

General

- Under the Jungfrau Ski Region brand (hereinafter "JSR"), several transport companies, including in particular Firstbahn AG, Gondelbahn Grindelwald – Männlichen AG, Luftseilbahn Wengen – Männlichen AG, Wengernalpbahn AG, Schilthornbahn AG, Bergbahn Lauterbrunnen-Mürren AG, Berner Oberland-Bahnen AG, Jungfraubahn AG, Grindelwald Sports AG, Skilift Bumps AG and Genossenschaft Schischule Wengen, form a joint pass network. Each transport company is independently responsible for the operation of its facilities and slopes. The contract of carriage is concluded directly between the ski pass holder and the respective transport company operating the facility. The latter is responsible for the proper provision of the corresponding services. It is also responsible for the necessary technical maintenance of the facilities and for ensuring safety (slope and avalanche service). Accordingly, liability issues, particularly those relating to skiing accidents, are handled by the respective transport company within whose area of responsibility or on whose facility the incident occurred.
 - By purchasing or using a ski pass (hereinafter "ski pass", for the purposes of these GTC, the term includes day/multi-day tickets, season passes as well as Winter Hiking and Sledging Passes), the purchaser or holder accepts the following terms of use and the following description of services.
 - Ski passes are personal and non-transferable. A photo is required for the creation of season passes. Electronically recorded personal data is stored in a database. When passing through electronic readers, the holder's photo is displayed on an internal computer. During their period of validity, ski passes entitle holders to unrestricted use of the transport facilities and snow sports slopes of the Jungfrau Ski Region.
 - The season pass, including entitlement to travel to school and work, is valid from 1 November 2026 to 30 April 2027.
 - The operation times of the slopes and mountain railways are determined by the respective transport company according to snow and weather conditions. Closed facilities and snow sports slopes are neither secured nor marked. Use of closed snow sports slopes is prohibited. Unauthorised use involves considerable risks for which the respective transport company accepts no liability.
 - For ski passes valid for several days, validity begins at 00:00 h on the first day and ends at 24:00 h on the last day.
 - Special provisions regarding access to events, in particular the Lauberhorn race, remain reserved. Special events may result in certain parts of the ski area being closed off and a spectator area being set up. The ski pass does not grant access to such events.
 - The ski pass includes travel on Berner Oberland-Bahnen AG, the Grindelwald ski bus network and the local bus routes in Lauterbrunnen, bus routes Iseltwald-Erschanden (zone 810) and Leissigen–Därigen (zone 740). Winter Hiking and Sledging Passes (from 2 days) allow free travel from Grindelwald to Bussalp. The season pass additionally entitles holders to use TV Libero zones 750, 820, 821 and 822 and is valid for travel to school and work within this area of validity.
 - Ski passes are valid exclusively for travel in 2nd class. If a seat in 1st class is used, half the fare difference must be paid as a class upgrade fee.
 - Ski passes must be presented without being requested when travelling with transport companies that do not have electronic readers. In the case of an online purchase, the ski pass holder must provide proof of entitlement by presenting a purchase confirmation. For personalised season passes, an identity document must also be presented.
 - The Junior Travelcard and Children's Co-Travelcard are not valid in combination with a ski pass.
 - Ski passes are not valid for extra or evening trips.
 - During the following summer season from 1 May 2027 to 31 October 2028, the season pass serves as a personal Half Fare Travelcard on the following routes in the Jungfrau Region:
 - Interlaken Ost – Grindelwald
 - Interlaken Ost – Lauterbrunnen
 - Grindelwald – Kleine Scheidegg – Lauterbrunnen
 - Grindelwald Terminal – Eigergletscher
 - Kleine Scheidegg – Eigergletscher
 - Eigergletscher – Jungfraujoch – Top of Europe
 - Grindelwald – First
 - Grindelwald – Männlichen
 - Wengen – Männlichen
 - Lauterbrunnen – Mürren via Grütschalp
 - Stechelberg – Mürren – Schilthorn
 - Mürren – Almdenhübel
 - Wilderswil – Schynige Platte
 - Interlaken – Harder Kulm
- When using ordinary half-fare single tickets pursuant to Tarif 600 for these routes, the personal season pass from the preceding winter season must be presented to ticket inspection staff without being requested.

Safety on the slopes

- Use of the snow sports slopes is at your own risk. In particular, users must take account of their own ability and the prevailing conditions.
- The FIS rules of conduct and SKUS guidelines must be observed.
- Instructions issued by the slope and rescue services must be followed.
- Outside the operating hours of the mountain railways and after the final inspection has been completed, slopes and runs are closed and therefore off limits.
- In the event of reckless behaviour (in particular failure to observe the FIS and SKUS rules, disregard of signs, instructions and barriers, entering forest and wildlife protection zones or slopes at risk of avalanches), the ski pass may be withdrawn until the end of the season.
- If a snow sports participant has an accident in one of the ski areas and the rescue service of the mountain railway companies therefore has to be called out, the ski pass holder will be charged a flat rate of CHF 300 for a standard rescue on the ski slope, in accordance with the current schedule of costs for accident rescue operations issued by the Regional Association of Bernese Mountain Railways. Third-party costs (helicopter transport, doctor, Alpine Rescue, etc.) must be paid directly by the injured person. It is the responsibility of the injured person to claim any reimbursement from an accident insurance provider.

