

# General Terms and Conditions (GTC)

ICE MAGIC Interlaken 2021/22



By purchasing a ticket, the purchaser and ticket holder agree to the following general terms and conditions of Verein Chance Winter:

- \* Use of all ice surfaces is at the user's own risk and only permitted with ice skates.
- \* Verein Chance Winter accepts no liability for any material damage, personal injury or financial loss suffered by the visitor before, during or after the visit. Irrespective of whether this damage has been caused by Verein Chance Winter, by staff of Verein Chance Winter or by third parties. Parents/guardians are liable for their children.
- \* ICE MAGIC takes place in all weathers. As such, there will be no refunds or free exchanges/transfers of booked admissions or other services in case of rain or snowfall.
- \* Electronic tickets (e.g. print at home) purchased through official ticket channels must be exchanged for a wristband at the ticket desk.
- \* Contractual relationships resulting from ticket purchase are exclusively between the purchaser and holder of the admission ticket and Verein Chance Winter.
- \* The purchase of tickets for resale is prohibited.
- \* Reductions will be granted only upon presentation of a relevant valid identification.
- \* Skating must be done considerately and without endangering other participants. The relevant direction of skating must be adhered to.
- \* For safety reasons, it is not permitted to play ice hockey or carry hockey sticks on the main field, (only permitted on the soft ice-hockey/children-field). Compatible accessories (soft pucks and sticks) are available on spot, free of charge.
- \* Smoking is prohibited on the ice.
- \* Persons under the influence of alcohol will not be allowed on to the ice.
- \* No food or drink is permitted on the ice. Please visit the Winter Lounge with covered seating.
- \* Access to the ICE MAGIC site is subject to the Covid-19-related measures ordered by the authorities at the time of the visit. The measures may be adjusted by the authorities at any time.
- \* No animals are permitted on the ice.
- \* No Baby buggies are permitted on the ice.
- \* Children under age 3 are admitted only when accompanied by an adult. A separate children's ice rink with skating aids is available for smaller children (daily to 15.30 h).
- \* Instructions issued by ICE MAGIC staff must be followed. Failure to do so may lead to being barred from the facility.
- \* All rights are reserved to refuse entry for essential reasons. In this event, refund of the face value of the ticket is guaranteed.
- \* This also applies in case of the closure because of Coronavirus (SARS-CoV-2). Every buyer will get back the price of the ticket (incl. booked skate rental or Bavarian Curling), in case of no use because of the closure.
- \* Children, young people and adults are advised to wear protective clothing. Helmets can be borrowed at no charge at the skate rental point.
- \* The deposit of an ID, passport, or driving license is required for ice skate rental or the free loan of a helmet.
- \* No liability is accepted for theft. Lockers are available for valuables and personal effects, cost CHF 2 per closure.
- \* We recommend using the parking garage (Parking Zentrum Interlaken PZI, Jungfraustrasse 53, 3800 Interlaken) close to ICE MAGIC area, as well as travel by public transport.
- \* Photography, audio and film recordings for commercial purposes are only permitted with the written consent of Verein Chance Winter.
- \* Photo and film shoots. When photos or films are taken in public places, if this is clear to all those present and if those pictured are merely "accessories" (e.g. passers-by at a place of interest), it is sufficient if, at the request of the persons pictured (immediately at the location or at any later time) the corresponding image is deleted or its publication foregone. The persons concerned need not be additionally contacted and informed.
- \* We mention that, with a completely implementation of protection and hygiene concept and the observance of the hygiene step, there is still a chance of infection with Coronavirus (SARS-CoV-2) or other pathogens.

*Subject to change!*

# Cancellation Conditions

## ICE MAGIC Interlaken 2021/22



### ICE MAGIC season ticket 2021/22

#### Prices

- Adults CHF 99.00 (from the age of 11 years, ≥ 2010)
- Children CHF 59.00 (aged 4-10 years, 2011–2017)
- Bambinis CHF 10.00 (below 3 years old, ≥ 2018)

#### Transferability- & validation

- The season tickets are valid during the full season 2021/22, from Saturday, 18th December 2021 until Saturday, 26th February 2022 according to the official ICE MAGIC opening hours (see exceptions).
- With an ICE MAGIC season ticket you will get direct access to the ice rink without queuing at the entrance desk.
- Your ICE MAGIC season ticket is personal and non-transferable. Should an abuse be detected the season ticket will be collected immediately without any refund!

#### Reimbursement

- No refund in case of an accident.
- In the event of loss, the season ticket can be renewed with a service fee of CHF 10.00.
- Should the season ticket be forgotten at home, you will need to buy an admission at the entrance desk, which will not be refunded.

### Bavarian Curling

- Bookings can only be made with advanced payment.
- A booking is confirmed once the amount due has been paid into the specified account.
- A booking may be cancelled up to 3 days before the date booked against a cancellation fee of CHF 25.00
- A refund of 50% of the amount will be given for cancellations made 3 to 0 days before the date booked.
- The Bavarian Curling rink is covered; the event will take place in every weather condition.

### Swiss Chalet Restaurant (Dinner) & Winter Lounge (Aperitif)

The capacities in the Swiss Chalet Restaurant as well as in the Winter Lounge are limited and we rely on your current numbers of participants. Please take note: the number of participants may not be changed on the day of arrival. Pre-ordered meals / aperitifs and hot drinks (mulled wine, punch, tea) will be charged according to the booking confirmation.

The handling fee of CHF 25 for reissuing of already existing bookings will be added to the final invoice.

Cancellation costs:

Termin	Reservations up to 10 pers.	Reservations from 10 pers.
14 - 5 days before the reserved date	CHF 25 / booking	CHF 15 / person
4 days – arrival day	CHF 15 / person	100% of the booked services

The Choice of menu must be made at least 5 days prior to the reserved date.

- Credit card details are required for all packages (e.g. Bavarian Curling with Aperitif and Dinner) as well as for table reservation in general.
- Table reservations will no longer be held after 30 minutes of non-arrival. For late arrival, please contact at the following number 033 826 00 90 or Swiss Chalet Restaurant directly 076 545 38 00.
- The entire booked services will be charged to the credit card in the event of a no show.

The final invoice may be paid on site by cash or credit card or after the event by bank transfer.

The general terms and conditions of Verein Chance Winter are also applicable.

Interlaken, 24.11.21 // VCW