

Frequently Asked Questions

Questions about the membership:

1. How much does the membership at the Austrian Alpine Club cost?

The membership fee depends on the section and the membership fee category you choose. You can find all information on the membership fee categories by clicking the following link:

<https://www.alpenverein.at/portal/service/mitgliedschaft/mitgliedsbeitrag.php>

The membership fees listed are minimum fees.

Alpine Club sections with offices open all day and an extended range of services may charge slightly higher membership fees. A flat-rate fee will be charged for postage abroad.

2. May fees vary from section to section?

Yes. Alpine Club sections with offices open all day and an extended range of services can charge slightly higher membership fees.

3. Can I become a member of the Austrian Alpine Club even if I am not resident in Austria?

Yes, people of all nations can become members of the Alpine Club. Please note the following points:

- If you live outside of Austria, a flat rate for expenses will be charged in addition to the membership fee.
- Alpine Club members residing outside Austria are insured for rescue costs both in their home country and abroad. In addition, they are covered for medical treatment and repatriation costs during the first 8 weeks of any trip abroad. Medical treatment costs are not insured in their respective home country.

You can find more information on the homepage following this link:

<https://alpenverein.sichermitknox.com/aws>

4. Is there a family membership?

The Alpine Club does not offer a classic family membership for which a fee is paid for the whole family.

It is possible to create a family group. This means that each person in a family has their own membership, membership number and membership card. These memberships are combined to form a group. Depending on which category you belong to in this family group, you are either a full payer, receive a discount or are free of charge. You can find more information on our website at the following link:

<https://www.alpenverein.at/portal/service/mitgliedschaft/mitgliedsbeitrag.php>

5. How can I add my family members to the Alpine Club family group?

You can add family members who are not yet members of the Alpine Club using the "mein.alpenverein" service portal. If you have not yet registered on mein.alpenverein, you can do so using your personal membership data. Family members can be added by clicking the "My family" tab.

Here is the link to mein.alpenverein: <https://mein.alpenverein.at>

Another option is to register family members in the family association directly with your section. To do this, please contact your local section.

If a family member already has an Alpine Club membership, please refer to question #6.

6. How can I add a family member who already has an existing membership to the family group?

Merging two or more existing memberships into a family group can only be done manually by your section. The prerequisite is that all persons belong to the same section. Please contact your responsible section for this.

7. Can I also register my child as an individual member?

Yes, a child can also be registered as an individual member. However, individual membership is not exempt from paying the membership fee. You can find all information on membership fees here:

<https://www.alpenverein.at/portal/service/mitgliedschaft/mitgliedsbeitrag.php>

8. What requirements do I have to fulfil to qualify for the non-contributory "Student in family" category?

Membership with full insurance cover is free of charge for children and young people in training (apprentices, civilian and military service, students) up to the age of 27 if both parents are members of the Alpine Club. This also applies to children of single parents. The prerequisite is that all family members belong to the same section and are linked as a family in a group.

For young people over the age of 19, proof of training must be sent to the section every year (ideally by October for the following year) in order to be exempt from membership fees. Exemption from fees ends if an exempt member (junior/student) enters into a marriage or civil union.

9. How can I register as a new member?

You can register at our website:

<https://www.alpenverein.at/portal/mitgliedwerden/mw.php>

Please note that you must select your preferred section in the second step of the registration process.

Or you can register directly with your favourite section.

10. How can I edit or update my personal data (address, telephone number, etc.)?

You can update your data on our service platform "mein.alpenverein".

If you have not yet registered, you can do this with your personal member data by clicking on the following link: <https://mein.alpenverein.at>

You can manage your personal data under the "My data" tab.

Or you can contact your section directly to make changes to your personal data

11. How can I cancel my membership?

Membership is concluded for an indefinite period and can be cancelled in writing on 31 December of each year subject to a notice period of two months - i.e. by 31 October (see section statutes). Please notify your section of your cancellation in writing (e.g. by e-mail) and in good time.

12. Does my membership end automatically if I stop paying my membership fee?

No, membership is concluded for an indefinite period. Cancellation requires a written cancellation (e.g. by e-mail) to the responsible section.

If no cancellation is received, the membership will continue and the membership fee will be demanded by reminders.

13. What advantages do I have with my Alpine Club membership?

You can find all the benefits of Alpine Club membership on our website:

<https://www.alpenverein.at/portal/service/mitgliedschaft>

Questions about the Alpine Club sections:

14. How can I find out which section I am a member of?

The section name is printed on the front of your membership card.

