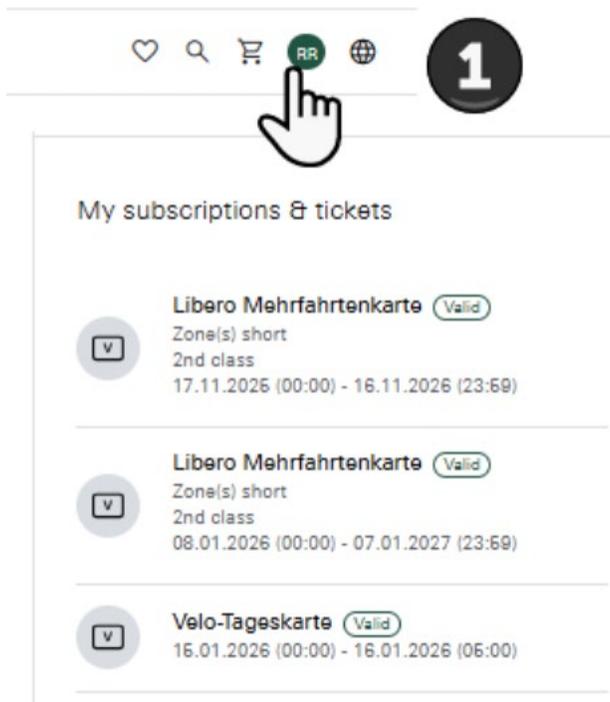**Instructions for Cancelling Berner Oberland Pass**

Tickets can only be refunded online in the user account before the validity period begins. If a refund is not possible, please contact customer service at support@berneroberlandpass.zendesk.com.

Open your profile via shop.bls.ch/de/profile or via the icon with your initials.

Under Subscriptions & Tickets, you will find your purchased products. Click on Refund to enter the cancellation process.

Under My Subscriptions & Tickets, you will find an overview of refunded tickets.

Refund

You can refund a ticket or subscription before its validity starts. The ticket or subscription will then lose its validity.

You will also receive a confirmation of the refund by email.