

## Pandemic refund guarantee information sheet

### Zillertal season tickets

Exceptionally, and only in the event of a pandemic, which includes the simultaneous and permanent closure by the authorities of all cable cars of the Interessengemeinschaft der Zillertaler Seilbahnen (= IG Zillertal; including Zillertaler Gletscherbahn, Tuxer Bergbahnen, Finkenberger Almbahnen, Mayrhofner Bergbahnen, Zeller Bergbahnen Zillertal, Schilift-Zentrum-Gerlos, Hochkrimmler Seilbahngesellschaften, Gerlospass-Königsleiten Bergbahnen, Bergbahnen Wildkogel, Bergbahnen Skizentrum Hochzillertal, Fügen-Bergbahn, Skiliftgesellschaft Hochfügen), we offer every customer a pandemic refund guarantee when purchasing a Zillertal season ticket.

#### Refund conditions:

The pandemic refund guarantee for the Zillertal season ticket is subject to the following condition:

- The simultaneous official closure of all IG Zillertal ski areas (see above-named companies) took place during the winter season 2021-22 and was ordered continuously until the planned end of the winter season 2021-22. The refund amount is based on the date of an official closure, if this occurs before one of the cut-off dates listed below.

Should this circumstance occur, the customer will be refunded a pro rata amount in the following amount:

- Until 31.12.2021 -> 80% of the purchase price
- Until 31.01.2022 -> 60% of the purchase price
- Until 28.02.2022 -> 40% of the purchase price

If, for pandemic-related reasons, it is not possible to operate all IG Zillertal cable cars during the entire 2021-22 winter season, the entire purchase price will be refunded.

**If the customer does not wish to make use of the offers of the cable cars of IG Zillertal because he/she does not wish to provide the necessary proof (e.g. submission of a negative test certificate, proof of vaccination, etc.), no claim for a refund can be made.**

Refund requests can be submitted in writing to the relevant sales outlet/sales company within four weeks of the end of the 2021-22 winter season in the event of permanent closure. After this period, the requests can no longer be submitted and any entitlement to the voluntary pandemic refund guarantee expires.

In all other respects, our General Terms and Conditions ([www.bergbahnen.zillertal.at](http://www.bergbahnen.zillertal.at)) apply.