If you have registered on my.alpenverein using your membership details, you will also find the name of your section on the landing page of your member profile.

15. Which section should I choose as a new member? Is it mandatory to choose a section?

To become a member of the Austrian Alpine Club, you must select a section. Membership always includes section affiliation.

You can find all 194 sections of the Austrian Alpine Club on our website:

<https://www.alpenverein.at/portal/der-verein/sektionen>

As a rule, we recommend choosing a section that is close to your place of residence.

However, everyone is free to choose any section they wish.

16. Which section shall I choose if I am not a resident in Austria?

The choice of section is up to each new member. If you are planning a holiday in Austria, it may be advisable to choose a section that is close to your destination.

Membership benefits, such as insurance cover and discounts at Alpine Club huts and with any partner companies, are independent of section membership.

Participation in section events may be dependent on section membership.

17. How many sections are there in the Austrian Alpine Club?

The Austrian Alpine Club consists of 194 sections (including 2 sections abroad).

18. I was assigned to a section in a different federal state/region when I registered. Why did this happen and how can I correct it?

Sections are not assigned automatically.

On the main website of the Alpine Club, you can select your preferred section in the second step of the registration process.

If you have registered on one of the sections' website (each section also has its own website), you have selected your desired section by accessing their website (e.g. by using Google search).

You can only change the section that has been assigned to your membership by changing to your desired section.

19. How can I change section?

In order to change from one section to another, you need to cancel your membership with your current section and register with the new section.

Since the membership fee is paid annually, a section change is only possible at year's end.

Please contact your current section and the future section of choice and let them know that you wish to change sections.

Questions about the Alpine Club insurance:

20. When does my Alpine Club insurance take effect

The insurance cover included with membership begins on the day after payment of the annual fee and ends on the 31 January of the following year. If the fee is paid after 31 January, the insurance cover is only effective again on the day following payment.

For new online registrations with the payment methods "direct debit authorisation" and "credit card":

- By giving your direct debit authorisation, the membership fee for the current calendar year will be debited within two weeks. However, you are still insured by the Alpine Club from 00:00 on the day following your online registration, the prerequisite being that your SEPA account has sufficient funds. Full membership starts when the membership fee has been received by the Alpine Club.
- By paying immediately by credit card, you are insured by the Alpine Club from 00:00 on the day following registration.

21. What is included in the Alpine Club insurance?

You can find all included insurance benefits on our website:

https://www.alpenverein.at/portal/service/mitgliedschaft/vorteile_l/0100_weltweit-versichert.php

22. How long is my Alpine Club insurance valid in January (at the turn of the year)?

The membership fee is always paid for a calendar year. This means that the member benefits are always available until 31 December. The Alpine Club insurance (AWS), which is included in the membership, is however an exception:

If an event of loss or damage occurs in the period from 1 January to 31 January and if the membership fee for the current calendar year has not yet been paid, benefits will only be paid if the membership fee will be paid and the membership fee for the previous year has also been paid. If the fee is paid after 31 January, insurance cover begins at 00:00 on the day following payment.

Example: Event of loss or damage on 15 January / the membership fee for the previous year was paid on time / the membership fee for the current year is still outstanding.

If the membership fee for the current year is paid, insurance cover is guaranteed.

23. I have questions about the Alpine Club insurance. Who can I address them to?

If you have any questions about the Alpine Club insurance, please contact our insurance broker:

KNOX Versicherungsmanagement GmbH

Resselstraße 33, A-6020 Innsbruck

Tel.: +43/512/238300-30

Fax: +43/512/238300-15

av-service@knox.co.at

<https://alpenverein.sichermitknox.com>

24. How can I upgrade my Alpine Club Insurance (AWS) for additional coverage like dog rescue or travel insurance?

You can take out AWS upgrades via the following website:

<https://alpenverein.sichermitknox.com/service>

If you have any questions, please contact:

KNOX Versicherungsmanagement GmbH

Resselstraße 33, A-6020 Innsbruck

Tel.: +43/512/238300-30

Fax: +43/512/238300-15

av-service@knox.co.at

Questions about the membership card:

25. When will I receive my new membership card?

The membership card for the following year is mailed together with the membership fee invoice at the end of November/beginning of December.

