

Information sheet

to

Pandemic Refund Guarantee

Exceptionally, and only in the event of a pandemic that results in the simultaneous official closure of the Kasberg, we grant each customer a voluntary pandemic refund guarantee when purchasing multi-day tickets and the KasbergCard season ticket.

Related to a 1 or 2G regulation in winter 22/23, the same refund conditions apply at the Kasberg as for the SunnyCard (Pandemic Refund SunnyCard)

Multi-day card refund conditions at Kasberg:

The Pandemic Refund Guarantee for multi-day passes is subject to the following conditions:

the official closure of the ski resort Kasberg has taken place during the winter season 2022/23 and has affected the validity period per purchased multi-day ticket

the customer has not been able to use the multi-day ticket for the entire period of validity

The days not validated on the ski pass due to the pandemic will be refunded on a pro rata basis.

Requests for refunds can only be submitted in writing to the respective point of sale by 30.04.2023. After the deadline, the requests can no longer be asserted and a claim to the voluntary pandemic refund guarantee expires.

