



## GENERAL TERMS AND CONDITIONS GLYCÉRINE SKI SCHOOL ANZÈRE

### 1- Booking

The total amount of the ski courses is due in order to confirm the booking. By your registration, you confirm that you are informed about, and that you accept, our Terms and Conditions. In case of non-compliance with the terms of sale, Glycérine ski and snowboard school Anzère reserves the right to allocate places on the course to other participants.

The price of the course does not include: ski-pass, rental equipment, insurance, accommodation.

### 2- Insurance

#### **NO REFUNDS WILL BE MADE BY GLYCÉRINE INTERNATIONAL SKI SCHOOL ANZÈRE.**

Make sure you have adequate insurance cover or subscribe while you buy your ski pass at TéléAnzère.

This insurance offers refund on ski pass, ski and snowboard lessons and equipment rental in case of illness, accident, or lifts closure.

Glycérine ski and snowboard school in Anzère disclaims any responsibility in case of accident during instruction, mountain guiding or other activities (Airboard, skinning and others) organized by Glycérine. The persons participating to the courses offered by Glycérine are not covered by the ski school insurance. Each customer must insure himself against the risks inherent in this type of sport.

Skiing, snowboarding, skinning, télémark, Airboarding is a high-risk activity.

### 3- Cancellation

#### **For any cancellation within 48 hours of the lesson, Glycérine ski school Anzère shall be entitled to retain the agreed price.**

Glycérine snow sport school may be notified of a possible cancellation by post, email or telephone at least 15 days prior to the lessons. In this case the overall amount shall be reimbursed, excluding a handling fee and credit card charges incurred by the customer.

For any cancellation provided within 15 days prior to the course, Glycérine ski and snowboard school Anzère reserves the right to retain 50% of the amount paid.

A ski course, private tuition, group lesson may not be cancelled or refunded due to the injury or sickness of a particular ski instructor. In such case Glycérine ski school to provide a replacement.

### 4- Reimbursement

While purchasing your ski pass, opportunity is given to you to take an insurance to cover accident or ski lifts closure. Not taking out this police insurance is your choice.

Difficulties or delays affecting the ski lifts shall not provide an entitlement to a reduction of the course price. **Therefore, Glycérine ski and snowboard school cannot be liable and will not proceed to any refund.**

### 5- Liabilities



The customer shall not be reimbursed for any unutilized service.

Moreover, Glycérine ski school does not assume any responsibility for situations caused by force majeure or third parties.

#### 6- Group courses

Children are required to assemble 5 minutes prior to the ski or snowboard class. If the participant does not appear within the following 5 minutes and is unable to participate in the lesson for this reason, this shall be his fault. The customer shall not be reimbursed due to him missing the course.

Glycérine reserves the right to cancel any group lesson that has an insufficient number of participants or may propose you to pay a supplement. Minimum required for ski and snowboard group lesson is 2 participants.

We draw your attention to the fact that photos and videos can be taken during the course and posted on social media.

#### 7- Private lessons

The participant must present himself at the starting time at the agreed location. If the start of the lessons is delayed due to the participant's delay, the lessons will still finish at the confirmed time, the lessons will not be pushed back. Glycérine's instructors will wait for you for 30 minutes. If the client has not called the Glycérine office or the instructor to inform about the delay, the instructor is entitled to leave, after the fore mentioned 30 minutes and the customer shall be liable for full payment.

It is customary for clients to pay for the instructor's lunch when having booked full day private lessons.

Glycérine International ski school Anzère is insured in public liability insurance for an amount of 10'000'000 CHF.

The court of Sion, Valais, Switzerland, shall have competence in case of any legal disputes.

Please feel free to contact us if you need any help in the understanding of these business policy, by email or phone on +41 27 398 40 44.

Anzère, the 1st of December 2023