Exchange / Refund

- As a general rule, ski passes cannot be exchanged or refunded. In the event of an accident or illness, there is no entitlement to a full or partial refund.** Insurance covering this risk can be taken out when purchasing the ski pass.¹ Insurance cannot be taken out retrospectively.
- There is no entitlement whatsoever to a refund in the event of interruptions to operations or voluntary full or partial closures of facilities or slopes in the ski area. This applies in particular in the following cases: technical interruptions to operations and closures of ski areas or parts of ski areas due to weather conditions, insufficient snow, avalanche risk, early closure of ski zones, closures ordered by the authorities, etc. The communicated operation times of the winter sports facilities are provided for information purposes only. The transport companies may adjust them depending on weather, snow or slope conditions.
- Lost ski passes with a validity period of two days or less will generally not be replaced. For ski passes with a longer validity period, a new pass will be issued upon presentation of proof of purchase. It is the purchaser's responsibility to prove that they were the holder of the ski pass. If a season pass is lost, arrangements must be made immediately to block the ski pass. If proof of purchase can be provided, a replacement pass will be issued for an administrative fee of CHF 10.

Inspection / Misuse / Forgery

- Anyone unable to present a valid ski pass during an inspection must purchase a day ticket at the standard fare and will be treated as a passenger without a valid ticket in accordance with Tarif 600.5. During an inspection, a valid official identity document may be requested to verify entitlement. The ski pass holder must provide appropriate identification upon request. If the ski pass holder was in possession of a valid pass at the relevant time, they may present it at a Jungfrau Railways sales point within seven days and request reimbursement of the additionally purchased day ticket, less an administrative fee of CHF 10.
- Any action by a ski pass holder intended to unlawfully enrich themselves or another person and/or to cause financial loss or damage to other rights of the transport companies is deemed misuse.
- Forgery occurs if a ski pass or receipt has been created, altered, duplicated, supplemented or otherwise manipulated without authorisation.
- Misused, forged or blocked ski passes will be confiscated and blocked until the end of the current season. In addition, a day ticket must be purchased in accordance with section 22. In the event of misuse or forgery, an additional surcharge of CHF 400 will be levied. Passenger Tarif 600.5 applies on routes eligible for compensation.
- If the fee pursuant to section 26 is not paid immediately, it will be collected by the administrative office together with an administrative fee.
- An unsuccessful attempt at forgery or misuse has the same consequences.
- The right to initiate additional civil and criminal proceedings is expressly reserved.

¹ The insurance is concluded by the ski pass holder with the ski pass insurer Europ Assistance, Avenue Perdetemps 23, 1260 Nyon (www.redion.com). When insurance is taken out, the provisions of Europ Assistance apply. JSR acts as a reseller. Insurance cannot subsequently be taken out or cancelled through JSR. Claims against Europ Assistance must be coordinated directly by the ski pass holder with Europ Assistance and cannot be processed through JSR.

Data protection and customer data

30. The participating transport companies undertake to comply with the applicable data protection legislation when handling and processing all customer data and customer usage data. Customer data is used solely to maintain and improve customer relationships, quality and service standards, to improve operational safety, or for the purposes of sales promotion, product design, prevention of misuse, statistics and invoicing. The customer hereby acknowledges and agrees that, where services within the JSR ski pass range are provided jointly in cooperation with third parties, the participating transport companies are entitled to make customer data available to the relevant third parties to the extent necessary for the provision of the services. An exception applies only where the participating transport companies are legally obliged to disclose personal data to third parties. If you have any questions or suggestions regarding data protection, you can contact our company data protection officer, either by post at: Jungfrau Ski Region, Data Protection, Harderstrasse 14, 3800 Interlaken, or by email at: datenschutz@jungfrau.ch.

Biometric verification for tickets

31. To prevent ticket misuse, we process personal images of our customers. When entering our facilities, a photo is taken and compared with the photo from the ticket holder's previous entry.

Purpose: To ensure that tickets are used only by the authorised holder. **Type of data:** Facial images, full-body images, ticket information. **Legal basis:** Legitimate interest pursuant to the Swiss Data Protection Act (prevention of misuse, protection of operational processes). **Storage:** Images are stored only for comparison purposes and are automatically deleted in accordance with statutory requirements. **Rights of data subjects:** You have the right to access, rectify or restrict the processing of your data.

