

Fare Rules

for the

***SalzkammergutBahn / SchafbergBahn Cog Railway***

**PT SBB**

Effective November 15, 2021

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For better legibility the male gender is used for all person-related nouns; however, women and men are addressed alike in this document.

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## II. Foreword

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SalzkammergutBahn / SchafbergBahn Cog Railway arranges the transportation of persons, animals and luggage between the location at SchafbergBahn Cog Railway Station in St. Wolfgang to the location at Schafberg Summit through the cog railway operated by it subject to the following terms and conditions, which are legally binding as a transportation contract for both SchafbergBahn Cog Railway and its passengers alike.

### III. Definitions

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1. In this fare schedule the following terms are being used with the meanings assigned to them:
  - 1.1. **Fare charge**  
A charge, which has to be paid for the use of a transportation service, whereby additional charges may not be included.
  - 1.2. **Fare ticket**  
A fare ticket ("ticket"), which is issued on the basis of a transportation contract, which entitles to a certain transportation service or to several specific transportation services for one or several persons (if applicable, also to hand luggage and living animals). The ticket is transferable if it isn't issued in a specific name, and the journey has not yet been commenced. The ticket serves as proof for the other party regarding the conclusion and the contents of the transportation contract, until the opposite has been proven.
  - 1.3. **Fare price**  
The fare charge for the transportation for persons.
  - 1.4. **Family**  
At least one adult accompanied by at least one child of his own. If there is any doubt, then the familial affiliation has to be proven in a suitable manner (for example, with an "OOe Family Card", a "Salzburg Family Card", etc.).  
The provisions of the [Austrian] federal law regarding registered partnership (Registered Partnership Act – [German acronym:] EPG). Federal Law Publ. No. 135/2009] are to be applied correspondingly.
  - 1.5. **Hand luggage**  
Items, which a passenger can place under a seat or on his lap without obstructing, annoying or endangering other passengers.
  - 1.6. **Child**  
A person up to the completed age of 15.
  - 1.7. **Assistance dogs**  
Assistance dogs – in accordance with §39a of the [Austrian] Federal Disabilities Act - are seeing eye dogs, service- and signal-dogs, who support people with disabilities; they are entered into the disability pass according to their function:
    - "owns a service dog to assist with restrictions depending on the disability".
    - "owns a signal dog to assist with restrictions depending on the disability".
    - "owns a service and signal dog to assist with restrictions depending on the disability".

## IV. General provisions

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### 2. Fare tickets/passes

- 2.1. All tickets and passes issued by SchafbergBahn Cog Railway as well as official identification cards recognized as transportation tickets/passes. Each passenger has to ensure that he is in possession of a valid transportation ticket/pass immediately after commencing the journey.
- 2.2. The choice of fare ticket/pass impacts the applicable fare provisions and terms and conditions of transportation.
- 2.3. Fare tickets/passes are issued enroute between train stations of SchafbergBahn Cog Railway for any connection, provided that there are no exceptions stated below.
- 2.4. Fare tickets/passes will be issued by the ticket desks at the summit and the lower station, or at the station Schafbergalpe by the train conductor; fare tickets/passes can also be issued at other sales offices (for example, at the ship terminals of Wolfgangsee Ferries or in the web shop of SKGB).
- 2.5. Fare tickets/passes are valid on the imprinted date of validity, unless there are any exceptions for individual fare price discounts.
- 2.6. Ride interruptions are not permitted.
- 2.7. Fare tickets/passes have to be presented or handed over upon demand to staff members of SchafbergBahn Cog Railway at any time. Upon demand the fare ticket/pass has to be returned upon completion of the journey.
- 2.8. Fare tickets/passes purchased through advance ticket sales have to be presented to staff members of SchafbergBahn Cog Railway without being requested to do so.
- 2.9. If a fare ticket/pass cannot be presented during ticket checks, then the control surcharge described in section VII has to be paid on top of the standard fare price in accordance with Item 22.1.
- 2.10. A ticket/pass is invalid if
  - its contents were changed without authorization, or
  - it cannot be checked for validity based on its condition, or
  - if it does not match the fare conditions or
  - it has been used in violation of the fare rules, or
  - it is only valid in conjunction with an identification card and the concerned identification card has not been presented or is invalid.

