


Terms and conditions Sunweb Ski Guarantee 2018-2019

If you have booked a skiing or snowboarding holiday with Sunweb, you will get Sunweb's free ski guarantee. In the unlikely event of there being not enough snow, we can rebook you to a different destination or you can cancel for free.

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. In order to qualify, the entire holiday will need to fall between the following dates: 22 December 2018 - 23 March 2019. For example, you will not be entitled to the guarantee if you booked a holiday from 22 March 2019 to 26 March 2019.
- **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.

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- Ski Guarantee does **NOT** refund the costs of flights and/or luggage costs. If less than one third of the lifts are closed, we will guarantee that we will move you to an equal level standard of accommodation.
- 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.

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.

For example: If you are due to arrive on 22rd of December 2018 then you should look at the information for 17th and 18th of December. Tuesday the 18th of December before 23:59 will be your last opportunity to apply for the Ski Guarantee.

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.

Step 4a If your application meets all of the above conditions, Sunweb will rebook your holiday for a similar accommodation, in a comparable resort so you will be able to ski! Sunweb will let you know the name of the accommodation that you will be moved to. If the new accommodation is of a lower value than your original accommodation, you will be refunded the difference. If the accommodation is more expensive, you will be charged the upgrade fee.

Step 4b If you would rather cancel, Sunweb will refund you. The costs of the flights and luggage are non-refundable, as explained in our general booking conditions.

Please note:

- Sunweb has a right to change these terms and conditions
- Should the party on the booking change, the standard cancellation terms and conditions will apply