



Bergbahnen Graubünden

General Terms

graubündenCARD

Summer season 2025 and winter season 2025/26

(valid from 1 May 2025 to 30 April 2026)

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GENERAL TERMS

1. Age Groups and Definition of Family

Regardless of the internal/local regulations in place, the following age groups apply for the graubündenCARD:

Infants:	up to the age of 5, accompanied by parents free of charge without ticket
Children:	from the age of 6 up to and including 12
Teenagers:	from the age of 13 up to and including 17
Adults:	from the age of 18

The date of issue of the pass and the guest's date of birth are decisive. (Examples: if the person is under 18 before the purchase, the teenager rate applies; if the child is under 6 years of age before the purchase, the infant rate applies (no ticket required)).

A family is defined as all family members (one or two legal guardians and their children up to their 18th birthday) who live in the same household. Patchwork families are also considered families, whereby up to three children or children living in the same household can be included in the Family Pass. Adult family members aged 18 up to and including 25 who live in the same household can be included in the family package (Family Plus) at an additional cost. When purchasing a Family Pass, a Confirmation of Residence (see form) from the residents' registration office in the municipality of residence is required.

2. Prices

Advance sale

The advance sale of the graubündenCARD takes place from 1 February to 30 April, whereby the transfer of money from the customer to the cable car must have taken place by 30 April at the latest (receipt of payment) in order for the customer to benefit from the advance sale discount. Previous graubündenCARD customers use their dedicated, personal data carrier. New customers purchase their dedicated data carrier when purchasing the graubündenCARD for a fee of CHF 10.00. **(Ticket office staff are kindly asked to check whether a customer is a new customer or an existing customer).**

Sales prices (in Swiss francs, incl. VAT)

	Advance sale 1 February to 30 April	Normal price from 1 May
Adults (aged 18 and over)	CHF 1'785.00	CHF 2'247.00
Teenagers (aged 13 to 17)	CHF 1'190.00	CHF 1'498.00
Children (aged 6 to 12)	CHF 595.00	CHF 749.00
Families	CHF 3'900.00	CHF 4'400.00
Family Plus (per adult family member aged 18 up to and including 25, living in the same household as the holders of the Family graubündenCARD)	CHF 410.00	CHF 460.00

In the event of different rate information in brochures and electronic media, the information according to the current publication on the website www.graubunden-card.ch applies.

3. Services

The services of the graubündenCARD include:

In summer, the carriage services (people, dogs, prams, sports equipment such as bikes, paragliders or delta wing gliders) of the Graubünden cable car companies. Additional services such as tobogganing, hiring fun sports equipment (scooters, mountain carts, etc.), attending events or special experience packages, public transport (RhB, PostBus, Engadinbus, Chur city bus, etc.) or round trip/combi tickets (e.g. Brambrüesch–Feldis–Rhäzüns–Chur) are not included.

In winter, the services of a day pass from the Graubünden cable car companies. This means that if the day pass includes public transport (only while participating in snow sports, 2nd class), this also applies to the graubündenCARD. Additional services such as validity in partner ski regions (Gstaad, Vail, etc.), events, experience packages, etc. are not included. The destination Engadin St. Moritz is an exception to this. Here, the use of public transport in winter is only included for graubündenCARDS purchased in the destination Engadin St. Moritz and only in connection with participation in snow sports. For ticket inspections, the purchase receipt for the graubündenCARD and proof of identity (ID, driving licence, etc.) must be presented.

4. Purchase

The graubündenCARD can only be purchased from cable car companies with Skidata or Team Axxess access systems or ordered in writing using the printable form available online at www.grau-buenden-card.ch. Orders can be placed by email (see address list). A Confirmation of Residence is only necessary for graubündenCARDS in the categories Family and Family Plus.

Please see the following system overview for details (as of 13 January 2025):

Skidata	Axxess	Other or no system
Arosa Lenzerheide, Andermatt-Sedrun, Bergün, Brigels, Chur-Brambrüesch, Davos/Klosters, Disentis, Minschuns Val Müstair, Obersaxen/Mundaun, Samnaun/Ischgl (no sale in Ischgl), Savognin, Scuol, Splügen, Rhäzüns-Feldis, Tschappina, Tschierschen, Vals.	Entire upper Engadine (Sils to Zuoz incl. Diavolezza and Lagalb) Bivio, Flims/Laax, Gräsch-Danusa, San Bernardino (Confin & Pian Cales), Hochwang	Avers, Arena Schneesport-schule Brigels, Davos-Schatzalp, Fideriser Heuberge, Flensa Seewis, Obermatten, Sarn Heinzenberg, Tenna.

5. Scope of Validity

The graubündenCARD is an annual pass (1 May to 30 April) for all cable cars in the canton of Graubünden (**with the exception of individual small ski lifts in winter as well as the Älplibahn Malans and the Fanas cable car**; see system overview, page 3). Thanks to the dedicated data carrier, holders of the graubündenCARD enjoy hands-free access to all mountain sports regions in Graubünden, with the exception of:

Avers, Davos–Schatzalp, Fideriser Heuberge, Flensa Seewis, Obermatten and Sarn Heinzenberg,

where they must go to the ticket office to purchase an ascent and/or descent ticket or a day pass (presenting the dedicated data carrier and the purchase receipt).

