

General terms and conditions

Ticket sales and admission regulations

AUDI FIS Ski World Cup Matterhorn Cervino Speed Opening (hereafter “Matterhorn/Cervino World Cup”)

§ 1 Validity

These GTC are valid for both natural persons and legal entities (companies). All orders are executed exclusively on the basis of these GTC. Deviations from these GTC are only valid when made in writing.

§ 2 Access to and presence on the event site

By purchasing a ticket (VIP, grandstand, standing room, hereinafter “ticket”) or getting an accreditation, the World Cup Guest accepts these GTC. The Organiser’s supervisory and security service will carry out security and entry checks at all official entrances, in and along the event site, throughout the duration of the event. Furthermore, the admission regulations of the COVID laws/ordinances in force at the time of the event apply.

Tickets or accreditations will be checked at the official box offices and at the Organiser’s ticket exchange points (via the barcode) and exchanged for a wristband. The wristband entitles the wearer to enter the cordoned-off area. The wristband can be worn snugly on the wrist. Damaged or loose wristbands/accreditations will not be accepted. Lost or damaged wristbands/accreditations will not be replaced.

No alcoholic beverages of any kind may be brought into the event area. A maximum of 0.5 litres of non-alcoholic drinks (PET and Tetrapak) per person may be taken onto the event site.

No pyrotechnic or dangerous objects including weapons of any kind (hereinafter “prohibited objects”) may be brought into the event area!

Persons who

- refuse a search of their person or the containers they are carrying by the supervisory and security service
- have prohibited items with them and refuse to dispose of them
- are found to be distributing advertising material, flyers and/or promotional items in the event area without authorisation
- do not comply with the orders of the supervisory and security service or are abusive towards them
- pick fights
- are under the influence of drugs or excessively intoxicated

will be refused entry to the event site or be turned away from the cordoned-off area.

§ 3 Filming and sound recording is prohibited

Due to the television rights, moving image and sound recordings of athletes participating in the event, the piste and finish area are prohibited. Photography for private use is allowed as a general rule. In the context of the Matterhorn/Cervino Ski World Cup, photographs and film footage will be taken and published by the Organiser and authorised media representatives. By purchasing a ticket, the World Cup Guest agrees that these recordings may depict him/her and may be used for the above-mentioned purposes without compensation.

§ 4 Protection of minors

The consumption of alcohol is strictly prohibited for anyone under the age of 16. The consumption of spirits and drinks with spirits (mixed drinks) is strictly prohibited for anyone under the age of 18. If the person in question is not clearly of legal drinking age, they must show an official form of ID to the supervisory and security service.

§ 5 Authority of the supervisory and security service

The employees of the supervisory and security service are authorised to:

- search people who want to enter the event site or who are in the event site for prohibited objects

- check containers for compliance with event rules and dispose of them if required
- establish the personal data of persons who violate the GTC or do not follow the instructions of the supervisory and security service

The orders of the supervisory and security service issued to maintain order and safety must be complied with immediately. Failure to comply with the admission regulations or abuse of admission authorisations will be punished and will result in expulsion from the event site.

§ 6 Damage

Any damage to or polluting of the event area and facilities must be avoided. In particular, care must be taken not to cause harm to nature in the event area. Waste must be disposed of at a waste station. In the event of gross violations, the Organiser’s security service may expel the World Cup Guest from the event site.

§ 7 Picnic

The consumption of food of any kind brought in by the exhibitor is prohibited in all officially designated catering areas of the event.

§ 8 Alpine terrain

Attention – alpine terrain! World Cup guests must adapt their behaviour and equipment to the particular conditions on the natural winter terrain. The main spectator area is located in the finish area. The race track area is located on steep natural winter terrain and is only accessible or skiable to a limited extent.

WARNING – risk of death! The race track is partially located in a glacier zone. Accessing or skiing in these zones is strictly prohibited!

Appropriate instructions must be followed and any cordons respected.

§ 9 Ticket purchase | terms of payment

After receipt of the order and successful delivery of the tickets, the Organiser is entitled to issue a corresponding invoice immediately. The ticket purchase becomes effective upon payment of the ticket price. When completing payment, the World Cup Guest agrees to these GTC. Prices include VAT and all ticket system and sales fees. The purchase of tickets to the event for the purpose of resale (trade) is prohibited as a rule. Only buy tickets through the channels announced by the Organiser!

