SkiPass/BikePass/RodelPass

An unused SkiPass/BikePass is non-refundable. An incorrectly booked SkiPass/Bikepass cannot be rebooked to another date or be exchanged for another ticket.

NOTE! Make sure that you book your ticket on the right date, and that your filled in e-mail address is correct.

Booking conditions SkiPass / BikePass

If you are prevented, have symptoms or due to other reasons need to cancel your Pass, contact us via e-mail: SkiPass: skipass@isaberg.com BikePass: aventyr@isaberg.com

Cancellation must be done no later than **24 hours** before your reservation date, and it will be against a cancellation fee of 95 SEK.

Cancellation in case of illness:

Regardless of when a cancellation due to illness or injury is done, you will be refunded of the full amount if you can present a medical certificate confirming the cause of cancellation. This applies to you and people in the same household. The medical certificate must be sent in within one month.

Rodel tickets are valid for one year from purchase. Unused rodel tickets are non-refundable.

Online payments can be made using a Debit card, prices include VAT.

A new SkiPass/BikePass is picked up in a Ticketbox at the ski resort. If you have already got a SkiPass (chip card) you can recharge it online and directly use your card at the lifts.

Please contact the reception SkiPassKassan at Isaberg Mountain Resort for questions regarding your SkiPass skipass@isaberg.com or +46 370-33 93 08.

Please contact the Sports Center at Isaberg Mountain Resort for questions regarding BikePass and Rodel tickets aventyr@isaberg.com or +46 370-33 93 16.

Complaints are primarily handled by Isaberg Mountain Resort, and unless an agreement can be reached via Arn. www.arn.se

We apply the Distance Contracts Act 2005:59 (most easily found on Google: Distance Contracts Act)

We follow SLAO's rules (Swedish Ski Resorts Organization), feel free to check out *SLAO's little yellow book,* www.slao.se/en/, before heading out on the slopes.

I agree that my contact details are stored and used by Isaberg Mountain Resort for sending newsletters, offers, and information about the facility, in accordance with GDPR. I can unsubscribe at any time.

All prices include VAT.

Isaberg Mountain Resort
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