


Terms and conditions Sunweb Ski Guarantee 2021-2022

If you have booked a skiing or snowboarding holiday with Sunweb before 15 November (Incl.) 2021, you will get Sunweb's free ski guarantee. Not enough snow? You can re-book free of charge. Perfect to enjoy your winter sports holiday carefree!

Conditions:

- **Yes, the Ski Guarantee is valid during high season!**
The Ski Guarantee is valid for all packages booked on www.sunweb.co.uk/ski before 15 November 2021. In order to qualify, the entire holiday will need to fall between the following dates: 25 December 2021 - 26 March 2022. For example, you will not be entitled to the guarantee if you booked a holiday from 28 March 2022 to 30 March 2022.
- **Guarantee covers Top ski resorts**
Our Ski Guarantee is valid in ski areas where the altitude of the ski area is higher than 2000m. The ski area is the area that your accommodation is linked to on the sunweb.co.uk website. For instance, if you have booked hotel L'etendard de Saint Sorlin in St. Sorlin d'Arves then your ski area is Les Sybelles.



Hotel L'Etendard de Saint Sorlin 

home, ski, France, Les Sybelles, St. Sorlin d'Arves, Hotel L'Etendard de Saint Sorlin

- The Sunweb Ski Guarantee applies if less than one third of the lifts in the resort are expected to be open on the day of your arrival.
- If your resort is linked to several ski areas and one third of the lifts are open in the connected resort, we will find a suitable solution for you. For example, we may upgrade your lift pass for free. If this is not possible, the standard Ski Guarantee will apply.
- **PLEASE NOTE:** It is only possible for you to apply for your Ski Guarantee 5-4 days before your departure date. You are not able to apply once you are already on holiday.
- Ski Guarantee does not apply to groups of more than 20 people.



- The ski guarantee only applies to rebooking into a trip with the same departure date.
- It is not possible to change the flight ticket (it is not possible to change to another date/airport/time). Rebooking to a different destination may incur higher transfer costs.
- The ski guarantee does not apply if the lifts are not open for other reasons such as technical flaws, too much snow, high winds or lifts broken. If this happens, our [standard terms and conditions](#) will apply
- The ski guarantee does not apply if you booked the holiday after the 15 November 2021. If you booked the holiday on the 16th November 2021, the ski guarantee will not reply.

How do I apply for my Sunweb Ski Guarantee?

Step 1 Check the snow conditions online approximately 5- 4 days before departure. Please go to www.bergfex.com. This website will show you how many lifts will be open in your resort. If one thirds or less of the lifts are open, then you can apply for the Ski Guarantee. Please look at the next two consecutive days as this is the most accurate way to determine if you qualify.

PLEASE NOTE: it is important to look on the website above. Additionally, some websites will show that all lifts are closed and this is not correct. This can occur at the start of the season, before all the websites are 100% up to date.

Step 2 If you think that you qualify, please fill in the form via this [link](#). [This](#) is the only way you can apply; you cannot apply via email or telephone.

Step 3 Sunweb will check your booking to see if you qualify. Sunweb will do this by contacting the destination to check the exact status of the open/closed lifts.

If it is confirmed by the lift pass office that less than one third of the lifts are open; you are eligible for the ski guarantee! You will be contacted by Sunweb no more than 3 days before your departure date.

For instance: You filled in the form on Tuesday 21 December for a trip with arrival on 25 December, you will receive a message from Sunweb at the latest on Wednesday evening 22 December.

Step 4a If your booking meets the conditions above you can rebook your winter sports holiday with Sunweb once free of charge (without cancellation/changeover charge) for a similar accommodation in a comparable ski resort where enough lifts are open. It is not possible to rebook on a different departure date. Sunweb will advise you of any rebooking options to a comparable ski resort/accommodation. If the new accommodation is of a lower value than your original accommodation, you will receive a Sunweb Ski Guarantee voucher for the excess paid. If the accommodation is more expensive, you will be charged the upgrade fee. In the exceptional case that it is not possible to book (for example, if there are not enough lifts open or there are not enough suitable alternatives available), Sunweb can decide to convert the travel sum already paid into a Sunweb ski guarantee voucher, which you can use to book a new winter sports trip with Sunweb at a later date (max. 12 months after issuance).

Step 4b The rebooking must be communicated to Sunweb at least 2 days before the booked arrival date. In the example in Step 3, this means that the rebooking must be submitted on Thursday 23 December.



Please note:

- If the composition of your travel group changes, the standard ANVR conditions apply.
- If you make use of the ski guarantee, you accept to receive the ski guarantee voucher
- If you do not want to change your booking but wish to cancel your trip, our [standard cancellation conditions](#) apply.
- Sunweb reserves the right to terminate the offer, change terms, conditions or information at its sole discretion and without prior notice, without incurring any liability to compensate travellers.
- Any changes, terminations or modifications to the terms and conditions or content will be announced by Sunweb via the website.