



Information sheet on the pandemic refund guarantee

Exceptionally, and only in the event of a pandemic that results in the simultaneous official closure of all mountain lifts in the SunnyCard partner destinations in Upper and Lower Austria (Kasberg, Hinterstoder, Wurzeralm, Hochficht, Hochkar and Ötscher), we grant each customer a pandemic refund guarantee when purchasing multi-day tickets and the SunnyCard season ticket.

SunnyCard Season Pass Refund Policy:

The Pandemic Refund Guarantee for the SunnyCard is subject to the following conditions:

the simultaneous official closure of all ski areas of the partner destinations of the SunnyCard in Upper and Lower Austria (Kasberg, Hinterstoder, Wurzeralm, Hochficht, Hochkar and Ötscher) has taken place during the winter season 2022/23

and the customer has used the SunnyCard for less than 15 days during its validity.

If these two circumstances occur, the customer will be credited an amount equal to the following for the SunnyCard in the 2023/24 season:

Simultaneous closure of all mountain railroads in Upper Austria and Lower Austria to Adults U 25 Youth Children Mon- Fri.

Simultaneous closure of all mountain railroads in Upper Austria and Lower Austria to	Adults	U 25	Youth	Kids	Mo- Fr
up to 20 operating days*	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00
21 - 45 operating days*	€ 73,00	€ 62,00	€ 55,00	€ 40,00	€ 53,00
46 - 80 operating days*	€ 146,00	€ 124,00	€ 109,50	€ 80,50	€ 106,00
More than 80 operating days*	€ 243,00	€ 207,00	€ 182,50	€134,00	€ 177,00

* official closure on operating days during the winter season 2022/23 between December 15, 2022 and March 15, 2023

If due to pandemic no operation is possible in all partner ski areas in Upper and Lower Austria, during the entire winter season 2022/23, the entire purchase price, less a handling fee of € 25,00 for adult cards, will be credited to the SunnyCard in the season 2023/24 or refunded in cash upon request.

No refund will be granted in the event of closure outside the above-mentioned periods.

Requests for refunds can only be made in writing between 11.04.2022 and 31.07.2023 to the respective point of sale. After the deadline, the requests can no longer be asserted and a claim to the voluntary pandemic refund guarantee expires.