

# General Terms and Conditions (GTC) 2025/26 Jungfrau Ski Region

DEUTSCHE VERSION: [jungfrau.ch/agb](http://jungfrau.ch/agb) | ENGLISH VERSION: [jungfrau.ch/gtc](http://jungfrau.ch/gtc) | FRENCH VERSION: [jungfrau.ch/cgv](http://jungfrau.ch/cgv)

## General

- Under the brand Jungfrau Ski Region, several providers form a subscription association, including 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 the Wengen Ski School Cooperative. Each company is independently responsible for the operation of its facilities and slopes. The transport contract is concluded directly between the season pass holder and the respective operator of the facility. Said operator is responsible for the proper provision of services, technical maintenance, and compliance with traffic safety obligations (slope and avalanche services). Accordingly, liability matters, particularly in connection with ski accidents, are handled by the company in whose area or facility the incident occurs.
- By purchasing a ski pass, the holder acknowledges these terms of use and takes note of the service description.
- Ski passes are personal and non-transferable. Point cards may be used by several persons. They expire three years after the date of sale and may only be used during the winter season.
- Ski passes entitle holders to unlimited use of transport companies and snow sports slopes of the Jungfrau Ski Region. Special provisions for access to events, in particular the Lauberhorn Race, remain reserved. Included in the ticket are the Berner Oberland-Bahnen, the Grindelwald ski bus network, and the Lauterbrunnen local bus lines. Hiking and sledging passes (from 2 days) allow free rides from Grindelwald to Bussalp. The season pass additionally entitles holders to use TV Libero zones 750, 820, 821, and 822 and is valid for school and professional travel within this area.
- Ski passes are not valid for extra or evening rides.
- For ski passes valid for several days, validity begins at 00:00 on the first day and ends at 24:00 on the last day.
- The season pass, including entitlement for school and professional travel, is valid from 1 November 2025 to 30 April 2026.

During the subsequent summer season (1 May 2026 – 31 October 2026), the season pass serves as a personal half-fare travelcard on the following routes:

- 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 – Allmendhubel
- Wilderswil – Schynige Platte
- Interlaken – Harder Kulm

When using half-price single tickets according to Tarif 600 for these routes, the personal season pass of the preceding winter season must be presented unprompted to inspection personnel as proof.

- Operating times of slopes and lifts are determined by the operators depending on snow and weather conditions. The use of closed slopes is prohibited; closed facilities and slopes are not marked or secured, and unauthorised use entails great danger.
- Ski passes entitle holders only to second-class travel. If first-class is used, half the price difference must be paid as an upgrade fee.
- Ski passes must be presented unprompted at transport companies without electronic readers. In the case of online purchase, the holder legitimises themselves with a purchase confirmation, which must always be accompanied by an identity document.
- For season passes, a photo is required for issuance. The electronically recorded personal data are stored in a database. When passing through reader devices, the holder's photo appears on an internal computer.
- Junior and children's companion cards are not valid in combination with a ski pass.

## Slope Safety

- Use of slopes is at one's own risk. In particular, one must take account of personal ability and prevailing conditions.
- FIS rules of conduct and SKUS guidelines must be observed.
- Instructions from slope and rescue services must be followed.

- Outside lift operating hours and after final inspections, slopes and descents are closed and prohibited.
- In case of reckless behaviour (particularly disregard of FIS and SKUS rules, ignoring signals, instructions, barriers, entering forest or wildlife protection zones, or avalanche-prone slopes), the ski pass may be withdrawn until the end of the season.
- If a season pass holder has an accident in one of the ski areas and the rescue service of the mountain railway companies must be called, the holder will be charged, for an ordinary rescue on the slope, an amount of up to CHF 260 plus material costs. Third-party costs (helicopter transport, doctor, alpine rescue, etc.) must be paid directly by the holder. Any claims for reimbursement against an accident insurance are the responsibility of the holder. When purchasing the ski pass, insurance can be taken out to cover accident and illness. The possibility of taking out insurance retrospectively is excluded after purchasing the ski pass.

