

WinterCard Terms of Use

The Ramsauer Verkehrsbetriebe GmbH (RVB) provides accommodation providers operating in Ramsau am Dachstein (hosts) with the opportunity to issue their guests a *digital guest card* for the winter season, known as the **WinterCard (WiCa)**.

This is subject to the condition that the respective host is a partner company of the WinterCard project. The WiCa is issued in the form of a plastic card ("Card") and offers eligible users – upon presentation of the card – various benefits and discounts provided by participating WiCa partners. Issuance and delivery of the WiCa by the host are free of charge.

By accepting the WinterCard, guests (WiCa guests) agree to the following terms and conditions of use:

- The validity period of the WiCa corresponds to the duration of stay with the respective host and is indicated on the card. In case of a change in the duration of stay, particularly an extension, a new card must be issued by the host. Die WiCa gilt nur für diejenige Person, für die sie ausgestellt ist; eine Übertragung auf andere Personen ist nicht zulässig. Bei Verlust der WiCa ist dies unverzüglich dem Vermieter zu melden. Bei Verstoß gegen die Nutzungsbedingungen behält sich die RVB das Recht vor, die WiCa ersatzlos einzuziehen bzw. elektronisch zu sperren.
- The WiCa is personal and valid only for the individual to whom it was issued. Transfer to another person is not permitted. In the event of loss, the guest must immediately notify the host. In case of misuse or violation of the terms of use, RVB reserves the right to withdraw or electronically block the card without replacement.
- WiCa guests can purchase discounted services (e.g., admission vouchers) directly from their host, at the Dachsteinbad, or, where applicable, directly from participating service providers, and have them added to their WiCa. The respective contract is concluded directly between the WiCa guest and the service provider RVB, acting solely as intermediary and invoice issuer, assumes no liability in connection with or arising from the contract concluded between the WiCa guest and the service provider or its execution.
- If WiCa guests are unable to redeem purchased and loaded vouchers within the period of validity (duration of stay), a refund of the paid amount may be requested from RVB. Refunds will only be granted for substantial reasons beyond the guest's control, e.g. complete cancellation of the service due to force majeure (bad weather, avalanche closures), operational shutdowns, or in case of illness proven by a medical certificate. Refunds are issued exclusively at the RVB customer office; bank transfers are not possible.
- Discounts granted through presentation of the WiCa can only be applied prior to the actual use of the service. For example, when purchasing a cross-country ticket after entering the trails, the full price must be paid.

Data Protection: By accepting the WiCa, guests also agree that the personal data stored on the card (first name, last name, date of birth) may be processed electronically to prevent misuse, for contract management purposes, and – in anonymized form – for statistical analysis.

The applicable RVB privacy policy can be viewed at participating hosts and is available at any time on the website www.rvb.at

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