



## GENERAL TERMS AND CONDITIONS

### 1 Reservation

Every reservation is automatically confirmed by email, which includes the details of your booking. If you do not agree with some of the given details, we ask you to submit your correction, this needs to happen within 24 hours. If not, your course remains booked and binding.

### 2 Payment

After we received your reservation, you receive a booking confirmation and invoice. The payment needs to be done 30 days before the course starts. For a booking within 29 days before the course starts, we request a prompt bank transfer or a credit card payment.

### 3 Change of bookings

All booking (ski- and snowboard school, other sport activities) can only be changed by the guest at least 21 days prior to the start of the course and only if there is still capacity. For changes less than 21 days prior to the course start the cancellation terms apply.

### 4 Cancellation

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

- No less than 21 days prior to course start: no payment required
- 14-20 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 you to insure possible cancellation costs.

### 5 Procedure

The weekly group courses only take place with at least 4 participants. If a group course is under-subscribed, ESKIMOS will run the course as following: with 1 participant the course will take place, for the same group course price, as a private lesson on Monday morning or afternoon for 3,5hrs. With 2 participants the duration of the course will be a total of 6h (Mo, Tue 2,5h and Wed 1h), as with 3 participants the duration of the course will be a total of 9h (Mo /Tue/ Wed 2,5h and Thu 1,5h ). The lesson days and hours will be determined by the school management. ESKIMOS still reserves the right to, depending on the situation, reduce the course duration, cancel the course or run the full course at a surcharge. If a STEPS course is under-subscribed we will run the course as follow: with 1 participant the course will take place for the same group course price as a private lesson for 1 hour, with 2 participants the duration of the course will be 2 hours and with 3 participants the duration will be 3 hours.

If the lifts and slopes are closed for the whole day or need to be opened late for any reason the following terms apply: Call our hotline +41 78 612 81 24 and ESKIMOS informs all guests at 9.25 at the ESKIMOS meeting point Village. The guests inform themselves at one of the above mentioned information points.

If the lifts and slopes are closed for the whole day, all lessons will be cancelled out of safety reasons and no refunds are given.

If the Saas-Fee cableways open the lifts later than the course start, all group lessons will start at the time of the first lift and end at the normal confirmed ending time. ESKIMOS will not make up for the lost time and no refunds are given. The same applies for private lessons. As soon as one lift is open, all lessons (private or group lessons of all levels) start as previously confirmed by ESKIMOS.

## 6 Course participation and group changes

Booked group courses cannot be transferred to another person. However, private lessons can be transferred on individual agreement. All group changes have to be confirmed by the supervisor. It can happen due to low season or no bookings in certain levels, that changes are not possible.

## 7 Late arrival of the student

In the event that the student arrives later than the booked time of the lesson, also due to illness, allegedly bad weather or partly closed lifts or slopes, there will be no refund given and the instructor will not make up for the lost time. Our instructors do not wait longer than 30 minutes at the agreed meeting point after the starting time of the course.

## 8 Refunds

Refunds due to accidents and sickness are made after the second day in form of a voucher. A voucher of 80% of fee of the outstanding services (course time) will only be issued with a local doctor's certificate. The voucher is valid until the end of the current winter season. If a course is unable to proceed due to 'Act of God' such as storm or avalanche danger there is no refund. (see 5 Procedures)

## 9 Insurance

The participant is responsible for his/her own insurance. We will not be held responsible for accidents occurred during the lesson on or off the slopes, in the freestyle park, at the ski race or at any other ESKIMOS events.

## 10 Visual material

During our lessons, we may take photographs for publicity use in our brochures, posters, website, or social media. If you do not agree, you must notify this in writing before the start of the lesson, at the latest however, when the photos/videos are being taken/made.

## 11 Equipment

No equipment (ski or snowboard) is included in the course price.

## 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).

I, \_\_\_\_\_ have read, understood and accepted the GTC of the ESKIMOS Sports GmbH.

Place \_\_\_\_\_

Date \_\_\_\_\_

Surname/Firstname (block letters) \_\_\_\_\_