## Exchange / Refund

- Exchange or refund of ski passes is generally not possible. In case of accident or illness, there is no entitlement to full or partial refund.** When purchasing a ski pass, insurance can be taken out to cover this risk! Subsequent conclusion of insurance is not possible.
- No claims for refund arise in the event of operational interruptions, voluntary closures or partial closures. This applies in particular in cases of: technical interruptions, closure of ski areas or parts of ski areas due to weather conditions, lack of snow, avalanche danger, premature closure of slopes, officially ordered closures, etc. Special events may require closure of certain parts of the ski area and establishment of a spectator sector. The ski pass does not grant access to such events. Published operating times of winter sports facilities serve only for information purposes. Their observance requires appropriate snow and slope conditions.
- Lost ski passes are generally not replaced. This applies especially to tickets with a validity of two days or less. For ski passes with longer validity, a new pass will be issued upon presentation of proof of purchase. It is the buyer's responsibility to prove ownership. For season passes, a fee of CHF 5 will also be charged.

## Control / Misuse / Forgery

- The ski pass may be used only by the authorised person.
- Anyone who cannot present a valid ski pass during inspection must purchase a day ticket at the normal rate and will be treated as a passenger without a valid ticket under Tarif 600.5. If the season pass holder had a valid pass at the relevant time, they may present it within seven days and request a refund of the day ticket, less a CHF 5 processing fee.
- Actions of a holder with intent to unlawfully enrich themselves or another person and/or damage the transport companies' property or rights are considered misuse.
- Forgery exists 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 withdrawn until the end of the season. A regular day ski pass must be purchased. In cases of misuse, a surcharge of CHF 200 will be levied. In cases of forgery, the surcharge is CHF 400. Tarif 600.5 applies to compensable routes.
- Anyone not paying the aforementioned amounts immediately must provide security. Otherwise, the holder may be expelled from the ski area. When security is required, payment must be made within three days; otherwise, the case is referred to the office and further fees may be levied.
- Attempted forgery or misuse has the same consequences.
- The initiation of additional civil or criminal proceedings remains expressly reserved.

- The insurance is taken out by the subscription holder with the ski pass insurer Solid AB, Route de la Fonderie 2, 1705 Fribourg ([www.skicare.ch](http://www.skicare.ch)). When taking out insurance, the terms and conditions of Solid AB apply. JSR acts as a reseller. Subsequent insurance purchases or cancellations are not possible through JSR. Claims against Solid AB must be coordinated directly by the subscription holder with Solid AB and cannot be processed through JSR.

Data Protection and Customer Data

30. The participating companies undertake to comply with applicable data protection legislation when handling and processing all customer data and usage data. Customer data will only be used for maintaining and improving customer relations, quality and service standards, operational safety, sales promotion, product design, crime prevention, economic statistics, and billing. The customer acknowledges and agrees that, in cases of joint provision of services with third parties, the companies participating in the JSR pass are entitled to grant access to customer data to the relevant third parties to the extent necessary for the provision of services. For questions or suggestions regarding data protection, contact: Jungfrau Ski Region, Datenschutz, Harderstrasse 14, 3800 Interlaken, or datenschutz@jungfrau.ch.

Applicable Law and Jurisdiction

31. **Swiss law exclusively applies to the contractual relationships between the Jungfrau Ski Region and its customers, including questions of conclusion and validity.**
32. **For determination of jurisdiction, the seat of the respective sales point is decisive. For online ski pass purchases, the place of jurisdiction is Interlaken, Switzerland, the seat of Jungfrauabahn Management AG.**
33. The application of the UN Convention on Contracts for the International Sale of Goods (CISG) is expressly excluded.

