

Appendix 1

WinterCard Terms of Use

The Ramsauer Verkehrsbetriebe GmbH (RVB) gives its member-companies (hosts) the possibility to issue a digital „Gästekarte“: the WinterCard (WiCa). In order to issue this card, the host must declare themselves as a „WinterCard Partner“. The WiCa is a card which offers various benefits to its authorized user. The card is free of charge.

By accepting the „WinterCard“ the guests (WiCa-Guests) agree to following terms of use:

- The validity duration of the WiCa is dependent on the duration of stay at the respective host and can be found on the card. If there are changes to the duration of stay, especially in case of an extension of stay, the host must issue a new card.
- The WiCa is non-transferrable and only valid for person in whose name it was issued. If lost, you will have to report this to your host immediately. The RVB reserves the right to confiscate i.e. block the card in the event of misuse or any suspicion of misuse.
- WiCa-Guests can purchase services at discounted rates from their host, the service provider or the Ramsauer Verkehrsbetriebe GmbH (RVB). There, the contact takes effect with the service provider, with the RVB merely acting as an intermediary. The RVB assumes no liability and takes no responsibility for the service provided.
- If the WiCa-Guest could not redeem their purchased voucher during their stay, they can only ask for a refund under special circumstances: cancellation of service attributed to force majeure i.e. storms, avalanche closures; full or partial discontinuation of business; or injury/illness (refund is issued against a doctor's note). Refunds can only be issued at the office of the Ramsauer Verkehrsbetriebe GmbH.
- For discounted rates, the WiCa must be presented at the time of purchase and the purchase must be made before the use of the services. Therefore, a discount i.e. on a purchase made on the cross-country trails (after entering the trail network) CANNOT be applied and the price is to be paid in full.

Privacy Policy Agreement: By accepting the WiCa, the WiCa-guests further agree to their personal data (first name, surname, date of birth – as shown on the WiCa) being anonymised to avoid contractual abuse, and further processed electronically and evaluated for statistical purposes only. The conditions of our data protection policy can be retrieved at any time via our website www.rvb.at

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