

GENERAL TERMS AND CONDITIONS OF SALE FOR TICKETS TO THE REINHOLD MESSNER HAUS– SUMMER 2026

1. These General Terms and Conditions of Sale set out the contractual provisions for the purchase of tickets for admission to the Reinhold Messner Haus and of combined tickets for the ascent and descent by the Helmjet Sexten cable car, including admission to the Reinhold Messner Haus.
2. The subject matter of this contract is therefore, on the one hand, admission to the Reinhold Messner Haus and, on the other hand, where the combined ticket "Cable car ascent and descent + admission" is purchased, the transport of persons from the valley station to the mountain station of the Helmjet Sexten cable car (hereinafter referred to as the lift facility) and/or vice versa. Any further activity of any kind whatsoever (e.g. trekking, mountain biking, including within "parks" or similar facilities) is not the subject matter of the contract and is undertaken by each individual exclusively at his or her own risk and peril. Users are in any case obliged to comply with and observe the passenger regulations displayed at the entrance to the lift facility.
The contracting parties are therefore the purchaser of the ticket (hereinafter referred to as the user), 3 Zinnen AG, as operator of the lift facility, and the Ausblicke Helm Foundation, as operator of the Reinhold Messner Haus.
3. The combined ticket "Cable car ascent and descent + admission" is a travel document or ticket valid for the transport of the ticket holder on the lift facility referred to in Article 1.
4. The combined ticket "Cable car ascent and descent + admission" entitles the user exclusively to use the Helmjet Sexten cable car during the summer opening hours of the lift facility and to access the Reinhold Messner Haus. The ticket for admission to the Reinhold Messner Haus entitles the holder exclusively to access the same.
5. The summer season of the lift facility and of the Reinhold Messner Haus begins on 23 May 2026 and ends on 8 November 2026; within this period, the opening hours of the lift facility and/or of the Reinhold Messner Haus may vary. The specific opening hours are displayed at the lift facility and at the Reinhold Messner Haus and are also published on the website of 3 Zinnen AG, www.dreizinnen.com.
6. In any case, 3 Zinnen AG, as operator of the lift facility, and the Ausblicke Helm Foundation, as operator of the Reinhold Messner Haus, reserve the right to open the lift facility and/or the Reinhold Messner Haus later and/or close them earlier, including with regard to daily operating hours, due to extraordinary events such as, for example, the energy crisis or a health emergency, or due to events.
7. For events held at the Reinhold Messner Haus, a surcharge of EUR 10.00 is payable in addition to the ticket price.
8. The period of validity as well as the date and time of issue are indicated on the ticket. The ticket may not be transferred, not even free of charge, and may not be exchanged, altered or manipulated.

9. After the ticket has been issued, the validity period of the ticket cannot be changed and exchange is not possible.
10. The transport of bicycles and animals on the lift facility is not included in the ticket price; accordingly, a surcharge must be paid. The respective prices for such transport and the transport conditions (e.g. for bicycles, pushchairs, luggage or animals) are displayed at the lift facility.
11. In order to claim the discounts reserved for Juniors (J) and Kids (K), a valid identity document must be presented (which cannot be replaced by a self-declaration) in order to prove that the requirements for the applicable discounts, as indicated in the price lists and on the website www.dreizinnen.com, are met. In the case of online purchase, the requirements will be checked at the access points to the facilities; if the above requirements are not met or if the user does not carry a valid identity document, the ticket will be blocked, and the user will have no right to a refund and/or exchange.
12. The tickets, even if purchased online, are valid exclusively during the summer season in which they are issued. The purchase of tickets is not subject to the right of withdrawal provided for by the Consumer Code (Articles 47 and 59 of Legislative Decree 206/2005).
13. Purchased tickets, even if unused or only partially used, lost, withdrawn, blocked, cancelled, suspended or intentionally damaged, except for the cases expressly provided for and regulated in Article 14, will neither be replaced nor refunded and cannot be used in subsequent seasons.
14. Lost tickets will be replaced within their period of validity upon presentation of a valid identity document and the fiscal receipt. The replacement ticket is valid after the replacement request has been checked and after the lost original ticket has been blocked. A processing fee of EUR 15.00 is payable for the issuance of each replacement ticket.
15. The ticket, as a necessary and irreplaceable transport document for access to the lift facility and for the transport of the holder, and as a necessary and irreplaceable document for access to the Reinhold Messner Haus, serves as a fiscal document (Ministerial Decree of 30 June 1992 and subsequent additions and amendments) and must be kept for the entire duration of the transport or visit to the Reinhold Messner Haus. Upon request by service staff or inspectors, the ticket must be presented, and the identification of the user must be permitted by presenting a valid identity document.
16. Any misuse of the tickets will immediately result in the withdrawal, cancellation or suspension of validity of the relevant tickets. Correct use of the tickets may also be verified subsequently and remotely by means of a video surveillance system ("Gate Control Camera") installed at the lift facility. Privacy notice pursuant to Regulation (EU) 2016/679 can also be freely consulted there. All tickets may also be withdrawn, cancelled or suspended in their validity by the competent supervisory authority in the event of a breach of the applicable provisions of state, regional or provincial legislation. In the event of misuse of Junior (J) and Kids (K) tickets, both the free ticket and the adult ticket linked to it at the time of purchase will be blocked and/or cancelled. Any misuse will be prosecuted in court: legal action is reserved, including any actions necessary to establish the criminal liability (e.g. fraud pursuant to Article 640 of the Italian Criminal Code) or civil liability of the offender.

