

CABLE CAR TICKET REFUND FORM

A full or partial refund is possible in the following cases:

**FUNIVIA
MONTE CARASSO
MORNERA**

- Proven inability to travel (illness, injury or death);
- Tickets purchased more than once (travel date, route and traveler – name, surname – are the same);
- Ticket purchased for the wrong customer group (full fare instead of reduced, wrong arrival station);
- Wrong date. The refund is granted only if the subsequent purchase of the right ticket is proven;
- In the case of tickets with cabin seat reservation, if the Customer arrives late and misses the trip booked, he/she can buy a new ticket for the same day and the exact same route at the Infopoint desk. If seats are available, the unused ticket will be refunded in the amount of 50%; if there is no seat available for the same day, the unused ticket is lost and non-refundable.
- If for climatic or technical reasons the trip planned is delayed by no longer than 60 minutes, the Customer will still be boarded with a new departure order without refund. If the delay or delays exceed 60 minutes in total, the Customer can request a refund of the electronic ticket directly at the Infopoint desk.
- Holders of Ticino Tickets, Guest Cards and Bellinzona Passes will be reimbursed 20% for the Monte Carasso-Mornera route only upon presentation of their original cards at the Infopoint.
- Holders of Valbianca SA season tickets will receive a 50% refund for the Monte Carasso-Mornera route only.

In case of bad weather, if the cableway works regularly, tickets purchased online will not be refunded.

It is possible to present a ticket for reimbursement at the Infopoint desk only if it is printed out and not just visible on a screen. **Refunds can also be requested using the form provided on the website www.mornera.ch.**

Refund amount CHF	
Surname and First Name *	
Invoice n. *	
Date of purchase *	
Address (Street and postal code)	
IBAN SWIFT CODE (from abroad)	(in case of online purchases the refund will be automatically credited to the credit card used for the purchase)
e-mail *	
Reason for refund *	<input type="checkbox"/> Illness/Injury (please attach medical certificate) <input type="checkbox"/> Tickets purchased more than once (attach proof of purchase) <input type="checkbox"/> Error in purchase type of lift and/or customer (attach proof of correct repurchase) <input type="checkbox"/> Incorrect date (please enclose proof of purchase) <input type="checkbox"/> Delay. In case of delay if the tickets can be resold by <input type="checkbox"/> Infopoint, the customer is entitled to 50% of the refund (please attach approval infopoint 50% refund) Delay in the installation due to technical/climatic problems > 60 min. <input type="checkbox"/> Discounts Ticino Ticket /Guest Card/Bellinzona Pass - 20% ONLY on Monte Carasso-Mornera route (please attach approval from infopoint) <input type="checkbox"/> Other (with detailed description and approval by the infopoint)

*Mandatory data

Refund procedure: Form to be sent to amministrazione@mornera.ch

- ➔ **Waiting time for reimbursement: maximum 30 days after receipt of request**
- ➔ **For online purchases 1 CHF is taken as commission and is not refunded.**