



Coronavirus refund guarantee – multi-day pass Bad Kleinkirchheim skiing area

If the COVID-19 pandemic causes closure of **ALL** our ski lift facilities in the Bad Kleinkirchheim skiing area – either by official order or due to consideration for the health of guests and/or staff of Bad Kleinkirchheimer Bergbahnen – during the validity period of your multi-day pass, then we will issue a refund amounting to the difference between the paid purchase price and the purchase price for a multi-day pass for the days actually used, based on the same seasonal price group in each case. Please note that days on which the lift facilities are only in part closed do not count as days of closure.

Example: If you buy a 6-day ski pass and all lift facilities are closed from the 5th day due to coronavirus: You will receive the price difference between a 4-day pass and the 6-day pass. You therefore only pay the amount you would have paid if you had bought a multi-day pass up to the closure.

You can only apply for the refund up to **four weeks** after the last day of validity, by returning the original ski pass either directly to one of our points of sale (local ticket offices) or by post to Bad Kleinkirchheimer Bergbahnen Sport- und Kuranlagen GmbH & Co KG, Dorfstrasse 74, 9546 Bad Kleinkirchheim, Austria. Claims received after this deadline will not be considered.