Invalid tickets/passes will be confiscated by the staff member who is in charge of checking tickets/passes against a receipt.

### 3. Ticket refunds

No refund will be given for an unused or only partially used or lost fare ticket/pass. If the transportation is not carried out due to reasons, which are the responsibility of SKGB, then the fare price paid will be refunded in its entirety. If the transportation is not carried out due to reasons, which are the responsibility of the passenger, then there is no claim for a refund.

## IV. General provisions

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### 4. **Cancellation of a ticket**

Tickets purchased through advance ticket sales, which have not yet been used, may be cancelled up to 3 days prior to the commencement of the journey (according to the date and time of the commencement of the journey according to the ticket) via e-mail at [info@salzburg-bahnen.at](mailto:info@salzburg-bahnen.at) or at the local ticket office during opening hours at the cashiers' desks of SKGB. In such case the fare price (minus a processing fee of EUR 5.00 per Ticket) will be refunded.

### 5. **Re-booking of a ticket**

Tickets purchased in advance may be re-booked locally up to 20 minutes prior to the commencement of the journey (based on the date and time of the commencement of the journey according to the ticket) on site or up to 48 hours prior to commencement of the journey (based on the date and time of the commencement of the journey according to the ticket) by telephoning our Guest Service at +43 662 / 8884 9700. The new ticket must be picked up from the ticket window in question no later than 20 minutes prior to scheduled departure. During the opening hours there is the possibility at manned cash-desks of SKGB to change the date and time of the commencement of the journey in accordance with its availability. Furthermore there are re-booing terminals available, at which the customer may change the time, but not the date, of the commencement of the journey by himself, subject to availability. After 20 minutes prior to the commencement of the journey (based on the date and time of the commencement of the journey according to the ticket) re-booking is no longer possible

### 6. **Seat reservations**

Seat reservations will be made for group passengers. The seat reservations will lose their validity if the fare ticket(s) is (are) not collected no later than thirty minutes prior to the agreed scheduled departure and no notification (e.g. by telephone) was made.

### 7. **Means of payment**

The fare price should – to the extent possible – be paid with exact change. Staff members of SchafbergBahn Cog Railway are not obligated to accept banknotes over € 100.00 or 1- or 2- cent coins for more than € 2.00.

### 8. **Complaints**

Complaints about the fare tickets/passes or any change received have to be made immediately upon receipt; later complaints will not be considered.

### 9. **Fare prices**

9.1. Fare prices are listed in Section VII. Fare Schedule.

9.2. For travels with "Nostalgia Trains" (coal-fired steam locomotives) a "steam surcharge" in accordance with Item 22.4 is added to the standard fare price according to Item 23.6 (adult, child, and group).

### 10. **Platform barriers**

10.1. Platform barriers are installed at the locations SchafbergBahn Cog Railway Station and Schafberg Summit. Entering the platform is only permitted with a fare ticket/pass, which is valid for the train as scheduled to depart.

10.2. Boarding at the train station Schafbergalpe is only permitted if there are free seats available.

## V. Fare discounts

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### 11. General

Only one fare discount shall be considered for the determination of the reduced fare price.

### 12. Children

Children up to the completed age of 4, being accompanied by an adult, but with no more than two children per accompanying person, for whom no seat is required, will be transported without any ticket at no charge.

Children from the completed ages of 4 to 15, for whom a seat is required, will be transported at the appropriate fare rate described in section VII, unless there are exceptions, which are provided in the individual fare discounts.

### 13. Groups

13.1. Groups receive fare tickets/passes only for rides between the SchafbergBahn Cog Railway Station and Schafberg Summit.

13.2. The fare price discount will be granted if the appropriate standard fare price for one joint ascent or descent or a joint ascent and descent are paid for at least 10 participants at a fixed rate by a passenger.

