GENERAL TERMS AND CONDITIONS

ESKIMOS Sports GmbH · Season 2026/27 · Status: November 2026

1 Reservation

Every reservation is confirmed by email and contains the exact details of your booking. If you do not agree with this, please let us know in writing within 24 hours. Otherwise the reservation is considered booked and is binding. These GTC are also deemed to have been accepted.

2 Payment

After receipt of the booking confirmation, the guest will receive the course confirmation and the invoice. Payment should be made immediately, but must be made no later than 30 days before the start of the course. If the booking is made less than 30 days before the start of the course, payment must be made immediately by bank transfer or credit card. For credit card payments on site, the 3% transaction fee is charged to the customer.

3 Rebooking

Booked lessons, events or courses can only be rebooked up to 30 days before the start of the course if capacity permits. The cancellation conditions apply to all rebookings made less than 30 days before the start of the course.

4 Cancellation

If a booking is cancelled, the following cancellation conditions apply:

- Up to 30 days before the start of the course: free of charge
- 14–30 days before the start of the course: 30% of the course price
- 7–13 days before the start of the course: 50% of the course price
- 0–6 days before the start of the course: 100% of the course price

We recommend taking out external cancellation insurance.

5 Course operation

The weekly group courses take place regularly with a minimum of 3 participants. If a course level is under-booked, the course takes place as follows:
With one person, the course is held as a discounted private lesson of 3.5 hours at the same course price. With 2 participants, the lessons are held for a total of 6 hours (Mon/Tue 2.5 hours and Wed 1 hour). The course times are always from 9.30 am. In consultation with the course participants, the missing person can be paid for with a 10% discount and the lessons are then held regularly.

If the Saas-Fee mountain railways open all pistes and lifts late or (have to) close them for the whole day, the following conditions apply:
If you are unsure whether the pistes are open, please contact the Saas-Fee mountain railways on +41 27 958 11 00. ESKIMOS cannot guarantee to reach all guests individually in the event of short-term closures. We are available at the office (Obere Dorfstrasse 62), at the ESKIMOS Meetingpoint Village and via WhatsApp (+41 78 612 81 24).
If the entire area is closed for the whole day, all group and private lessons for that day will be cancelled for safety reasons without refund. In the interests of our guests, we endeavour to reschedule lessons, but this cannot be guaranteed for capacity reasons and there is no legal claim. We again recommend taking out external cancellation insurance – **in case the ski area is closed, this can be purchased directly from the mountain railways or together with your ski ticket**. If the area opens late, all lessons start at the opening time of the first lift and run until the previously confirmed end of the lesson. The lost time will not be made up or refunded. As soon as a lift/piste is open, all lessons take place at the confirmed time. This applies to all private and group lessons at all levels.

6 Course participation and course changes

Booked group lessons are not transferable to other persons. In the case of private lessons, this is possible by arrangement. In group lessons, a guest can only change to a higher or lower level if confirmed by the supervisor. This must be evaluated depending on existing courses at other levels and the number of participants. It may not be possible to change courses during the low season or if there are no bookings for specific levels or age groups.

7 Late arrival of the guest

In cases of late arrival of the customer, supposedly bad weather or partially closed lifts, no compensation will be paid. Our instructors will not wait longer than 30 minutes after the start of the lesson at the meeting point. If the guest does not turn up within this time or inform the instructor or office, no refund or postponement will be made. Likewise, in the event of late arrival, a course always ends at the booked time, as no overruns are possible due to subsequent courses.

8 Refunds

Refunds are made in the event of accident/illness from the 2nd day. On presentation of a certificate from the village doctor, a voucher for 80% of the outstanding services (course time) will be issued (valid for 36 months from the date of issue). If lessons are cancelled due to force majeure such as storms, avalanche danger, etc., no refund will be made (see 5 Course operation).

9 Insurance

Insurance is the responsibility of the participants. We are not liable for accidents or their consequences that occur during lessons on or off the piste, in the freestyle park, at ski races or other ESKIMOS events.

10 Photographic material

During our lessons, we reserve the right to take photos for our brochures, posters, website or social media. If the guest does not agree to this, he/she must inform us in writing before the start of the lesson, but at the latest when the pictures/videos are taken.

11 Equipment

Sports equipment such as skis or snowboards is not included in the course price. You will receive a 15% discount from our partner Cesar Sports in conjunction with a booked lesson.

12 Lift tickets

A lift ticket is compulsory and is not included in the lesson price. It must be purchased before the start of the course.

13 Place of jurisdiction

The exclusive place of jurisdiction for legal action against ESKIMOS Sports GmbH is Visp.

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