



TERMS AND CONDITIONS OF SALE

SWISS SKI SCHOOL VERBIER

1) Booking confirmation

Following your booking, you received a booking confirmation by e-mail. This confirmation as well as the booking number must be kept safe until your arrival in Verbier and presented at the ticket office to collect your lesson vouchers and bibs.

2) Collecting your lesson voucher and bibs

During the booking, if you have chosen the delivery option for lessons tickets and bibs, it is not necessary to come to our desk. You can simply present yourself the day of the lesson, the place and time are indicated on your ticket.

If you haven't chosen this option please come to our desk before classes.

3) Lift-pass

Your lift-pass is not included in the lessons that you have booked. You can collect your lift-pass at the Téléréverbier ticket offices or on our website <https://verbier4vallees.ch/en>

4) Modification or cancellation of booking

Any booking may be cancelled or modified **free of charge** up to 7 days prior to the start of the lessons at the latest.

Any modification or cancellation less than 7 days and up to 48 hours prior to the start of the lessons is subject to payment of **50% of the total cost**.

Any modification or cancellation **less than 48 hours** prior to the start of the lessons is subject to payment of **100% of the total cost**.

Lessons take place in any type of weather. Poor weather conditions are no valid reason for a cancellation or postponement of a lesson, as long as the Verbier Swiss Ski and Snowboard School is carrying out the lesson. No refund, postponement or compensation payments will be made.

5) Conditions applying for group lessons

- a. The duration of a group lesson is 3 hours. This includes getting to and back from the slopes, waiting time at lifts and cable cars and possible delays of participants.
- b. The size of a group lesson is limited to 6, 7 or 8 participants. This group size limit may be exceeded for the following reasons:
 - Participants joined a group that is not suited to their level
 - Certain participants making good progress or progressing too slowly
- c. We reserve the right to group different levels together at any time. If the minimum number of participants (4) is not reached, we will suggest a different course mode (e.g. reducing the number of teaching hours). These modifications do not entitle the participants to claim any reimbursement or compensation payment.

- d. Ski lessons take place in a special environment that can be unpredictable. Skiers and learners are personally liable for their own safety and the safety of others. The instructor's responsibility is limited to an obligation of means. The learners are obliged to follow the instructor's orders. The participants are solely responsible for their equipment (skis, boots, skiwear, helmet, goggles, sun protection).
- e. For group activities, the instructor is not obliged to wait for late arrivals.
- f. Group lessons are generally taught in French and/or English.
In a private lesson the instructor speaks the language requested by the client, subject to instructors' availability.

6) Accident and/or illness

ESS declines all responsibility in the event of an accident. Participants need to have their own insurance or take out an insurance at the ticket office.

a. **You can take out insurance at CHF 6 per day.**

Insurance will cover the following benefits:

- Refund of lift-pass
- Refund of ski lessons
- Refund of ski / ski equipment rental costs
- Refund of rescue costs
- Ambulance and helicopter transport costs

Without taking out this insurance, no refund will be made!

If you take out insurance when booking your lesson, you agree to accept the Terms & Conditions. In the event of accident or sickness, contact your insurance directly; they will make a refund on presentation of the relevant documents.

- b. The total cost for lessons is refunded in the event of **total closure** of the entire ski area. Total closure of the ski area means less than 5 lifts are operated during the whole day in the following three sectors together: Verbier, Savoleyres and Bruson.
- c. ESSV is not reliable in any case for the cancellation of a lesson that has been booked directly with the instructor.

7) Image rights

The customer gives the ESSV permission to publish or share photographs or videos taken during lessons.

This authorisation is valid for all uses (publications, on the ESS website, social networks).

If do not wish to give this permission, please inform the offices.