26. How can I get my digital membership card?

You can download your digital membership card from the "mein.alpenverein" service platform. To do this, log in to mein.alpenverein with your personal login data or register with your personal membership data when you "log in" for the first time.

Please use this link: <https://mein.alpenverein.at>

27. I have lost my membership card. How can I get a new one?

If you have lost your membership card, please contact your local section to request a replacement card.

28. Is my membership card valid for all my family members?

No. A membership card is only valid for one person.

If other family members wish to become members of the Alpine Club, they will need to register separately. See questions 4, 5 and 6.

Questions mein.alpenverein:

29. What is "mein.alpenverein" and what can I use it for?

"mein.alpenverein" is the service portal of the Alpine Club.

Once registered with your membership details, you can manage your personal data, download your digital membership card, set up a direct debit order and add family members.

30. Is using the "mein.alpenverein" portal free of charge?

Yes, the "mein.alpenverein" service portal is free of charge. When you log in for the first time, all you need to do is register with your personal member data.

31. What is the difference between the "mein.alpenverein" portal and the "alpenvereinaktiv.com" app?

The "mein.alpenverein" platform is a service portal for managing your own data.

The "alpenvereinaktiv.com" app is a digital and interactive hiking map, ideally suited for your tour planning.

32. Why can't I log in on "mein.alpenverein"?

You can only log in if you have registered first.

To do this, please go to "jetzt neu registrieren" and create your personal profile with your own password.

Here is the link for the initial registration in "mein.alpenverein":

<https://www.alpenverein.at/meinalpenverein/willkommen/registrieren.php>

33. I have forgotten the password for my profile, how can I obtain a new one?

Go to the login screen and click on "Passwort vergessen". You can then generate a new password.

Here is the link to the login page of "mein.alpenverein":

<https://www.alpenverein.at/meinalpenverein/willkommen/anmelden.php>

34. I have changed sections. However, "mein.alpenverein" still shows the profile of my old membership in my former section. How can I change this?

When you changed sections, you also received a new membership number. This means that

your "my.alpenverein" profile must be assigned to this new membership number. You can do this in the "Meine Daten" tab. Scroll all the way down to „Benutzerprofil einer neuen Mitgliedsnummer zuordnen“. Enter your new membership number here and click on „Daten absenden“.

Questions about membership fee payment:

35. By when do I have to pay my annual membership fee?

The membership fee covers one calendar year. You will receive your membership fee invoice at the end of November/beginning of December for the following year. To ensure that your membership with all member benefits is valid on an ongoing basis, the membership fee for the following year should be paid by 31 December, but no later than 31 January.

No insurance cover is provided after 31 January, see questions about the Alpine Club insurance.

36. What payment details do I need to use for my membership fee payment?

Please use the exact payment details as printed on the payment slip.

Pay particular attention to the IBAN and the reference number.

If you enter the wrong details, your payment cannot be allocated to your membership or your payment could be received by the wrong section.

37. I have paid my membership fee but still received a reminder.

There may be several reasons for this:

- If a wrong IBAN number or reference number was used for the payment, it may not have been allocated to your membership.
- An overlap: If the payment was made at the time after the data was created for the reminder run, the transactions may have overlapped.

If there is any uncertainty, please send your payment confirmation to your section so that the payment can be tracked.

38. How can I change my payment method from a payment slip to a direct debit order?

You can switch to a direct debit order in the free service portal "mein.alpenverein". If you have not already done so, register with your personal membership data on "mein.alpenverein".

Or you can request a direct debit order via your bank.

39. I have a direct debit order, when will my membership fee be debited?

The annual direct debit for the new membership year always takes place in the 1st week of January.

40. I have a direct debit order, why wasn't this also used for my partner's membership?

The direct debit order is included with your own membership data only. If you would like a direct debit order with the same bank details for your partner, this must be authorised separately for your partner.

41. I have inadvertently paid my membership fee twice. What can I do?

In this case, please contact your responsible section.

They can either credit you the amount for the following year or arrange a refund.

