

- 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 2024/25 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 2024. The advance sale is running until April 30th, 2024.

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 2023/24 valid?

The TOPCARD 2024/25 is valid for the Davos Klosters, Flims Laax Falera and Arosa Lenzerheide mountain railways. It is additionally valid for 3 days optionally in Engelberg-Titlis. The 3 days are already programmed on the ticket and you can go directly through the turnstile.

I have the TOPCARD 2024/25, how long are the 3 days for the Titlis still valid?

The days are valid until April 30, 2025 (same validity as the TOPCARD).

Who is allowed to buy the Family TOPCARD?

Parents with their own children. This applies equally to single parents, married couples with children, registered partners with children and concubines with children. The common place of residence is decisive. 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 2024/25. 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.

Patchwork families?

For patchwork families, 2 children (regardless of which party) are included in the TOPCARD. For 3 or more children, their place of residence must be the same. For other constellations, you are welcome to contact one of the mountain railways to enquire about the regulations and to specify the exact situation.

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.

What regulation applies to children under 6 years of age?

Children up to the age of 6 travel free of charge on the mountain lifts when accompanied by an adult or snow sports instructor (during lessons), except for the valley and practice ski lifts. To include children under the age of 6 in the family pass, please contact the respective sales office by telephone.

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. In the case of patchwork families, the respective mountain railway will be happy to provide you with information on which constellations are accepted.

TARIFFS

What does a TOPCARD cost?

For the TOPCARD there is an advance sale price valid until April 30th, 2024 and the regular price from Mai 1st, 2024.

Advance sale price until April 30th, 2023:

Adults	CHF 1'300
Youth/Teenagers	CHF 890
Children	CHF 480
Families	CHF 2'900
Family plus (18-35 years)	CHF 325

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 1st, 2023 :

Adults	CHF 1'550
Youth/ Teenagers	CHF 1'035
Children	CHF 545
Families	CHF 3'150
Family plus (18-35 years)	CHF 325

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.

PUBLIC TRANSPORT

Which means of public transport are included in the destinations?

AROSA LENZERHEIDE:

Use of local bus in summer and winter: Rhaetian Railway (RhB) Arosa Chur (2nd class) and Chur - Lenzerheide - Tiefencastel (Postbus): Valid for use when skiing or practising winter sports on the above-mentioned route. Information at arosalenzерheide.swiss/oev

DAVOS KLOSTERS:

Davos local bus (VBD): Davos local bus network without side valleys also accepts a valid ticket or season ticket for business and leisure travel during the winter season. Day or half-day tickets are only valid on the day of validity until 19:00, morning tickets until 13:00 on the local buses.

Local bus Klosters (OKS): Local bus network Klosters-Serneus only valid for return journeys to the valley stations of the DKM in connection with their use as skiers or snowboarders or sledgers in ski, snowboard or sledging equipment. Day or half-day tickets are only valid on the day of validity until 19:00, morning tickets until 13:00 on local buses.

Rhaetian Railway: The Rhaetian Railway RhB is not included in all Davos Klosters Mountains tickets. Information at: davosklostersmountains.ch/oev

LAAX:

Use of the Flims Laax Falera shuttle during the winter season

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

