

SPN Seilbahnpartner
Nassfeld GmbH & Co OG
Sonnenalpe Nassfeld 8
9620 Hermagor

COVID-19 refund guarantee

SEASON TICKETS (Nassfeld)

In the event of a permanent, officially ordered closure of the entire ski resort due to an epidemic/pandemic or a permanent official closure of the Austrian border crossings* for a period of at least 4 consecutive weeks, there is the possibility to apply for aliquot reimbursement of 50% (if the closure is ordered by 14.01.2021) or 33.33% (if the closure is ordered by 14.02.2021) of the purchase price. The condition for this is that the ski pass is no longer used after the official closure!

The refund is available in form of a personal voucher for the purchase of a ski pass at Nassfeld in the following season. Irrespective of the time component, NO refunds can be granted for season tickets used for 15 days or more! Requests for refunds must be accompanied by the ORIGINAL sales receipt and must be submitted at the earliest when the validity of the ski pass expires, but no later than 4 weeks after the end of the season, otherwise all claims will be forfeited! It is possible to apply for a refund of unused season tickets (Nassfeld) until the end of the official advance sale.

SEASON TICKETS (TopSki season ticket)

The terms and conditions of Kärntner Skipass Vertriebs- & Marketing GmbH apply.

MULTI-DAY TICKETS

In the event of a permanent, officially ordered closure of the entire ski resort due to an epidemic/pandemic or a permanent, official closure of the Austrian border crossings*, there is the possibility to apply for aliquot reimbursement. The condition for this is that the multi-day ticket was purchased (locally or online) at a sales point belonging to the Nassfeld ski resort and was not used after the official closure! The regular ticket price for the days of use is deducted from the purchase price to calculate the amount of the refund. The days of use are the days from the start of the validity of the ski pass to the last day before the official closure. Interruption days count as days of use!

The refund is available in form of a personal voucher for the purchase of a ski pass at Nassfeld in the following season. Requests for refunds must be submitted together with the ORIGINAL sales receipt no later than 4 weeks after the end of the season, otherwise all claims will be forfeited! The return of unused multi-day tickets in the event of a permanent, official closure of the Austrian border crossings* can be requested under the above-mentioned conditions.

DAY TICKETS

In the event of a permanent, officially ordered closure of the entire ski resort due to an epidemic/pandemic or an official closure of the Austrian border crossings* for a period of at least 4 consecutive weeks, there is the possibility to apply for a refund in the amount of the purchase price. The condition for this is that the ski pass has not yet been used.

The refund is available in form of a personal voucher for the purchase of a ski pass at Nassfeld in the following season. Requests for refunds must be accompanied by the ORIGINAL sales receipt and must be submitted at the earliest when the validity of the ski pass expires, but no later than 4 weeks after the end of the season, otherwise all claims will be forfeited!

* In the event of permanent closure of the Austrian border crossings ordered by the authorities, only those guests who are unable to travel to the ski resort or return to their home town due to the closure may apply for a refund under the above-mentioned conditions.

The current general terms and conditions as well as the general terms and conditions of carriage and data protection regulations can be found in full at: www.nassfeld.at/de/AGB

(V1) Effective 16.11 November 2020 | Subject to change.

SPN Seilbahnpartner
Nassfeld GmbH & Co OG

Sonnenalpe Nassfeld 8
9620 Hermagor

LOYALTY DISCOUNT

SEASON TICKETS (Nassfeld)

LOYALTY DISCOUNT:

As a thank you for their loyalty in these difficult times, customers who bought a season ticket or a Nassfeld family package in the previous year at the advance sale or normal price will receive a one-off discount of EUR 40.00 (adults) EUR 30.00 (youth/senior), EUR 20.00 (children) per ski pass when buying a Nassfeld season ticket or a Nassfeld family package again by 20.11.2020. As proof, the original invoice document or the corresponding ski passes from the previous year must be presented when making the purchase. The loyalty discount will be deducted directly from the current advance sale price. The promotion does not apply to TopSki season tickets and heavily discounted or already discounted ski tickets (ski instructors, Bambini, Oldie, KIG ski pass, invalids, etc.).