

Information on the Pandemic Refund Guarantee - multi-day tickets

Only in case of a pandemic resulting in the official shutdown of all lifts and cable cars at the same time at the SunnyCard partner destinations in Upper and Lower Austria (Hinterstoder, Wurzeralm, Hochficht, Kasberg, Hochkar und Ötscher), we guarantee a pandemic refund for several-day tickets and SunnyCard season tickets.

Pandemic refund guarantee for several-day tickets is subject to the following conditions:

- ✓ official shutdown of the ski resorts in Hinterstoder and Wurzeralm took place during the winter season of 2020/21 and affected the period of validity of the several-day tickets purchased.
- ✓ the customer could not use the several-day ticket during the entire period of validity

Days not used on the ticket due to the pandemic will be refunded aliquot.

Example:

A guest buys a 5-day ski pass and can only use his ski pass for 3 days because the ski area has to close due to the pandemic. In this case, the guest will receive a refund for the 2 unused days.

Refund applications must be filed to the respective sales agency by April 30, 2021 in writing. After the expiration of this deadline no applications can be filed, and the optional pandemic refund guarantee expires.