

GENERAL TERMS AND CONDITIONS

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 terms and conditions are also considered accepted.

2 Payment

Upon 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. For bookings made 29 days before the start of the course, payment must be made immediately by bank transfer or by credit card. With credit card payments in the office the 3% transaction fee will be added to the clients bill.

3 Change of bookings

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

4 Cancellation

When canceling a confirmed course reservation (ski- and snowboard school, other sport activities) the following cancellation terms apply:

- No less than 30 days prior to course start: no payment required
- 14-30 days prior to course start: 20% of the course price
- 7-13 days prior to course start: 50% of the course price
- 0-6 days prior to course start: 100% of the course price

We strongly recommend to insure possible cancellation costs with an external cancellation insurance.

5 Procedure

The weekly group courses take place regularly with a minimum of 4 participants. If there is an under-occupancy in a course level, the course will take place as follows:

With one person, the course will be held as a discounted private lesson of 3.5 hours at the same course price. With 2 participants, the lessons will be held in a total of 6 hours (Mon/Thu 2.5 hours and Wed 1 hour). With 3 participants, the total duration is 9 hours (Mon / Tue / Wed 2.5 hours and Thu 1.5 hours). The course times are always from 09.30 am. In consultation with the course participants, the missing person can be paid for with a 10% discount and the lessons can be held regularly.

If the Saas-Fee mountain railroads open all slopes and lifts late or (have to) close them for the whole day, the following conditions apply:

If you are unsure about the opening of the slopes, please contact the Saas-Fee mountain railroads 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) as well as at the [ESKIMOS Meetingpoint Villlage](#) and via WhatsApp (+41 78 612 81 24).

If the entire area is closed for the whole day, all group courses and private courses will be canceled for that day for safety reasons without refund. In the interests of our guests, we will endeavor to reschedule courses, but this cannot be guaranteed for capacity reasons and there is no legal claim. We recommend taking out external cancellation insurance – **in the event of a ski resort closure, this can be purchased directly from the mountain railways or when buying your ski pass.** If the resort opens late, all courses will start at the opening time of the first lift and run until the previously confirmed end of the course. Lost time will not be made up or refunded. As soon as a lift/slope is open, all lessons will take place at the confirmed time. This applies to all private and group courses at all levels.

Translated with DeepL.com (free version)

6 Course participation and group changes

Booked group lessons are not transferable to other persons. For 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 student

In the event of the customer being late, 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 appear within this time or does not inform the instructor or office, there will be no refund or postponement. Likewise, in the event of late arrival, a course always ends at the booked time, as no overrun is possible due to subsequent courses.

8 Refunds

Refunds will be made in the event of accident/illness from the 2nd day. Upon presentation of a certificate from the village doctor, a voucher for 80% of the outstanding services (course time) will be issued (valid from the date of issue until the end of the current winter season). If lessons are canceled due to force majeure such as storms, avalanche danger, etc., no refund will be made (see 5 Implementation).

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 Visual 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, they 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 snowboard is not included in the course price. You receive a [15% discount](#) from our partner Cesar Sports in conjunction with a booked lesson.

12 Lift passes

A lift pass is mandatory and is not included in the course price.

13 Legal standing

All complaints against ESKIMOS Sports GmbH are subject to local law at the place of jurisdiction in Visp (Switzerland).