

Coronavirus refund guarantee – season pass Bad Kleinkirchheim skiing area

If the COVID-19 pandemic causes closure of ALL 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 – after you have purchased a season pass and you have not used this pass during the 2020/21 winter season on a minimum of 15 days*¹, then you are entitled to a refund, the amount of which depends on the duration of such a closure and the number of days on which you have already used the season pass. This refund is calculated as follows:

$$\text{Refund} = (15 - \text{number of days used}) \times \text{€ [amount per one-day admission]} \times \text{duration percentage}$$

*1 The refund is issued based on an amortisation calculation of the price actually paid for the pass by the customer. This calculation determines when the cost of the Bad Kleinkirchheim winter season pass has been paid back through utilisation by the customer. The calculation is based on an amount per one-day admission determined by the lift company for the respective product for each whole or partially consumed day of use, which indicates that the cost of the Bad Kleinkirchheim winter season pass is amortised after the 15th day of use. A refund is therefore excluded if the customer has already utilised the Bad Kleinkirchheim winter season pass on 15 or more days of use.

Amount per one-day admission^{*2}

Adults: € 39.00; Adolescents: € 29.50; Children: € 19.50; Senior citizens: € 35.00

*2 Family/partner package: The number of days of use is based on the pass most used in the respective package. The "amount per one-day admission package" is based on the average one-day admission of the respective package, not including any free passes.

The duration percentage depends on the length of the COVID-19-related closure of all transport facilities in the skiing area after 04/12/2020 or – if you purchased the pass after 04/12/2020 – the day on which you purchased your season pass, and is calculated as follows:

Number of days closed x 100 / available days in the season from purchase date

Calculation example:

You buy an adult season pass on 20/12/2020 and the transport facilities close for 4 weeks from 15/01/2021, i.e. until 12/02/2021. During the season (before and after the closure), you use the pass on a total of 10 days.

Refund

15 - 10 days used until now = 5 days x € 39.00 = 195.00
thereof 26% (28 x 100 / 107) = € 50.70 refund

Please note that days on which the lift facilities are only in part closed do not count as days of closure. You can apply for the refund in writing after the end of the season (06/04/2021). Please note that the original ski pass must be enclosed and claims reaching us after 14/05/2021 will not be considered.