enterprise for the damage caused as a result of their actions.

Data protection

By purchasing a package, the customer actively agrees that the Corvatsch AG may store their personal, sales and usage data and use them for statistical and advertising purposes. Upon request, the customer has the right to view the data stored on their profile, to have it corrected and - insofar as this data is not required legally - to have it deleted. The contract between the customer and the Corvatsch AG is exclusively subject to Swiss law. The legal venue is exclusively St. Moritz.

Contacts

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