



# 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 is to tourists due to a Covid-19 outbreak.

### 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. Babies not older are exempted for more than 12 months.

### 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 it will be 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.