

Terms and conditions Sunweb Ski Guarantee 2016-2017

If you have booked a skiing or snowboarding holiday with Sunweb, you will get Sunweb's free ski guarantee.

Conditions:

- **Yes, the Ski Guarantee is valid during high season!**
The Ski Guarantee is valid for all packages booked on www.sunweb.co.uk. In order to qualify, the entire holiday will need to fall between the following dates: 23 December 2016 - 24 March 2017. For example, you will not be entitled to the guarantee if you booked a holiday that ends on 24 December 2016 or 25 March 2017.
- **Guarantee covers Top ski resorts**
Our Ski Guarantee is valid in ski areas where the altitude of the ski area is higher than 2000m. If you have booked a holiday in Val Thorens, we will look at the full Les Trois Vallées ski area and not the local Val Thorens ski area.

★★★★ RÉSIDENCE VILLAGE MONTANA

France > Les Trois Vallées > Val Thorens > Val Thorens

- 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 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 4-5 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 15 or more people.
- Ski Guarantee does not include the costs of the flights & luggage.
- The ski guarantee does not apply if the lifts are not open for other reasons such as technical flaws (eg 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?

Sunweb Holidays will ultimately decide whether or not the Ski guarantee is applicable to your situation.

Step 1

Checking the snow conditions online is the perfect way to start the application. Please go to www.bergfex.com 4 or 5 days before you are due to depart. On www.bergfex.com you will be able to see how many lifts will be open in your resort. If less than one third 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 2 January 2017 then you should look at the information for 28th and 29th of December. If you arrive on 2 January 2017 you need to submit the form before 23:59 on 29 December. If you submit this form later than this, you will not qualify for the Sunweb 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 4

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 5

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



Please note: Sunweb has a right to change these terms.