

### **Tickets :**

Prices in Swiss Francs (CHF). Ticket offer subject to changes. Any programme changes will be posted on our website. Tickets are neither refunded nor exchanged, except in the case of cancellation of an event. Reductions cannot be combined with each other, nor with the Pass.

**Mandatory ticket:** to access the venue, each person must have a valid ticket or season pass, children of all ages included. Free tickets for "under 16s" are available for every concert.

**Online sales** (print@home): tickets are delivered after payment of the due amount by credit card (or other type of online payment). No other payment method (cash, bank transfer) is possible. Each ticket has a bar code and must be printed by the customer. Printing quality is the customer's responsibility, the bar code must be easily read (necessitating a laser or ink-jet printer). Each ticket should be printed out on an A4 sheet with no size or format modification (100%).

The customer is solely responsible for the safe-keeping of his ticket until the concert. He will especially ensure that it is not duplicated, and that the bar code does not become illegible (by fold marks for instance). Online orders are possible up to 10 minutes before the concert.

For Festival Pass or Week-end Pass holders, your first page summary is valid as entrance ticket.

If you are not going to use one of your tickets, please let us know:  
ticketing@zermattfestival.com ou +41 27 967 30 88

### **Sales with our partners :**

Zermatt Tourismus, Bahnhofplatz 5, 3920 Zermatt / 7/7 8h30-18h  
Credit Suisse, Bahnhofstr. 57, 3920 Zermatt Mo-Fr 9h-12h / 14h- 17h

**Phone sales:** tickets can be bought by phone on +41 (0)27 967 30 88 during opening hours.

-> 31.07 : Mo-Fr 14h-15h

01.08->Festival : Mo-Fr 9h-12h30 / 14h-18h

During the Festival : 9h-18h

Payment is solely by bank transfer.

Tickets will be sent after receipt of your payment. Please remember to add the handling and shipping fee of CHF 3.- to the total cost of your order.

Tickets ordered by phone have the same A4 format as the print@home tickets.

If the order is placed more than 5 week-days prior to the concert, the tickets are sent by post.

If the order is placed less than 5 week-days prior to the concert, the tickets must be picked up and paid for at the ticket counter at the door, at least 30 minutes before the start of the concert. Tickets that remain unclaimed 30 minutes before the start of the concert may be put on sale again by the Festival without prior warning.

**Tickets for sale at the door:** tickets can be purchased at the door on the day of the concert, subject to availability, and must be paid cash. The ticket office at the door usually opens 1 hour before the concert starts, or 30 minutes before in case of non-numbered seating.

**100 francs 20 years pass:** holders of a 100 francs 20 years pass have free access to Festival events, subject to availability at the time of booking. They must in any case come to the ticket counter at the door at least 30 minutes before the start of the concert to show their pass and pick up their tickets. Tickets that remain unclaimed 30 minutes before the start of the concert may be put on sale again by the Festival without prior warning.

**Special Price :**

Inhabitants of Zermatt, Täsch und Randa (primary and secondary domicile) : 25% on concert tickets;

- Order online and insert your discount code
- Enquire at the local sales offices
- Send us your request by post, with justification

Clients of our partner hotels : 25% on concert tickets;

- Ask your hotel for your discount code, then order online and insert your code
- Enquire at the local sales offices
- Send us your request by post, with a copy of your hotel booking

**Concerts :**

Photography with or without flash, recording or filming of concerts and artists is prohibited without specific authorisation from the Festival Management.

Mobile phones must be switched off throughout the whole duration of concerts.

Zermatt Music Festival & Academy 2016