

PIC NEGRE COVID GUARANTEE

BOOK YOUR SKI RENTAL EQUIPMENT, WITHOUT RISKS AND FEARS. THIS 2020-21 WINTER SEASON PIC NEGRE OFFERS YOU THE COVID GUARANTEE



WHAT IS THE COVID GUARANTEE? WHAT INCLUDES?

-The COVID guarantee is a benefit that we offer to all our customers that book through our website and that guarantees the 100% refund of your booking* in the following cases:

- a) In case you or any member of the booking is confined- because has resulted positive in a COVID test or because is considered person of a confirmed positive case.
- b) In case of regional lockdowns ruled by the local authorities that make mobility unfeasible.
- c) In case of border closure by one of the following countries- Spain/ Andorra/ France.
- d) In case of end of activity of the ski resort due COVID-19 measures.

(*) The products/ services that Pic Negre S.A, sells but aren't delivered by PIC NEGRE S.A- ski pass and insurance are ruled by the protocols of refund of the companies that deliver them.

WHEN APPLIES?

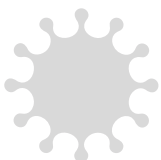
-The COVID guarantee due cases a) and b), can be requested until 24h before the starting date of the booking.

-The COVID guarantee due cases c) and d) applies also during the duration of the booking, being in this case the refund the proportional part of the booking not consumed.

HOW CAN I OBTAIN THE REFUND?

For having Access to the refund of the booking- totally or the proportional part, you will have to write and email to web@picnegre.com, detailing:

- Nº of voucher/booking
- Contact details (name, surname, phone number, mail)
- Reason for request of the refund



WE SINCERELY WISH YOU'LL NEVER NEED TO USE THIS GUARANTEE AND THAT WE'RE ABLE TO ENJOY OF YOUR VISIT TO ANDORRA AND TO OUR SHOPS HOPING YOU ENJOY OF THE SNOW EXPERIENCE.