

# CairnGorm Mountain Ltd

## CAIRNGORM CONDITIONS OF USE, CARRIAGE & SALE ALL SKIING TICKETS

1. Skiing tickets are not transferable and remain the property of CairnGorm Mountain Limited.
2. CairnGorm Mountain reserves the right to change prices and services at any time and without notification.
3. CairnGorm Mountain retains the right to close all or any of the lifts at any time, for any reason.
4. The carriage of sports equipment unrelated to piste skiing is not permitted on the funicular.
5. CairnGorm Mountain's facilities are used at the ticket holder's own risk. CairnGorm Mountain accepts no responsibility for injury, loss or damage unless as a direct result of its negligence.
6. The ticket entitles the holder to use all applicable uplift and facilities subject to suitable snow conditions and the individual ticket validity.
7. The ticket is sold subject to the user's compliance with the skier's international code of conduct.
8. The ticket is sold on the understanding that the holder will undertake all activity respecting the European Conservation Site Boundaries.
9. Failure to comply with any of the conditions may result in forfeiture of the ticket.
10. All visitors taking part in a winter snowsports activity within the ski boundary area must be in possession of a valid ticket.
11. CairnGorm Mountain accepts payment by cash, credit card, cheque (with a valid banker's card) or switch. We cannot accept American Express.
12. Compensation will only be provided when CairnGorm Mountain makes the decision to close all lifts and tows and thereby suspend activity. If the ticket purchased has been discounted, the customer will receive compensation in line with the terms and conditions of original price paid.

<u>Hours since time on ticket</u>	<u>Compensation Amount</u>
Less than 3 hours	50%
3 hours or more	None

Compensation is in the form of a credit, if cash is requested then a £5 admin fee is payable.

N.B Please note that if CairnGorm Mountain is evacuating the hill, compensation will not be made while the evacuation is in progress. Tickets should be retained and compensation will be made by post. No compensation will be made without CairnGorm Mountain having the returned ticket.

13. Multiple day tickets will NOT be compensated if CairnGorm Mountain makes the decision to close all the lifts and tows and thereby suspend activity during a day. However, if the mountain is closed for an entire day and no lifts run, compensation will be due. Tickets should be retained and compensation will be made by post. No compensation will be made without CairnGorm Mountain having the returned tickets.
14. If you lose your ticket there will be an administration charge to replace it. Please return to the ticket office where you purchased the original ticket. Where possible, proof of purchase is required.

Customer Services 2008/2009