

Cancellation request form

HOTEL PASS

Section 1 – Basic principles

Clients who have purchased their day passes (1 to 15 days) at mycma.shop can request a full refund in the following cases :

- 1) In the event of total closure of the ski area by order of the Federal Council or by order of the State of Valais, CMA SA will only reimburse ski days that could not be used for short stays between 1 and 15 days.
- 2) In the event of closure of all borders between Switzerland and other countries with or without a border with Switzerland due to a decision taken by the authorities, CMA SA will only reimburse ski days that could not be used for short stays between 1 and 15 days.
- 3) In the event of mandatory isolation on arrival in Switzerland or on return home after a stay in Crans-Montana, CMA SA allows you to cancel your ski trip at the latest the day before the first day of skiing. In this case, a credit note will be issued to be used with CMA group companies (CMA SA, CMAI SA and One CM SA) no later than 31.12.2022. In this specific case, only the list of countries or regions in the world imposing mandatory isolation upon arrival in Switzerland and/or return from Crans-Montana that appears on the website www.mycma.ch serves as a reference.

Section 2 – Process

1. The client must fill in this form, sign it and send it by post, at the latest on the last day that their day pass is valid, to the following address :

REMONTÉES MECANIQUES CRANS MONTANA AMINONA (CMA)
Centrale d'informations
Route des Barzettes 1, 3963 Crans-Montana

or by mail to

info@mycma.ch

2. For postal mail, the postmark will be taken as proof of date.

SKI AREA

Remontées Mécaniques Crans Montana Aminona (CMA) SA

Route des Barzettes 1, CP 352, CH-3963 Crans-Montana 1

www.mycma.ch, info@mycma.ch Tel. +41 27 485 89 10 Fax +41 27 485 89 37

CHE-105.757.217 TVA

Section 3 – Client obligations

1. The refund may be refused by Remontées Mécaniques Crans Montana Aminona (CMA) SA if the holder abuses their rights.
2. Specifically, there is abuse :
 - in the event of a breach of these provisions ;
 - in the event of inappropriate behaviour towards others using the ski area;
 - in the event of any breach of security; and
 - in the event of non-compliance with instructions from staff in the ski area or restaurants
 - in the event of false information provided as a reason for the refund



By signing below, the applicant confirms that he or she has read and accepted all of the above terms and conditions, and that the information provided is correct and valid, and that he or she requires a refund or credit.

Surname : _____ Forename : _____

Date : _____ Email : _____

Postal address : _____

Telephone : _____

Reason for cancellation (choose one max.):

- Total closure of the ski area by order of the Federal Council or by order of the State of Valais. **In this case, a refund will be offered.**
- Closure of all borders between Switzerland and other countries, with or without a border with Switzerland, after a decision taken by the authorities (Federal Council or Canton). **In this case, a refund will be offered.**
- Mandatory isolation on arrival in Switzerland and on returning from a stay in Crans Montana. **In this case, a credit note will be issued to be used within two years from the last day that the day pass is valid.**

Date : _____ Signature : _____

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