



General Conditions of Use for the Crans-Montana Prepaid card (CMP)

1. General

The Crans-Montana Prepaid card (hereinafter «CMP») marketed by the Crans-Montana Arts & Métiers Association (CMAM) to promote economic stakeholders in the communes of Crans-Montana, Lens and Icogne, is a debit card which allows the cardholder to pay without cash for purchases or food or drink consumed in a business affiliated with the CMP up to the balance available on the card. The general terms and conditions here (GTC), which are approved on purchase of the physical card, apply.

2. Ordering and paying for the CMP card

The CMP card for the future card holder is purchased by the card holder themselves or by a third party by ordering it on the website www.crans-montana.ch/en/prepaid or from Crans-Montana Tourism and Congress. Online purchase can be made by credit card (VISA, Mastercard, PostFinance and Twint). Payment takes place on a secure area of the website. Data recorded by the payment system serves as proof for all transactions between CMAM member companies and their customers.

3. Shipping costs for the CMP

Priority shipping for the CMP card is free. Delivery time is approximately 2-3 working days, and should delivery take longer, this will not result in any compensation, cancellation of the order or late delivery penalty.

4. Characteristics of the CMP card

The card is linked to a person's data (surname, first name, email address and mobile number). The prepaid card is valid up to the balance available on the card. The balance can be viewed at any time by scanning the QR code on the back of the card or online at www.crans-montana.ch/en/prepaid. The CMP can be used as a gift card.

5. Loading the CMP card

The CMP can be loaded with a minimum amount of CHF 30.- and a maximum amount of CHF 3,000.-. The amount credited to the card provides the cardholder with a credit that can be used to pay for products or services purchased or consumed in CMAM-affiliated shops until the available balance on the card is used up. The card is purchased at www.crans-montana.ch/en/prepaid or from Crans-Montana Tourism and Congress.

6. Topping up the CMP card

The card can be topped up at any time, with a minimum limit of CHF 30.00. The amount credited to the card provides the cardholder with a credit that can be used to pay for products or services purchased or consumed in CMAM-affiliated businesses until the available balance on the card is used up. The card can be topped up at www.crans-montana.ch/en/prepaid and at Crans-Montana Tourism and Congress.

7. Applying for credit / Use of the CMP card / Maximum validity period

The CMP can only be used for total or partial payment for products or services purchased or consumed in CMAM-affiliated shops, up to the amount of the remaining credit. CMAM offers no guarantee of the evolution over time of the affiliated businesses.

If the purchase exceeds the balance on the card, the amount exceeding the balance on the card must be paid using another means of payment. The amount of goods or services purchased or consumed in CMAM-affiliated businesses with the CMP card is deducted from the cardholder's available credit.

Under no circumstances can the cardholder demand payment/a refund of the remaining credit either in cash or in any other form.

In the event of cancellation of the transaction between the CMP cardholder and the service/goods provider, the cardholder will receive the amount due credited on their CMP card (credit). Under no circumstances can the cardholder demand payment in cash or any other form.

The CMAM association guarantees all CMP cardholders that any credit acquired or loaded on the CMP card can be used by the CMP cardholder for a period of 5 years from the date of acquisition of the card, or from the last top up if this transaction has taken place. Beyond this 5-year period, the CMAM association no longer provides any guarantee and the CMP cardholder can no longer claim the right to use their CMP card, nor a right to reimbursement on the balance shown on their CMP card.

8. Loss, theft or damage to the CMP card

In the event of loss or theft, provided it has been registered beforehand, the prepaid card can be blocked. In this case, please contact bienvenue@boncard.ch. CMAM cannot be held responsible for technical incidents, damage or fraudulent use of the card.

9. Data protection

The cardholder agrees that CMAM may store and process his/her personal data on the relevant server, in accordance with the instructions given by the cardholder himself/herself when applying for the card. This data is treated with the utmost confidentiality.

CMAM reserves the right to pass on this data to third parties commissioned by CMAM to operate the system, and who are obliged to ensure data protection themselves. Where appropriate, the cardholder is entitled to request information from CMAM about the personal data that is collected, and its legitimacy.

CMAM reserves the right to use the data collected in the context of the prepaid card only for their own advertising purposes. For further information, please refer to the « Privacy Policy » document regarding data protection.

10. Amendments and supplements

CMAM reserves the right to amend or supplement these terms and conditions at any time. The current and binding version of the GTC can be viewed and downloaded at www.crans-montana.ch/en/prepaid. It automatically governs all existing card contracts.

11. Final clauses

In the event that any of these terms and conditions are, or become, null and void, the validity of the other provisions shall not be affected in any way. Invalid provisions are to be interpreted or substituted in such a way that they are as close as possible to the legal and economic objective set by the parties to the contract.

In the event of litigation, the exclusive court of original jurisdiction is in Sierre, Valais, Switzerland, and only Swiss law is applicable. These General Terms and Conditions of Use for the Crans-Montana Prepaid have been drawn up in French, German, English and Italian. In the event of any contradictions, only the French version is legally binding. The customer undertakes to comply with these provisions and to ensure that the recipient of the Crans-Montana Prepaid card is made aware of the General Terms and Conditions of Use.

Crans-Montana Arts & Métiers, case postale 119, 3963 Crans-Montana
Crans-Montana, November 2020