42. Why can't I pay by credit card?

Credit card payment is only possible for first-time members. From the 2nd year of membership, the following payment methods are possible:

- Direct debit order or direct debit authorisation*
- SEPA payment (via online banking or by payment slip at the bank)
- Cash payment in your Alpine Club section

**Direct debit orders can be made from the entire SEPA payment area with the exception of Bulgaria, Croatia, the Czech Republic, Denmark, Estonia, Finland, Hungary, Latvia, Liechtenstein, the Netherlands, Norway, Poland, Romania, Slovakia, Slovenia, Sweden, Switzerland and the United Kingdom.*

43. What is my membership fee used for?

With your membership in the Alpine Club, you make a valuable contribution to the many different tasks of the organisation. You support the Alpine Club in its role as a mountain sports club, nature conservation organisation, youth organisation and cultural association. Around a quarter of your membership fee is invested in the maintenance of huts, paths and climbing facilities. Around a fifth is spent on mountaineering and training activities, including section events, tours and communication.

Around a sixth of your contribution goes towards professional support for volunteers and member services, including staff costs, administration and IT.

Your Alpine Club membership therefore makes a significant contribution to preserving the beauty of the Alpine landscape, promoting sporting activities and keeping youth and cultural work alive.

Questions about “Recruiting new members”:

44. How can I recruit family members or friends as new members?

If you have recruited one or more new members, please send us the details of these members with their name, address and date of birth as well as your desired reward to: mitglied.werben@alpenverein.at. Please let us know your membership number and exact address so that you receive your desired reward immediately.

45. If I have recruited a new member, what reward am I entitled to?

For one newly recruited member you will receive an Alpine Club map (excluding expedition maps and sport climbing maps) and an Alpine Club pen, for three new members you will receive a one-year subscription to the alpenvereinaktiv.com app and for five newly recruited members you will receive a voucher from the mountain sports specialist SPORTLER worth €100. You can find more information at the following link:

<https://www.alpenverein.at/portal/service/mitgliedschaft/mitglieder-werben/index.php>

**Recruiting members can claim a maximum of one 3-member bonus, one 5-member bonus and a maximum of three Alpine Club maps for the duration of this promotion.*

46. How long ago can the new member have registered?

The promotion is always valid for one calendar year. *Recruiting members can only claim one 3-member bonus, one 5-member bonus and a maximum of three Alpine Club maps for the duration of this promotion.*

47. Which membership categories are not eligible for the bonus?

Non-fee memberships are excluded from the promotional reward.

Questions about the Alpine Club Shop:

48. Why am I not shown any membership prices in the Alpine Club shop even though I am an Alpine Club member?

In this case, it is likely that your shop user identity is attached to an old membership.

This may happen if you have changed sections, for example. To solve this problem, go to "mein.alpenverein" using your access data.

You can enter and confirm your current membership number under "meine Daten" in the field "dem Benutzer eine neue Mitgliedsnummer zuordnen" (located at the very bottom of the page). After this step, your access data in the webshop should also have been corrected.

If not, please contact the webshop directly: shop@alpenverein.at

General Questions:

49. How can I change the delivery method of the magazine "Bergauf"? For example, from paper mailing to digital mailing?

You can change the delivery method of the "Bergauf" magazine yourself directly on our service portal "mein.alpenverein". All you have to do is register with your membership details on "mein.alpenverein" or, if you have already registered, log in and select the desired delivery method under the "meine services" tab.

Here is the link: <https://mein.alpenverein.at>

You can choose between postal and digital delivery.

50. How can I cancel my Alpine Club calendar?

You can unsubscribe from the Alpine Club calendar directly on our service portal "mein.alpenverein". All you have to do is register with your membership details on "mein.alpenverein" or, if you have already registered, log in and you can cancel the calendar under the "meine services" tab.

Here is the link: <https://mein.alpenverein.at>

You can also contact your section to cancel the calendar.

51. Why did I receive the Alpine Club calendar even though I cancelled it?

For each of our mailings, data must be created in advance in order to generate the addressees. Data generation usually takes place a few weeks or months (depending on the type of mailing) before the actual mailing.

If you unsubscribed after this data had been created, you are still included as an addressee.

Your cancellation overlapped with the data creation.

Your cancellation will only be effective the following year.

52. Why have I received a membership fee invoice even though I have cancelled my membership?

Each of our mailings requires data to be generated in advance in order to generate the addressees. This data is usually generated a few weeks or months (depending on the type of mailing) before the actual mailing.

If you cancelled your membership after this data had been generated, you are still included as an addressee. The cancellation overlapped with the data generation.

In this case, you can ignore the reminder and consider it irrelevant.

Please destroy the membership card sent to you for the following year. It is no longer valid.

If in doubt, please contact your responsible section.