

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

#### COVID-19 Refund guarantee 2021/22

##### SEASON TICKETS (Nassfeld)

In the event of a permanent, officially ordered closure of the entire ski resort due to an epidemic/a pandemic or a permanent official closure of the Austrian border crossings\* for a period of at least 4 consecutive weeks, an application can be made for an aliquot refund amounting to 50% (if the closure order is in place until 14.01.2022) or 33.33% (if the closure order is in place until 14.02.2022) of the purchase price. The prerequisite for this is that the ski pass is no longer used after the official closure!

The refund will be made in form of a personal voucher for the purchase of a ski pass at Nassfeld in the following season. A proportional refund is only possible until the season ticket has been amortised by the customer's use. For the amortisation calculation, the days of use are multiplied by a fictitious day ticket price calculated for the respective product. Based on this calculation, refunds CANNOT be granted for season tickets used for more than 15 days, irrespective of the time component! Requests for refunds must be submitted at the earliest after the expiry of the validity of the ski pass, enclosing the ORIGINAL sales receipt, but no later than 4 weeks after the end of the season, otherwise any claim will expire! Refunds of unused season tickets (Nassfeld) are possible for a processing fee until the end of the official presale (08.12.2021).

##### SEASON TICKETS (Topski season ticket)

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

##### SEASON TICKETS (Alpe Adria Ski Pass)

Due to the prevailing situation, the sale of the cross-border Alpe Adria Ski Pass cannot take place in the 2021/2022 winter season!

##### MULTI-DAY TICKETS

In the event of a permanent, officially ordered closure of the entire ski resort due to an epidemic/a pandemic or a permanent, officially ordered closure of the Austrian border crossings\*, an application can be made for an aliquot refund. The prerequisite for this is that the multi-day ticket was purchased at a sales point belonging to the Nassfeld ski resort (on site or online) and was no longer used after the official closure! For the calculation of the refund amount, the regular ticket price for the days of use is deducted from the purchase price. The days from the start of validity of the ski pass to the last day before the official closure are considered as days of use. Interruption days count as days of use!

The refund will be made 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 including the ORIGINAL sales receipt no later than 4 weeks after the end of the season, otherwise all claims will expire! 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 conditions.

#### DAY TICKETS

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

The refund will be made 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 at the earliest after the expiry of the validity of the ski pass, enclosing the ORIGINAL sales receipt, and no later than 4 weeks after the end of the season, otherwise all claims will expire!

\* In the event of a permanent, officially ordered closure of the Austrian border crossings, only those guests who are no longer able to travel to the ski resort or return home due to the closure can apply for a refund under the above conditions.

The complete, current General Terms and Conditions as well as the general conditions of carriage and data protection regulations can be found at: <https://www.nassfeld.at/en/AGB/>

(V1) Effective October 2021 | Subject to change.