

Verein Bike Weltcup Lenzerheide  
Postfach 984  
CH-7078 Lenzerheide

Tel. +41 81 385 58 00  
Fax +41 81 385 57 02  
Mail [mtbworldcup@lenzerheide.com](mailto:mtbworldcup@lenzerheide.com)



## **General Terms and Conditions (Ticket Sales and Access)**

### **Mountainbike Worldcup Association**

#### **1. Validity**

These Terms and Conditions are valid both for natural persons and legal entities (companies). All orders are carried out solely based on these Terms and Conditions. Any deviations from these Terms and Conditions are only valid if agreed in writing.

#### **2. Access to the event venue**

Access to the event venue is only permitted with a valid access authorisation (wristband or accreditation). Upon purchase of a ticket or receipt of accreditation, the visitor accepts the event organiser's access regulations.

The ticket will be checked at the organiser's official ticket counters and exchanged for a wristband. The wristband must be worn fixed to the wrist. Damaged wristbands or bands not worn fixed on the wrist do not entitle the owner to claim the services. Lost or damaged wristbands will not be replaced.

It is prohibited to take any alcoholic beverages, pyrotechnical objects (fireworks), weapons of any kind or dangerous objects to the event premises.

The entry will be refused any persons who

- do not have a valid wristband or accreditation
- carry any prohibited objects and refuse to store or dispose of said objects outside of the event premises
- distribute any advertising material, flyers or promotional items on the event premises without a permit
- do not follow the instructions of the supervisory and security service
- refuse to be searched or have their bags searched by the supervisory and security service
- are abusive or aggressive towards the supervisory and security staff
- instigate an argument
- are under the influence of drugs or excess alcohol

#### **3. Instructions and authority of the supervisory and security service**

The supervisory and security service staff are authorised to search any persons, who wish to gain entry to the event premises or who are already on the premises, for prohibited objects. Furthermore, the staff are authorised to search the bags of such persons for prohibited objects.

The instructions of the supervisory and security service must be followed immediately. Any disregard of the access authorisations will be punished and will result in being ordered off the event premises.

#### **4. Validity**

The ticket purchase becomes valid upon payment of the ticket price. Upon payment, the customer purchasing the ticket agrees to these Terms & Conditions.

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## 5. Ticketing

The tickets include the VAT. The tickets are not personalised. Tickets can be purchased online on the website or at from the local booking office (tourist office in Lenzerheide). [If still available, tickets can also be purchased at the ticket desk during the event.](#)

## 6. Rescission / No shows

Tickets are non-returnable. If tickets are not used through the ticket holder's own fault, he/she will have no right of refund. The personalised tickets can be change until the event entrance.

## 7. Event risk

Tickets are valid for a specific date; they are not linked to a specific race event (discipline). The race events are outdoor events. Therefore, the risk of programme changes, delays or cancellations must be regarded as a typical risk.

## 8. Early race cancellation

If the entire race event (every day) or parts thereof is/are cancelled up to 10 days prior to the first scheduled race event, the organiser will refund the ticket price less handling charges of CHF 8.00 per booking. In this case, the relevant tickets will be cancelled and the refund will be transferred to the customer within 30 days after the cancellation date. The price of tickets, which were paid by credit card, will be refunded to the respective card. In the occasion of an invoice payment, the customer bank details must be sent to the organiser by email within 30 days of the cancellation date. The right of refund will be lost after this deadline.

## 9. Race cancellation on the respective race day

If a race event is cancelled or does not take place either in whole or in part, for whatever reason (weather, act of nature, etc.) and by whichever regulatory authority (tournament judging panel, authority, etc.) on the race day itself, the purchase price will not be refunded.

The supporting programme will take place.

## 10. Compensation

The event organiser assumes no liability for any costs accrued to the customer (travel costs, catering, accommodation, etc.) as a result of a potential race cancellation or delay.

## 11. Merchandising

The current price list at the time of concluding the contract is valid. A return of the good is only possible if the goods have no signs of use. The buyer has to check the goods about obvious defects immediately after buying and write a report about hidden defects within 5 days. Return / exchange is only possible in case of defective goods.

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## 12. Data protection

The data entered by the customer, which is required for the processing of the order, will be stored in electronic form by the organiser. Such data is subject to privacy laws. The organiser will use the data only for the purpose of processing the order and will not be passed on to third parties with the following three special regulations:

**Lenzerheide Marketing und Support AG (LMS)** is operating the ticketing, marketing and communication for the UCI Mountain Bike World Cups on a mandate base. For that reason, they have insight of the data of the ticketholder. They can use the data only in terms of the UCI Mountain Bike World Cup communication as information to the event and the distribution of a visitor survey. LMS uses the data exclusively for event relevant information and topics. Tickets holder can deregister of this information service by e-mail [mtbworldcup@lenzerheide.swiss](mailto:mtbworldcup@lenzerheide.swiss).

### **Bike Newsletter Ferienregion Lenzerheide**

If the ticket holder register during the ticket purchase for the „Bike Newsletter of the holiday region Lenzerheide“, the data are forwarded to the Lenzerheide Marketing und Support AG. The data will only be used for bike specific topics and the Bike Newsletter and subscriber can deregister all the time on the bottom of the newsletter. For the Bike Newsletter the Privacy Policy of the Lenzerheide Marketing und Support AG is valid, which is online available on [www.arosalenzerheide.swiss](http://www.arosalenzerheide.swiss)

## 13. Final provisions

Any notifications sent by e-mail are considered as having been made in writing.

This agreement is governed exclusively by Swiss law.

The sole place of jurisdiction for any disputes arising from this agreement is Vaz / Obervaz. The organiser's present General Terms and Conditions (Terms & Conditions) constitute an integral part of the agreement entered into when purchasing this ticket.

Association Bike Weltcup Lenzerheide, 1<sup>st</sup> March 2022.