

Lagazuoi Spa - General Terms & Sales Conditions Winter 2025-2026

1. The following General Terms and Sales Conditions represent the contractual conditions governing the purchase and use of the tickets issued by Lagazuoi Spa.

2. The Lagazuoi Spa acts in its own interest and is responsible for the management and operation of the Falzarego – Lagazuoi cable car. Therefore Lagazuoi Spa and the users are the sole and exclusive contracting parties to the present agreement.

3. The ticket is a strictly personal document. Its duration cannot be changed. The tickets on sale will be accepted during their period of validity but are subject to restrictions imposed by law.

The quota limits of the cable car and access modalities will be managed according to the specifications of the regulatory requirements. No changes can be made to the ticket once the purchase has been finalized, including online purchases.

4. The regular winter season starts on 23/12/2025 and ends on 06/04/2026, except in the case of a postponement of the opening date and/or advance closing date due to circumstances beyond the operator's control, such as weather, snow or safety conditions, lift facility failures or damage, energy availability or purchasing costs to ensure the financial sustainability of lift operation, plagues, epidemics and/or pandemics, regulations issued by authorities and other impediments due to force majeure or unforeseeable circumstances.

The ticket is valid for the selected day during the whole winter season, which extends over the period specified above, and its acceptance at the operating cable car is guaranteed. Any potential closure of the cable car will depend on the Lagazuoi Spa's incontestable decision, and the user expressly accepts the exclusion of any form of reimbursement, compensation or refund in such cases and waives it in any circumstance.

5. In order to benefit from the special rates in accordance with the terms explained in the price list displayed at the points of sale and published on the website www.lagazuoi.it, interested users must provide valid IDs (not replaceable by self-certification or similar procedures), attesting the possession of the requirements entitling to the provided discounts. When a free child ticket is to be issued, it is granted against the simultaneous purchase of a ticket of the same type and for the same period by a paying accompanying adult, with which the free ticket is combined. The free ticket is provided in the ratio of one child per paying accompanying adult.

6. Restrictions on access to ski lifts and ski slopes as well as on mobility, resulting from the "Milano-Cortina 2026" Winter Olympic and Paralympic Games.

In relation to the celebration of the "Milan-Cortina 2026" Winter Olympic and Paralympic Games, the competent authorities may impose, before, during and after the Olympic events, restrictions on (a) public accessibility to ski lifts, ski slopes or entire ski areas and (b) mobility within the municipalities affected by such events and in neighbouring municipalities, which could make it more difficult or impossible to reach the ski lifts within the operating hours. In this regard, the user acknowledges these possible limitations and therefore has no right to claim any form of reimbursement, indemnity or compensation in relation to these limitations and the consequent difficulties of movement. Any information regarding the limitations imposed both with regard to the usability of the ski lifts and ski slopes and with regard to mobility will be promptly disclosed in the most appropriate ways and in any case through the website www.dolomitisuperski.com.

7. In case the ticket is not used at all or only partially used, withdrawn, annulled, suspended or deliberately damaged, no substitution or reimbursement will occur. In case of restrictions concerning the use of the cable car as a result of restrictive regulations, no refund or reimbursement will be granted to the users, who therefore assume all related risks.

8. The ticket is an indispensable and irreplaceable transport document for the transportation of the card holder on the cable car, as described in art.2. Tickets are never replaced nor refunded.

The object of the contract is exclusively passenger transport with the Falzarego-Lagazuoi cable car from the valley station to the top station and/or vice versa. The skier skis at his/her own risk; the user acknowledges that it is mandatory for the user to have a valid insurance policy to cover his/her civil liability for damage or injury to third parties and that the use of a helmet on skis is mandatory.

9. In case of purchase of tickets for minors, the accompanying adult declares that he/she is aware of the civil liabilities related to the supervision of minors, also during their use of the cable car, and acknowledges the provisions laid down in the code of conduct provided for by Law no. 363/2003 (and subsequent amendments and additions), as well as all others - inclusive of those issued by local authorities at a provincial or regional level - in order to regulate the subject matter in question. The use of the lift facility by minors will occur under the exclusive liability, control and supervision of the adult companion.

10. The cable car operator is not responsible or liable neither for damages arising from improper use of their facility nor for the consequences of card holders' incorrect and illicit behaviour performed during their attendance at the cable car facility, and its surrounding areas. Strict compliance is required with the Facility User Guidelines as on display at the valley station of the cable car.
11. Upon request of both the staff operating the facility as well as the control inspectors, tickets must be shown and the holder must consent his/her identification.
12. Ticket holders understand and accept that any improper or incorrect use of the ticket will lead to its immediate withdrawal, annulment or suspension. Any abuse will be prosecuted according to law and through any legal action or proceeding deemed necessary or proper for ascertaining the offender's criminal (e.g. for fraud – art. 640 of the Italian Penal Code) and civil liability.
13. The ticket, being a transport document necessary to access the cable car, serves the function of a tax receipt (Ministerial Decree of 30/06/1992 and subsequent amendments and additions) and must be retained for the entire duration of the cable car ride.
14. The ticket price may vary due to intervention by fiscal, monetary, economic or social authorities.
15. By purchasing and/or using the ticket, the document holder expressly acknowledges the content and entirely accepts the present General Sales Conditions, available at the points of sale.
16. Ticket holders understand and accept that in case of contrast or differences between the present English version of the terms and conditions and their Italian text, the latter has to be considered as the prevailing and as the only binding one.
17. These terms and conditions as well as the provisions of the transportation agreement are governed by and will be construed in accordance with the laws of Italy. Ticket holders also acknowledge and accept that all disputes potentially arising with respect to the validity and the execution of the transportation agreement and with respect to the present terms and conditions will be subject to the jurisdiction of the courts of Belluno.

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Subject to changes. Any changes will be communicated immediately on the website www.lagazuoi.it, followed by a new version of these General Terms & Sales Conditions, valid from the moment of publication for all subsequent purchases.