

Information on the Pandemic Refund Guarantee

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 and Ötscher), we guarantee a pandemic refund for several-day tickets and SunnyCard season tickets.

SunnyCard Season Ticket – Refund Conditions:

Pandemic refund guarantee for SunnyCard tickets is subject to the following conditions:

- ✓ all ski resorts of the SunnyCard partner destinations in Upper and Lower Austria (Hinterstoder, Wurzeralm, Hochficht, Kasberg, Hochkar und Ötscher) are officially shut down at the same time during the winter season of 2021/22,
- ✓ and the customer has used the SunnyCard less than 15 days while valid

If these two conditions are fulfilled, the following amounts will be credited to our guests for the SunnyCard 2022/23:

| Shutdown of all lifts at the same time in OÖ and NÖ on | Adult | U25 | Teen | Child | Monday-Friday |
|--|----------|----------|----------|----------|---------------|
| Up to 20 days of operation* | € 0,00 | € 0,00 | € 0,00 | € 0,00 | € 0,00 |
| 21 – 45 days of operation* | € 67,50 | € 57,00 | € 51,00 | € 37,00 | € 49,00 |
| 46 – 90 days of operation* | € 135,00 | € 115,00 | € 101,00 | € 74,00 | € 98,00 |
| more than 90 days of operation* | € 225,00 | € 191,50 | € 169,00 | € 124,00 | € 164,00 |

* official shutdown on days of operation during the winter season of 2021/22 between December 15th, 2021 and March 15th, 2022

In case all lifts are shut down at all partner ski resorts in Upper and Lower Austria during the whole winter season of 2021/22 due to the pandemic, the entire purchase price will be refunded.

No refund will be granted if the lifts are closed outside the above specified periods.

If due to the pandemic, no operation in all partner ski areas in Upper and Lower Austria is possible during the entire winter season 2021/22, the entire purchase price, minus a processing fee of € 25,00 for adult tickets, will be used as a credit for the SunnyCard in the winter season 2022/23 counted.

Refund applications must be filed to the respective sales agency between April 11th, 2022 and July 31th, 2022 in writing.