### 14. Family ticket

14.1. The fare price discount will be granted if two adults and at least one child of their own travel together. Family tickets entitle families to one joint ascent and descent with SchafbergBahn Cog Railway on the imprinted validity date.

14.2. Families shall receive family tickets if no more than two adults and their own children travel together.

14.3. Upon presentation of an Austrian family card, families shall receive a "reduced" family card, when there are no more than two adults and all of their own children travel together.

### 15. Family card "light"

15.1. A family discount "light" will be granted if one adult and at least one child of his own travel together. A family card "light" entitles one adult and his own children to one joint ascent and descent with SchafbergBahn Cog Railway on the imprinted validity date.

15.2. Upon presentation of an Austrian family card, passengers will receive a family card "light", if an adult and his own children travel together.



## V. Fare discounts

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### 16. **Combined Tickets "Berg & Schiff" ["Mountain & Ship"]**

Combined tickets "Berg & Schiff 1 Tag" ["Mountain & Ship 1-day"] entitle to

- a ferry-ride from a particular pier of Wolfgangsee Ferries in accordance with items 23.1., 23.2., or 23.3. to the pier "SchafbergBahn Cog Railway" of the Wolfgangsee Ferries and return, as well as
- one ascent and one descent with SchafbergBahn Cog Railway between the locations of SchafbergBahn Cog Railway Train Station and Schafberg Summit.

Combined tickets "Berg & Schiff 3 Tage" ["Mountain & Ship 3-days"] entitle to

- one ferry ride to and from or one round-trip on Wolfgangsee with the restriction of a one-time embarkation and disembarkation on each pier of Wolfgangsee Ferries,
- one ascent and one descent with SchafbergBahn Cog Railway between the locations of SchafbergBahn Cog Railway Train Station and Schafberg Summit,
- with a redemption within 3 days from the date of first redemption.

A seat reservation is required for the SchafbergBahn Cog Railway.

There are only a limited number of combined tickets available for individual ascents.

### 17. **Other fare price discounts**

17.1. Holders of a "Salzkammergut Erlebnis-Card" will be transported at "reduced" fare prices as provided in items 22.1. and 22.4.

17.2. Paragliders, who wish to descend again with SchafbergBahn Cog Railway back to the location of SchafbergBahn Cog Railway Station, will be accommodated at the standard fare price for children in accordance with item 22.2.

17.3. "Schafberg Arrangement"

The Schafberg Arrangement entitles to

- one ascent and one descent with SchafbergBahn Cog Railway between the locations of SchafbergBahn Cog Railway Station and Schafberg Summit as well as
- one overnight stay with breakfast in a comfort room of the Berghotel Schafberg Summit [Mountaintop Resort Schafberg Summit].

Ticket sales depend on the number of beds available at the Berghotel Schafberg Summit [Mountaintop Resort Schafberg Summit].

## VI. Other rates

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### **18. Animals**

- 18.1. Only living animals may be taken, which can be transported without endangering or bothering other passengers. If in doubt, the SchafbergBahn Cog Railway staff member on duty shall decide about its transportation.
- 18.2. Small living animals, who are not dangerous and stowed in suitable containers, will be transported free of charge.
- 18.3. Properly marked assistance dogs and therapy dogs in accordance with §39a of the [Austrian] Federal Disabilities Act as well as police dogs will be transported free of charge – even without a bite-proof muzzle.
- 18.4. Dogs, which are not carried in containers, will only be transported if they are either carried with a bite-proof muzzle or are held on the ground on a short leash. The fare price will be charged in accordance with item 23.5. regardless of any traffic connection. The accompanying passenger is liable for any damages caused by the transported animals.

### **19. Hand luggage**

- 19.1. Only those items will be transported which the passenger can bring on his own, and which he can stow under his seat or on his lap without obstructing, annoying or endangering other passengers.

### **20. Special Trains**

Special Trains are only operated based on agreements with SchafbergBahn Cog Railway. The operation of special trains may be refused without stating any reasons. The appropriate agreement applies to the transportation by special trains.

