

Invoice Requirements

1. The invoice should contain the following:

- Name of your company, Address, Country
- Contact details (Telephone number, Email address)
- BRN Number (Business Registration Number)
- VAT identification number (if applicable)
- BIC code of the bank (former SWIFT-code)
- IBAN number (EU countries) or Bank account number (for non-EU countries)
- Unique invoice number (numbered sequentially yearly)
- Invoice date

2. The invoice must be addressed as follows:

Sunweb Group GmbH
Schützengasse 11
CH-8001 Zürich
CHE-178.977.909 VAT number

3. Invoice line requirements:

- Our voucher/booking number (7 digits)
- Service start - and end date
- Name of main guest
- Clear description of the service(s)
- Price, quantity, duration of service
- Preferred currency signed symbols as: \$, £, € instead of USD, GBP, EUR and etc.

4. General invoice rules:

- Invoice needs to be in PDF-format (ONLY) and should be sent to pdfinvoice@sunwebgroup.com (other formats are not being read or processed)
- Each PDF should be open for capturing (not secured and/or zipped)
- Each invoice should be sent in a separate PDF file and should not exceed 5MB
- Any attachments should be included in the same invoice PDF file. Separate PDF attachment(s) will not be read or processed. (if applicable)
- Proforma invoices are not accepted
- Invoices should be issued and sent after arrival date
- Invoices cannot be processed if the invoice date is set in the future. Invoices must only be submitted with either current or past invoice date.
- Handwritten invoices are not accepted
- Invoices should be in the English language

In case of any invoice or payment related questions, please refer to our [FAQ](#) to find answers to the most asked questions.