

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 2020-21 and was ordered continuously until the planned end of the winter season 2020-21. 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 31.12.2020 -> 80% of the purchase price
- Until 31.01.2021 -> 60% of the purchase price
- Until 28.02.2021 -> 40% of the purchase price

If, for pandemic-related reasons, it is not possible to operate all IG Zillertal cable cars during the entire 2020-21 winter season, the entire purchase price will be refunded.

Refund requests can be submitted in writing to the relevant sales outlet/sales company within four weeks of the end of the 2020-21 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.