§ 10 Ticket issue

Tickets will be sent as e-tickets (print at home) to the e-mail address provided by the customer after payment of the ticket price. The barcode of the respective ticket must be presented at the entrance control either electronically on a smartphone or as a printed ticket.

No physical tickets will be dispatched.

§ 11 Advertising, promotions

The World Cup Guest guarantees that the tickets will not be used for promotional or sales purposes (e.g. for promotion, advertising, as a prize in a competition or sweepstake or as part of a package tour). This includes, without limitation, the display of any company logos, signage or corporate identification (logos, slogans, promotional material, images, clothing, garments, etc.) in or outside the event area. Official sponsors and partners of the Audi FIS Matterhorn/Cervino Ski World Cup are excluded.

§ 12 Event risk

The tickets are valid for a specific date, but are not bound to a specific race event (discipline). The race events are outdoor events. The risk of programme changes, postponements and cancellations can therefore be described as a typical risk.

§ 13 Ticket return

World Cup tickets can be returned by the customer up to 20 days before the first race event of the respective race weekend by providing their address and bank details (IBAN + BIC). For the calculation of the 20-day period, the date of delivery or receipt of the written message (e-mail) by the Organiser is decisive and not the postmark. Returning a ticket later than this not permitted. The corresponding ticket value will be refunded within 30 days from the date of return minus a 10% handling fee. Tickets in the VIP and grandstand categories cannot be returned.

§ 14 Race cancellations/race postponements

The World Cup Guest acknowledges that the event may be cancelled for reasons beyond the control of the Organiser. In case of cancellation/postponement of the entire race event or parts thereof, the following regulations apply:

- In the event of cancellations up to and including 8 days before the first scheduled race event of the respective race weekend, a refund of the ticket value less a 10% processing fee will generally be issued by the Organiser.
- In the event of cancellations up to and including 24 hours prior to the first scheduled race event of the respective race weekend, a refund of the ticket value less a 10% handling fee will only be made if the race event has to be cancelled by the Organiser due to circumstances for which the Organiser is responsible.
- In the event of partial or total race cancellations on the day of the event itself, no refund of the ticket value will be made, regardless of the reasons for the cancellation (weather, force majeure, cancellation by the competition jury, federations, authorities, etc.).
- In case of race postponement to another race day at the same venue, all tickets inc. VIP tickets remain valid for entry to their designated zone. There will be no refunds of the ticket value.
- If there is a cancellation due to the COVID laws/regulations in force at the time or if the event has to be held without an audience due to a corresponding order, the ticket value will be refunded. If desired, the ticket value can also be used for the event in the following year.

If, based on the provisions given above, a reason exists for the Organiser to issue a refund of the ticket value, the customer must claim the refund within 30 days from the date of cancellation by means of notification to the Organiser, which is to include the requisite personal data. Refunds will be made within 60 days of receipt of notification by the Organiser.

§ 15 No-shows

If the tickets are not used due to a fault other than that of the Organiser, there is no entitlement to a refund.

§ 16 Damages

The Organiser is not liable for any costs incurred by the World Cup Guest due to a possible race cancellation or postponement (compensation such as travel costs, food, accommodation, etc.).

§ 17 Data protection

Guest data necessary for the execution of the ticket order will be stored electronically by the Organiser and ticketing service provider. This data is subject to data protection. It will only be used by the Organiser for its own purposes (e.g. for information on the processing of ticket sales, internal analyses) and will not be passed on to third parties. If the ticket was purchased from a partner (e.g. OCHSNER SPORT, Zermatt Tourism, etc.) during a special promotion, the data may be passed on to the respective partner.

§ 18 Miscellaneous

Any invalidity of one or more provisions of these GTC shall not affect the validity of the remaining provisions. Any such invalid provision shall always be replaced by a provision which comes as close as possible to the meaning – in commercial terms – of the invalid provision. The General Terms and Conditions (GTC) of the Organiser are an integral part of the contract concluded with the purchase of this ticket.

§ 19 Jurisdiction

The place of performance and exclusive place of jurisdiction shall be location of the venue of the event.

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