Version September 2025

GTC – Rental of Ski Depots

1. Subject and Terms of Use

- 1.1 Ski depots (Rooms A and B in the Grindelwald Terminal) may only be used for storing snow sports equipment. They may not be used for trading goods or for depositing items for third-party collection.
- 1.2 Users must ensure that the ski depot is properly locked before leaving the location.
- 1.3 The storage of the following items (non-exhaustive list) is prohibited:
- Valuables and items that are not sports equipment, including cash, credit cards, documents, securities, precious metals or stones, jewellery, antiques, works of art, computers or smartphones;
  - Keys (e.g., car, home) and similar access items;
  - Perishable or foul-smelling food/items;
  - Live animals;
  - Items subject to weapons or hazardous goods legislation, such as fire- or explosion-hazardous objects.
- 1.4 Users are also advised, in their own interest, not to store items of personal (material or sentimental) value (e.g., personal photos, souvenirs, diaries) in the depots.
2. Period of Use and Termination
- 2.1 Ski depots in Room A are accessible during terminal opening hours; depots in Room B are accessible 24/7.
- 2.2 Rental begins at 08:00 on the first booking day and ends at 18:00 on the last booking day. Extensions are only possible during the rental period.
- 2.3 Upon termination, the user must completely empty the depot and remove any contamination they caused.
- 2.4 If the depot is not emptied on the last booking day, Jungfrauabahn staff will do so.

Contents will be stored for 3 days for collection at Grindelwald Terminal, subject to rental charges. Thereafter, items will be transferred to the SBB Lost and Found Centre and subject to its regulations.

3. Price and Payment Terms

- 3.1 The price depends on rental duration and is specified in Swiss francs.
- 3.2 Booking is possible online, at ticket machines, or Jungfrauabahn sales points. Payment may be made with major credit/debit cards; at sales points also in cash or Reka.

4. Malfunctions and Problem Solving

- 4.1 If the user can no longer open the depot (e.g., exceeding maximum rental period), emergency opening by Jungfrauabahn staff is possible only during terminal opening hours.
- 4.2 Opening requires prior description of stored items (e.g., colour/type) and indication of depot number.

5. Liability

- 5.1 Liability of Grindelwald Grund Infrastruktur AG for damage caused by slight or medium negligence is excluded.
- 5.2 Grindelwald Grund Infrastruktur AG is not liable if access to the depot is temporarily impossible due to technical failure or other uncontrollable circumstances (e.g., internet outage, user error). Nor is liability accepted for consequential costs incurred if a depot cannot be opened outside terminal hours.
- 5.3 Liability for unauthorised stored items under section 1.3 is excluded.
- 5.4 Users are liable for any damage they cause to the depot facilities.

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Winter Ski Pass Insurance

The Jungfrau Ski Region winter ski pass will not be refunded in the event of illness or accident. It is therefore recommended to take out insurance when purchasing the ski pass. Insurance costs: CHF 63.- / season

In case of accident or illness, the following will be reimbursed proportionally:

- Refund of the ski pass
- Refund of ski lessons
- Refund of ski rental

The possibility of taking out insurance retrospectively is excluded after purchasing the ski pass. Further information: [www.skicare.ch](http://www.skicare.ch)

Winter Season Operating Data 2025/26

With appropriate snow and slope conditions, winter sports facilities will be open as follows:

	Season start	End of the season
Kleine Scheidegg	15 November 2025	26 April 2026
Mürren – Schilthorn	22 November 2025	26 April 2026
Männlichen	13 December 2025	6 April 2026
Grindelwald-First	20 December 2025	6 April 2026

If snow conditions are good, certain facilities will already be in operation on weekends in November 2025 (Saturdays and Sundays only). Relevant information can be found at [jungfrau.ch/wintersportinfo](http://jungfrau.ch/wintersportinfo).

First Flyer and First Glider

Take the opportunity to enjoy a flight with the First Flyer or First Glider. Secured to a cable, you float down into the valley at up to 83 km/h while enjoying the wonderful winter atmosphere on Grindelwald-First. Both offers can be used free of charge with a season pass or ski pass valid from 1 day.