- 17.** In the cases indicated in the online shop of 3 Zinnen AG, discounts may be granted for certain tickets purchased online under specific conditions. These discounts do not apply under any circumstances to purchases at physical sales points, not even in the event of a malfunction of the website and/or the online shop. 3 Zinnen AG does not guarantee the uninterrupted functioning of the online shop. Even if the tickets are purchased before the start of their validity period, Article 13 applies, according to which the purchase price will under no circumstances be refunded, including, for example, in the event of non-use or only partial use, cancellation of a holiday, unforeseen commitments, illness, etc.
- 18.** The prices for the purchase of tickets may be changed as a result of tax, monetary, economic or social measures.
- 19.** Each user must comply with all applicable provisions and statutory regulations of state, regional and provincial legislation as well as the general rules of conduct and the passenger regulations displayed at the entrance to the lift facility. 3 Zinnen AG is not liable for damage resulting from improper use of the lift facility or for the consequences of unlawful acts committed by users during their stay on it.
- 20.** When a minor uses the lift facility, the adult accompanying person declares, by purchasing the ticket for the said facility, that he or she is aware of the civil liability relating to the duty of supervision towards minors, including during use of the facilities. The transport of a minor takes place under the supervision, responsibility and control of the adult accompanying person, with any liability of 3 Zinnen AG as operator of the facility being excluded. The responsibility of the parents or legal representatives of minors applies whenever minors uses the aforementioned facility.
- 21.** The transport capacity of the lift facility, as well as access to it, are regulated in accordance with the applicable provisions of the authorities.
- 22.** Users acknowledge that the costs of energy supply are one of the most significant cost factors for the operation of the lift facility of 3 Zinnen AG. If, due to an unforeseen increase in these costs, the economic balance for the operation of the facility is no longer guaranteed, 3 Zinnen AG may decide, at its sole discretion, whether or not to operate its facility and whether to change its operating period and the respective opening hours. This also applies to the operation of the Reinhold Messner Haus by the Ausblicke Helm Foundation. Users therefore expressly declare that they accept and assume the risk of restrictions to the lift facility and/or the Reinhold Messner Haus and of possible daily changes to the respective operation, that, in view of the various tickets available and their own personal needs, they consider the selected ticket type advantageous and consequently accept the exclusion of any form of refund, compensation or indemnity in the event of restrictions or total closure of the facility/Reinhold Messner Haus and waive any such claims in any case.
- 23.** The aforementioned provisions apply equally in the event of extraordinary events such as natural events, pandemics, restrictions imposed by the authorities or other cases of force majeure. Consequently, users expressly acknowledge that uninterrupted operation and operation throughout the entire summer season of the lift facility and of the Reinhold Messner Haus cannot be guaranteed, as both also depend on circumstances beyond the operator's control, such as weather and safety conditions, failure of the facilities, availability of electricity,

official orders, and impediments due to force majeure and unforeseeable events. In such cases as well, users expressly declare that they accept and assume the risk of restrictions to the lift facility and waive any form of refund, compensation or indemnity from 3 Zinnen AG.

- 24.** The Ausblicke Helm Foundation declines all liability for damage arising from improper use of the Reinhold Messner Haus, as well as for the consequences of unlawful conduct and/or conduct dangerous to personal safety, the safety of other users and the staff of the said house, carried out by ticket holders during their stay at the Reinhold Messner Haus.
- 25.** By purchasing and/or using the ticket, the user declares that he or she is aware of and fully accepts these General Terms and Conditions of Sale. They may be consulted at the ticket issuing points and on the website www.dreizinnen.com.
- 26.** In the event of uncertainties and discrepancies between the different language versions, the Italian version of the General Terms and Conditions of Sale shall prevail.
- 27.** In the event of disputes concerning the validity or performance of the contract or of these General Terms and Conditions of Sale, Italian law shall apply, and the judges of the Court of Bolzano shall have exclusive jurisdiction, unless the conditions for the consumer forum are met.