

- FAQ TOPCARD -

GENERAL INFORMATION

What is the TOPCARD?

The TOPCARD is a personal and not transferable summer and winter season pass valid for the mountain railways in Davos Klosters, Flims Laax Falera and Arosa Lenzerheide. It is also valid for 3 days for the Titlis in Engelberg.

From when is the new TOPCARD 2021/22 valid?

For new customers, the validity of the card begins with the start of the summer season in the participating mountain areas. Previous TOPCARD holders can continue using the card directly. The validity of the Titlis-Bergbahnen will begin with the start of the summer season 2021. The advance sale is running until April 30th, 2021.

Who is considered a new customer?

All customers who do not have a valid subscription for the current season are considered new customers, even if they had one in previous years.

Where is the TOPCARD available?

The TOPCARD is available to buy on the weblink www.topcard.info and at the ticket offices of the Davos Klosters, Flims Laax Falera and Arosa Lenzerheide mountain railways. The TOPCARD cannot be bought at the Titlis Engelberg ticket offices.

Where is my new TOPCARD 2020/21 valid?

The TOPCARD 2020/21 is valid for the Davos Klosters, Flims Laax Falera and Arosa Lenzerheide mountain railways. From the start of the summer season, it is also valid for additional 3 days (summer or winter) on the Titlis in Engelberg.

I have the TOPCARD 2020/21, how long are the 3 days for the Titlis still valid?

The days are valid until 30.04.2021.

Who is allowed to buy the Family TOPCARD?

Parents with children. This applies equally to single parents, married couples with children, registered partners with children and concubines with children. As proof, a confirmation of residence from the municipality is required for two or more children.

In which ski area should I buy my TOPCARD?

We recommend buying it in the area where you ski most often. This way you are better connected to up-to-date information and services.

PAYMENT

When do I have to pay?

Payment is made immediately upon purchase of the TOPCARD 2021/22. For the pre sale prices the payment date is valid and not the day of purchase.

How can I pay?

If you order online, you can either pay by credit card or by prepayment. You will see your options for the respective ski areas in the selection. Cash and card payments are accepted at the cash desks.

Which currencies are accepted?

CHF, EURO (at the exchange rate of the seller, change in CHF), Reka money (max. 50% of amount).

PURCHASE OF THE TOPCARD

How do I get my TOPCARD?

When buying online, there is the possibility of post sending or collection (depending on the location of the order). You can see the options when selecting your ski area. Please note that it may take some time to process your order. When you buy at the cash desk you will receive your TOPCARD directly.

What things do I need to have ready when I buy the Family TOPCARD?

Valid identity cards with picture and confirmation of residence (from 2 children). Up-to-date photo of the person buying the family pass.

Regulation for patchwork families?

With patchwork families, 1-2 children (no matter which party) are included in the TOPCARD. From 3 children and more, all must be from the same side, i.e. father or mother.

AGE AND TARIFFS

Which age group is valid for issuing the TOPCARD ?

The age at the time of payment is valid for issuing the TOPCARD.

Children: from 6 years up to and including 12 years of age
Teenagers: from 13 up to and including 17 years of age
Adults: from 18 years of age and more

Please bring a valid identity card with you for the purchase. There is no reduction for seniors.

Are infants up to and including 5 years of age free of charge in all destinations?

This depends on the regulations of the respective area. At certain valley lifts, children under 6 years of age are subject to a certain fee.

Are children from 18 years still part of the family?

With the TOPCARD, adult children (up to 35 years of age) can be integrated into the family subscription for an additional charge (Family Plus). This is only possible at time of purchase/ payment when the contract is concluded. Family Plus TOPCARDS cannot be added during the year.

TARIFFS

What does a TOPCARD cost?

For the TOPCARD there is an advance sale price valid until April 30th, 2021 and the regular price from Mai 1st, 2021.

Advance sale price until April 30th, 2021:

Adults	CHF 1'150
Youth/Teenagers	CHF 790
Children	CHF 425
Families	CHF 2'600
Family plus (18-35 years)	CHF 295

Please note that the date of payment and not the date of the order is valid for the advance sale tariff.

Standard price from Mai 1th, 2021 :

Adults	CHF 1'400
Youth/ Teenagers	CHF 925
Children	CHF 490
Families	CHF 2'900
Family plus (18-35 years)	CHF 295

ILLNESS OR ACCIDENT

I can no longer use my TOPCARD due to illness or accident. Is it possible to get a refund?

Yes, but a medical certificate is absolutely necessary for a refund.

How is the refund calculated?

The date of the accident or the beginning of the illness is relevant for the calculation of the refund. For family subscriptions, the reduction is first calculated on the basis of the individual prices. This amount is then deducted before the refund is calculated. From this rest amount the following refunds are paid:

- 80% by the end of October
- 70% by the end of November
- 60 % by the end of December
- 45 % by the end of January
- 30 % by the end of February
- from 1 March no refunds are longer paid

Is my TOPCARD valid every day?

With the exception of the specified additional services, the use of the cable cars, pistes and trails at normal times of day (without morning and night events) is included. The respective operating days of the mountain railways apply. Due to weather conditions or technical problems there may be restrictions in use. Furthermore, use at special events (e.g. the Mountain Bike World Cup in Lenzerheide) may be subject to the purchase of an event ticket or otherwise restricted.

How does the new pandemic coverage for the 2021/22 season work?

In the event of an officially mandatory closure of the entire ski area as a result of a pandemic, the Topcard regions grant the following coverage to all Topcard holders:

Paid price of your Topcard x days of cancellation of your Topcard

260 operating days

Important regulations of the coverage:

- The prerequisite for a coverage is that the entire Topcard areas are affected by the closure.
- Basis for the calculation of the lost days are 260 operating days.
- Days lost due to a later purchase of your Topcard are not included in the calculation.
- The coverage is granted in the form of a credit note your next subscription of a Topcard 2022/23.
- This regulation applies exclusively to subscriptions 2021/22 (already purchased and new purchases).

The General Terms and Conditions (AGB) of the respective mountain railway apply for the purchase of the TOPCARD.

