



Information Sheet

Compensation for unvaccinated season ticket holders if vaccinated or vaccinated-recovered rule (1G- or 2G-Regelung) applies

Only if a legal provision requires that at the same time all lifts and cable cars of our SunnyCard partner destinations in Upper Austria and Lower Austria (Hinterstoder, Wurzeralm, Hochficht, Kasberg, Hochkar und Ötscher) have to apply the vaccinated or vaccinated-recovered rule, we grant every unvaccinated customer a refund guarantee when purchasing a several-day ticket or a SunnyCard season ticket.

SunnyCard Season Ticket – Refund Conditions:

Refund guarantee for unvaccinated SunnyCard ticket holders if vaccinated or vaccinated-recovered rule applies:

✓ if a legal provision requires that only vaccinated and/or recovered (1G- or 2G-Regelung) passengers are to be transported at all ski resorts of the SunnyCard partner destinations in Upper and Lower Austria (Hinterstoder, Wurzeralm, Hochficht, Kasberg, Hochkar und Ötscher) during the 2021/22 winter season.

In this case the customer will be credited the following amount to the 2022/23 SunnyCard:

The credit voucher will be calculated according to the number of open ski days at the destination. The number of possible ski days determines the day rate for the refund.

Example: SunnyCard was purchased for 450 €, the 2021/22 winter season had 130 ski days, hence the day rate is 3,46 €. If an unvaccinated customer could not use the SunnyCard, for instance, on 50 days due to the legal provision, s/he will be credited 173 € (50 days x 3,46 € day rate) to the 2022/23 SunnyCard or, optionally, will receive the amount in cash.

If vaccinated or vaccinated-recovered rule applies from the start of the 2021/22 winter season at all partner ski resorts, the entire purchase price will be credited to the 2022/23 SunnyCard or, optionally, will be refunded in cash.

Refund applications must be filed to the respective sales agency between Apr. 11, 2022, and July 31, 2022, in writing. After the expiration of this deadline no applications can be filed, and the optional refund guarantee for unvaccinated ticket holders if vaccinated or vaccinated-recovered rule applies expires.

Subject to updating due to legal conditions! October 2021