Applicable law and place of jurisdiction

32. **The contractual relationships between the Jungfrau Ski Region and its customers, including the question of the formation and validity of the contract, are governed exclusively by Swiss law.**
33. **The registered office of the respective sales point is decisive in determining the place of jurisdiction. For ski pass purchases made online, the registered office of JungfrauBahnen Management AG in Interlaken, Switzerland, is deemed to be the sales point.**
34. Application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is expressly excluded.

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GTC for the rental of ski lockers

1. Subject matter of the contract and terms of use

- 1.1 The ski lockers (rooms A and B in Grindelwald Terminal) may be used exclusively for storing snow sports equipment. They may not be used for trading goods or for depositing items to be collected by third parties.
- 1.2 Users must ensure that the ski locker has been properly locked before leaving the location.
- 1.3 The following items, among others, may not be stored in the ski lockers:
- Valuables and items that are not sports equipment, in particular cash, credit cards, documents, securities, precious metals or stones, jewellery, antiques or works of art, as well as computers or smartphones;
 - Keys (e.g. for vehicles or homes) and similar items used to open locking devices;
 - Highly perishable or foul-smelling food/items;
 - Live animals;
 - Items subject to weapons or hazardous goods regulations, such as flammable or explosive items.
- 1.4 In their own interest, users are also advised not to store items of personal material or sentimental value (e.g. personal photographs, keepsakes, diaries) in the ski lockers.

2. Duration and end of use

- 2.1 The ski lockers in room A are accessible during the opening hours of Grindelwald Terminal, while the ski lockers in room B are accessible around the clock. Subject to the terms of use, the ski lockers in both rooms may be used.
- 2.2 The rental period begins at 08:00 h on the first booking day and ends at 18:00 h on the last booking day. The rental period may only be extended during the current period of use.
- 2.3 At the end of the rental period, users must completely empty the ski locker and remove any dirt or contamination they have caused.
- 2.4 If the user has not emptied the ski locker by the end of the last booking day, Jungfrau Railways staff will empty it and store the contents for collection at Grindelwald Terminal for three days, with the corresponding ski locker rental fee being charged. Thereafter, the items will be transferred to the SBB Lost and Found Office and will be subject to the storage provisions applicable there.

3. Price and payment terms

- 3.1 The price of the ski lockers depends on the duration of use and is stated in Swiss francs.
- 3.2 Bookings can only be made at the counter in Grindelwald Terminal and can be paid for using the most common credit and debit cards, as well as cash or Reka.
4. **Malfunctions and troubleshooting**
- 4.1 If a customer is no longer able to open the ski locker (e.g. because the maximum period of use has been exceeded, etc.), an emergency opening of the ski locker by Jungfrau Railways staff can only be carried out during Grindelwald Terminal opening hours.
- 4.2 A prerequisite for opening the ski locker is that the user provides an exact description in advance of the items stored in it (e.g. colour and type of item) and provides the ski locker number.
5. **Liability**
- 5.1 Liability of Grindelwald Grund Infrastruktur AG for damage caused by slight or moderate negligence is excluded.
- 5.2 Grindelwald Grund Infrastruktur AG is not liable if access to the ski locker is temporarily unavailable due to a technical fault or other circumstances beyond its control (e.g. internet failure, operating error). Grindelwald Grund Infrastruktur AG is also not liable for consequential costs incurred if a locker cannot be opened outside Grindelwald Terminal opening hours.
- 5.3 Any liability for impermissibly stored items within the meaning of section 1.5 is excluded.
- 5.4 Users are liable for any damage they cause to the ski locker facility.

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Ski pass insurance

The winter ski pass for the Jungfrau Ski Region is not refunded in the event of illness or accident. It is therefore recommended that insurance be taken out when purchasing the ski pass. Insurance costs: CHF 63 / season (Assur Package without assistance services) or CHF 98 / season (Assist Package with assistance services).

In the event of an accident or illness, Europ Assistance "Assur" insurance provides proportional reimbursement of the following:

- Reimbursement of the ski pass
- Reimbursement of ski lessons
- Reimbursement of ski rental

Europ Assistance "Assist" insurance includes additional assistance services in accordance with the GTC of Europ Assistance: www.redion.com/ch-de/privatkunden

Insurance cannot be taken out retrospectively after the ski pass has been purchased. Further information: www.redion.com

Operating data winter season 2026/27

Subject to appropriate snow and slope conditions, the winter sports facilities will be open during the 2026/2027 season as follows:

	Season start	Season end
Kleine Scheidegg	21 November 2026	25 April 2027
Mürren – Schilthorn	21 November 2026	2 May 2027 ¹
Männlichen	12 December 2026	4 April 2027
Grindelwald-First	19 December 2026	29 March 2027

¹ 30 April – 2 May 2027 exclusive Telemark event: only season passes remain valid.

If snow conditions are good, certain facilities will already be in operation at weekends in November 2026 (Saturday/Sunday only). Corresponding information is available at jungfrau.ch/pistendaten.