



Wens Chalets

Frequently Asked Questions

What is the advantage of our refund guarantee?

The advantage of having a refund guarantee is that your travel sum will be refunded if the area of your chalet is closed by a Covid-19 outbreak instead of one voucher as stipulated in the general terms and conditions.

For which event is the refund guarantee intended?

The refund guarantee is intended for the event that the local or national authority denies access to the area, where the accommodation is located, to tourists due to a Covid-19 outbreak.

Did you take out the warranty with us after 7 September 2020? Then the following supplement applies to this guarantee:

When the national authority of your country of residence decides to apply a negative travel advice to your destination, you may choose to rebook. If that's not possible, you'll receive a voucher which is valid one year after issuing the voucher.

When is decided if I can travel to my destination?

Since travel advice can regularly change, the determination to rebook or cancel is made within 48 hours before the start of your holiday. We'll follow the regulations made by the authorities of your country of residence.

What are the costs for this warranty?

The cost of this guarantee is € 35 per person per week or €20 per person per short ski. The warranty is only possible for the entire travel group and for the entire duration of the stay. Children until 11 years (at time of travel) receive 30% discount. Babies not older than 12 months are exempted.

Which elements are covered by this compensation?

The warranty applies exclusively to those elements mentioned on the booking confirmation, except for the administration fee, warranty cost and any further insurance costs. The compensation is limited to the total travel sum.

When will the warranty be taken out?

The guarantee can be taken out up to 5 working days after the final booking of the accommodation. This is to be concluded in writing. For last-minute bookings, the guarantee can only be booked at the same time as the final booking of the accommodation.

When does the guarantee have to be paid?

The compensation for this extra guarantee must be paid at the same time as the down payment. If this obligation is not met in time, we consider the warranty as not agreed.

What happens if I am on the spot and everything closes?

When a request is made to leave the area by order of the relevant authorities this warranty applies. The amount of the damage is calculated pro rata.

What happens if the damage can also be claimed elsewhere?

If you can recover the damage elsewhere from insurance / legislation and regulations, then the damage is not compensated by this extra guarantee.

How can you make a claim for damages?

You can submit your claim by email within 10 days of the original arrival date.

How is compensation paid?

The compensation will be transferred by bank after assessment of your request for payment.
The amount is transferred to the main booker.