

Conditions of the Sunweb Ski Guarantee Voucher

You receive the Sunweb ski guarantee voucher if you can re-book your trip without incurring cancellation and/or modification costs according to the terms and conditions of the ski guarantee. If your ski guarantee request is approved by Sunweb, your booking is cancelled and you receive a ski guarantee voucher for the amount already paid. You can use this ski guarantee voucher to book a new trip with Sunweb to a destination and departure date of your choice.

The Sunweb ski guarantee voucher that you receive from us is not covered by Stichting Garantiefonds Reisgelden (SGR). The ski guarantee voucher is not exchangeable for cash.

[Our Ski Guarantee conditions here.](#)

Validity

The date of issue of this voucher is the date of cancellation of the old booking. This voucher is valid for 12 months from the date of issue and is not redeemable for cash. You can use this voucher to book a new holiday or extras (hire, lessons, insurance). The departure date of your new holiday may also fall outside the 1-year booking period. If the Ski Guarantee Voucher is not used within one year from the date of issue, the value will be forfeited. The voucher is sent by e-mail the day after cancellation and can be viewed almost immediately in My Sunweb or the Sunweb app.

Personalised

The voucher is a unique code that is sent via email to the main booker of the original package holiday. The main booker is the person who made the original booking. Only the main booker can redeem the voucher, or part of it. It is therefore the responsibility of the main booker to handle the code carefully and protect it from unauthorised use. If the main booker discovers any unauthorised use of the code, this should be reported to us immediately. The voucher is a claim in the name of the main booker against us. The voucher is strictly personal and non-transferable to a third party.

Redeem

The ski guarantee voucher can be used as a means of payment for any holiday offered by one of the Sunweb Group brands: Sunweb sun and winter sports holidays, Primavera Reizen, Eliza Was Here, Totally and GOGO Jongerenreizen.

If you have received a voucher because of the ski guarantee, you can use this when booking a new holiday. You simply use your voucher as a method of payment in step 4, when making your booking. (Please note that the voucher code is not a discount code and therefore cannot be used in step 2 of the booking process). Your Ski Guarantee Voucher can be used for bookings made within 1 year of issue for a destination and departure period of your choice. Any difference from the original travel price will be settled with you. In case of additional costs, we will charge the extra amount to the main booker.

The general terms and conditions of Sunweb and the ANVR Travelers Conditions apply to your newly booked holiday. You agree to this when making your new booking.

In the unlikely event that your newly booked holiday is cancelled, either by us or by you, and you are entitled to a (partial) refund, Sunweb will refund the part paid for with a voucher in the form of a new ski guarantee voucher. You agree to this when making the new booking.

Voucher value

The value of your voucher is equal to the amount already paid for the holiday you wish to cancel under the Sunweb Ski Guarantee. This voucher is valid for 1 year from the date of issue and is not redeemable for cash.

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