



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 und 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 2020/21,
- ✓ and the customer has used the SunnyCard less than 15 days while valid

If these two conditions are fulfilled, the following amounts will be refunded:

Shutdown of all lifts at the same time in OÖ and NÖ on	Adult	Monday-Friday	U 25	Teen	Child
less than 20 days of operation*	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00
21 – 45 days of operation*	€ 64,50	€ 47,00	€ 55,00	€ 48,50	€ 35,50
46 – 90 days of operation*	€ 129,00	€ 94,00	€ 110,00	€ 97,00	€ 71,00
more than 90 days of operation*	€ 214,50	€ 156,00	€ 182,50	€ 161,00	€ 118,00

* official shutdown on days of operation during the winter season of 2020/21 between December 04, 2020 and April 11, 2021

In case all lifts are shut down at all partner ski resorts in Upper and Lower Austria during the whole winter season of 2020/21 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.

Refund applications must be filed to the respective sales agency between Apr. 11, 2021 and July 31, 2021 in writing. After the expiration of this deadline no applications can be filed, and the optional pandemic refund guarantee expires.