

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE AND USE OF ELECTRONIC TICKETS

Preliminary remarks

The transportation of people with tickets purchased on the website www.mornera.ch (hereinafter “electronic tickets”) is subject to the rates determined by the Patrician Ordinance on rates and timetables of the Monte Carasso-Mornera cableway (hereinafter “PO”). The official rates can be found on the website www.mornera.ch.

The following terms and conditions contain the main provisions governing the relationship between the holder of an electronic ticket (hereinafter “Customer”) and the Patriciate of Monte Carasso, represented by the patrician office of Monte Carasso (hereinafter “UP”).

1

Validity

General provisions

With electronic tickets the travel date is set at the time of purchase and of the order. The tickets purchased are valid for the itinerary and the calendar day chosen during the online purchase.

The seats available for online purchase are visible on the website www.mornera.ch /www.ticketsmornera.ch

The ticket entitles the holder to a free return trip within a month.

Supersaver tickets

Customers with supersaver tickets or a voucher must purchase the discounted ticket at the Infopoint desk.

Tickets with cabin seat reservation

If you purchase an electronic ticket with reservation, you must indicate, besides the calendar day, the exact time of departure of the booked cable car.

The cable car for the return trip cannot be booked online.

To see which cars can be booked, please consult www.mornera.ch.

Customers with reservations must arrive at the check-in area 20 minutes before departure time and can access the boarding area 8 minutes before their car leaves. Entering the boarding area after the departure time indicated on the e-ticket is prohibited.

Obligation to produce a document

Holders of an annual pass who book the ride must show the pass upon request.

In the case of discounted tickets, Customers must produce the card that entitles them to the discount (e.g. UTPT pass, Swiss Cableways).

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE AND USE OF ELECTRONIC TICKETS

In the case of tickets with reservation, the traveler must also show ID. These tickets are therefore personal and non-transferable. They are valid only if shown to the control staff together with up-to-date government ID (passport or identity card) issued specifically to the traveler.

Ticket verification

On-screen verification

Upon request, the smartphone (or mobile device) must be handed over to the control staff for ticket verification. The Customer must be in possession of the ticket before starting the trip (actual departure of the cable car).

On-paper verification

The traveler must be able to show the control staff a printout of the ticket in full and in A4 format. Tickets must be printed in 100% size (not resized), with laser or inkjet printer, on unused A4 plain white paper, in vertical format, and with high resolution. Tickets printed or copied by fax or other devices are not considered valid.

Refunds

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

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

Refund procedure

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.

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE AND USE OF ELECTRONIC TICKETS

Travel vouchers

A travel voucher is a means of payment that can only be purchased and redeemed at the Infopoint desk. Travel vouchers cannot be purchased and/or used at automatic vending machines or used for direct online purchase.

Travel vouchers are not personal tickets and are therefore transferable. They can be used several times, until the credit is completely exhausted. In principle, travel vouchers can be redeemed for all routes and price categories published in the PO.

The purchase amount of the vouchers can be freely chosen. The vouchers are valid for 3 years. After this time they are no longer redeemable or refundable.

Tickets for reserving a ride with the shuttle bus

For electronic tickets with reservation of a ride on the Shuttle bus, all the aforementioned provisions apply.

With the Shuttle bus the return trip can be booked by checking the availability on the website www.mornera.ch

Data protection

In the processing of personal and Customer data, the UP complies with the legal provisions regarding data protection and telecommunication, which expressly refer to section 09 (data protection) of the «General Passenger Tariff 600» (T600) of the Swiss transportation companies. Additionally, the Customers acknowledge that, if they do not explicitly request otherwise, they may receive advertising material connected to the offer related to the departure station. The buyers of an electronic transportation or reduction ticket pursuant to chapter 4 of the T600 acknowledge that the transportation companies or third-party companies tasked, in Switzerland as well as within the European Union, with verifying the travel or reduction tickets issued electronically and with the allotment of funds may become aware of personal or Customer data (data exchange anonymized).

Payment enforcement/misuse prevention

Customer and discount card data are used and processed to ensure payment for services (verification of the validity of travel and reduction tickets, fare collection, misuse prevention, etc.). The Swiss transport companies are authorized to process all the data of passengers and contractual partners that are connected to tickets and verification, as

well as sensitive data when they are necessary to investigate a possible misuse. They are entitled to do so during the entire performance of the verification process and are allowed to exchange them with other transportation companies (in the case of international travel or reduction tickets even beyond national borders) for the purpose of verification and of combating misuse.

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE AND USE OF ELECTRONIC TICKETS

The Customers/contractual partners acknowledge that, should misuse or counterfeiting be uncovered, the Swiss transportation companies are authorized to provide all domestic agencies concerned and foreign transportation companies with the relevant personal or Customer data (no longer anonymized and, if necessary, of a sensitive nature) in order to prevent further misuse. The personal and Customer data of travelers and contractual partners can also be exchanged with domestic and foreign transportation companies if they have a criminal conviction that has become final, especially for prevention purposes. The correct access to personal and sensitive Customer data is also guaranteed under data protection law.

Changes to the rates and to the General Terms and Conditions (GTC)

The GTC apply in their final version at any given time. The UP can change the rates and, consequently, these GTC. The UP will notify in advance in an appropriate manner the travelers and/or contractual partners about the amendments to the GTC.

Applicable law and competent court

Swiss law is exclusively applicable. The place of performance, the place of fulfillment (the latter only for people domiciled abroad) and the exclusive forum for all disputes relating to this agreement is – unless provided otherwise by forum law – Bern.