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## VI. Other rates

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### 21. Gift Vouchers

Gift vouchers purchased during the 2021/2022 season may be redeemed until 31.10.2026<sup>1</sup>, subject to offer availability.

If the offer associated with the gift voucher is discontinued during the validity period of the voucher, the value of that voucher may be applied to another tourism transportation service offered by SKGB or you may request a refund.

Gift vouchers must be redeemed at the local on-site ticket windows (SchafbergBahn = SchafbergBahn valley station; WolfgangseeSchiffahrt = local ticket windows in St. Gilgen, St. Wolfgang Markt or St. Wolfgang Schafbergbahn).<sup>2</sup>

Gift vouchers are not redeemable for cash. Separate redemption of services is excluded.

The currently applicable SKGB conditions of carriage for WolfgangseeSchiffahrt and the SchafbergBahn also apply to gift vouchers.

*<sup>1</sup> The time restrictions applicable to gift vouchers are required for planning purposes, potential legal discovery, forgery prevention and the eventuality of interim price increases.*

*<sup>2</sup> Gift vouchers are not valid as tickets.*

*Gift vouchers must be exchanged at the applicable local ticket office for a valid ticket prior to transportation.*

*Gift vouchers redeemable for „SeeGourmet gourmet cruises“, „sunset rides on the SchafbergBahn cog railway“ as well as a „night on the Schafberg“ require advanced reservations.*

## VII. Fare shedule

### 22. Standard fare prices

22.1.	<b>Ascent or descent</b> SchafbergBahn Cog Railway Station ⇔ Schafberg Summit	
	Adult .....	€ 30.60
	Child .....	€ 15.30
	Group (per participant) .....	€ 27.30
	reduced .....	€ 28.30
22.2.	<b>Ascent or descent</b> SchafbergBahn Cog Railway Station ⇔ Schafbergalpe	
	Adult .....	€ 21.00
	Child .....	€ 10.50
22.3.	<b>Ascent or descent</b> Schafbergalpe ⇔ Schafberg Summit	
	Adult .....	€ 10.00
	Child .....	€ 5.00
22.4.	<b>Ascent and descent</b> SchafbergBahn Cog Railway Station ⇔ Schafberg Summit	
	Adult .....	€ 43.30
	Child .....	€ 21.70
	Family card.....	€ 99.00
	Family card reduced .....	€ 94.00
	Family card "light" .....	€ 55.70
	Family card "light", reduced .....	€ 53.00
	Group (per participant).....	€ 39.50
	reduced.....	€ 41.00
22.5.	<b>Ascent and descent</b> SchafbergBahn Cog Railway Station ⇔ Schafbergalpe	
	Adult.....	€ 34.80
	Child.....	€ 17.40

### 23. Other fare rates

23.1.	Combined tickets "Berg & Schiff 1-day" (from St. Gilgen and Fuerberg)	
	Adult .....	€ 58.60
	Child .....	€ 29.30
	Group (per participant) .....	€ 53.40
23.2.	Combined tickets "Berg & Schiff 1-day" (from Strobl)	
	Adult .....	€ 54.40
	Child .....	€ 27.20
	Group (per participant) .....	€ 49.50
23.3.	Combined tickets "Berg & Schiff 1-day" (from Gschwendt parking lot, St. Wolfgang, Ried-Falkenstein)	
	Adult .....	€ 50.00
	Child .....	€ 25.00
	Group (per participant) .....	€ 45.60
23.4.	Combined tickets "Berg & Schiff 3-days"	
	Adult .....	€ 60.00
	Child .....	€ 30.00
	Group (per participant) .....	€ 55.10
	Family card .....	€ 136.00
	Family card "light" .....	€ 77.30
23.5.	Dog.....	€ 6.00
23.6.	Schafberg Arrangements	
	Adult .....	€ 107.20
	Child .....	€ 73.50
23.7.	Steam surcharge .....	€ 10.00
23.8.	Control surcharge.....	€ 75.00

All prices include mandatory VAT/sales tax.