For new customers, the validity of the graubündenCARD in all participating snow/mountain sports regions begins on 1 May 2025. Previous graubündenCARD holders can continue to travel directly upon purchase.

6. Refunds

A refund (partial refund) of the sales price of the graubündenCARD will only be made in the event of accident, illness or death as well as in the event of official closure of the cable cars as a result of a pandemic. Refunds can **only** be made by the **company** from which the **graubündenCARD was purchased**.

Pandemic

If the entire service (entire scope of validity) is officially ordered to close as a result of a pandemic, the cable car company from which the graubündenCARD has been purchased will grant the following refund:

$$\text{Pass price paid} \div 365 \text{ operating days} \times \text{days lost}$$

The condition for the refund is that the entire scope of validity of the 2025/26 pass is affected by the closure. The days lost are based on 365 operating days. Days lost as a result of the purchase date will not be taken into account in the calculation.

The refund will only be granted in the form of a **credit upon purchase of the next 2026/27 pass**. This does not necessarily have to be the graubündenCARD but must be a pass sold by the company that originally sold the graubündenCARD. No cash refunds will be given. The graubündenCARD does not have to be returned in the event of a pandemic and can, if possible, continue to be used until the end of the period of validity after the official closure has been lifted.

This applies exclusively to graubündenCARD 2025/26 (purchase) and 2026/27 (credit).

Accident, illness or death

A **medical certificate** must be presented in the event of an accident or illness. The date of the medically confirmed accident/diagnosed illness or the day after the last use of the pass is taken as the basis for calculating the amount of the refund. The graubündenCARD must be **returned** within **two weeks** of the accident or the diagnosed illness, at the latest by 30 April, **together with the purchase receipt**, to the **cable car company** from which the **pass was purchased** (can also be returned by a third party).

A suspension or temporary deposit of the graubündenCARD is not possible.

Upon payment of the refund due to accident, illness or death, the graubündenCARD is cancelled/blocked. The cancellation shall be carried out by the cable car company providing the refund, which shall at the same time instruct the billing office to issue the blocking notification. The pool administration department must then be provided with a copy of the refund receipt, a copy of the medical certificate and the purchase receipt by the cable car company providing the refund.

The following applies to **refunds** due to **accident, illness or death**:

Date	Refund
before 31 October	80% of the purchase price
before 30 November	70% of the purchase price
before 31 December	60% of the purchase price
before 31 January	45% of the purchase price
before 28/29 February	30% of the purchase price
after 1 March	No refund

Family graubündenCARD

The following applies to refunds due to accident, illness or death for the Family graubündenCARD and the category Family Plus:

- Only the pass for the injured or ill person is eligible for refund. A full refund of the Family graubündenCARD in the event of accident or illness of a pass holder is excluded.
- The refund is calculated on the basis of the rules for the other pass categories (see table above).
- The refund is calculated using the following examples:

2 grCARD Adult at	CHF 1,785.00	CHF 3,570.00
1 grCARD Family Plus	CHF 1,785.00	CHF 1,785.00
1 grCARD Teenager at	CHF 1,190.00	CHF 1,190.00
2 grCARD Children at	CHF 595.00	CHF 1,190.00
Total (normal price)		CHF 7,735.00
Purchased Family grCARD (CHF 3,900.00 + CHF 410.00) (corresponds to 55.72% of the normal price)		CHF 4'310.00

Example 1: Refund grCARD Adult

1 grCARD Adult at 55.72%	CHF	994.60
Accident as per medical certificate on 22 December → Refund claim as per table 60%	CHF	596.75

Example 2: Refund grCARD Family Plus

1 grCARD Family Plus at 55.72%	CHF	994.60
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Accident as per medical certificate on 15 February
→ Refund claim as per table 30% CHF 298.40

Example 3: Refund grCARD Child

1 grCARD Child at 55.72% CHF 331.55

Accident as per medical certificate on 20 October
→ Refund claim as per table 80% CHF 265.25

7. Replacement Data Carrier r

The dedicated data carrier for the graubündenCARD will only be replaced free of charge in the event of technical reading problems. A fee is charged for lost or broken data carriers (CHF 10.00 incl. VAT).

8. Forgotten graubündenCARD

For forgotten graubündenCARDS, a **goodwill gesture is generally made for one day of services**. Passengers purchase a 'normal day pass' or an ascent and/or descent ticket. A refund of the amount is only possible upon presentation of the graubündenCARD and the corresponding receipt to the snow/mountain sports region from which the day pass or the ascent and/or descent ticket had to be purchased.

9. Additional Terms

In addition to these terms, the general terms and conditions of the cable car companies selling the graubündenCARD or of the mountain/snow sports region visited shall apply.

Please note: the graubündenCARD is not valid on the concert days on which the Top of the Mountain Spring and Closing Concert take place on the Idalp. However, it is possible to purchase an admission ticket to the Silvretta Arena Ischgl/Samnaun at an additional cost on these days. The number of tickets is limited.

More information and concert dates can be found at: www.ischgl.com/en/events-experiences/topevents

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