



TERMS & CONDITIONS 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) Ski-pass and equipment

Ski passes and equipment are not included in the price of lessons booked. Ski passes can be picked up at the Téléréverbier ticket offices or on the Téléréverbier website www.verbier4vallees.ch.

3) Modification or cancellation of booking

Any modification or cancellation can be cancelled or changed **free of charge up to 7 days before the start of the lesson.**

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 through all weather conditions. 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.

4) 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 guaranteed 100% in French. In a private lesson, the instructor speak the language requested, subject to instructors' availability.

5) Accident and health insurance

L'ESS declines all responsibility in the event of an accident. Participants need to have their own insurance or take out an Snowassist Insurance at our office. Snowassist insurance is not a cancellation insurance.

1. You can take out *SnowAssist insurance for CHF 6.00 per day : All [SnowAssist insurance terms and conditions](http://www.essverbier.ch/) are available at <http://www.essverbier.ch/> in the insurance section at the bottom of the page. **SnowAssist 1-day insurance covers assistance only** (piste rescue, transport, medical expenses, parts b and c). People who take out insurance at the time of booking accept the general conditions of this insurance. In the event of accident or illness, you must contact the insurance company directly with the original supporting documents.

a. Refunds

For the holders of a ski-pass of 2 days or more, Europ Assistance will reimburse on a pro rata basis and up to CHF 2`000.- per event and only upon presentation of the original documents: unused ski-pass, unused skiing lessons and unused rented skiing equipment.

b. Search and rescue costs

Europ Assistance will pay for the cost of search, rescue, and emergency assistance, on the skiable domain and on the open runs covered by the ski-pass and executed by the patrol team of the ski resort up to limit of CHF 350.- per event.

c. Costs for transport, medical expenses, and medical repatriation

Europ Assistance will pay for the cost of transport by ambulance, from the bottom of the ski runs to the nearest hospital, transport by helicopter (only flight to a Swiss hospital is covered), the emergency medical costs only in Switzerland, medical repatriation costs of the insured person to his usual place of residence, that as long as the beneficiary benefits of medical care. This guarantee needs to the prior agreement of Europ Assistance. The combined sum of the services lists above is limited.

2. 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.
3. Verbier Sport + is not reliable in any case for the cancellation of a lesson that has been booked directly with the instructor.

6) Image rights

The customer gives the ESSV permission de publish or share photographs or videos taken during lessons. This authorization is valid for all uses (publications, on the ESS website, social networks). If do not wish to give this permission, please inform the offices.