



## GENERAL

**These terms and conditions apply to all transactions regarding lessons and services offered by the Ecole Suisse de Ski of Grimentz-Zinal (ESS Grimentz-Zinal).**

This document is available on our internet sites as well as our offices and the online sales platform.

The total amount for our services will be required to finalise your booking, be it through our online platform or directly at the front desk of our offices in Grimentz and Zinal. The payment will therefore validate your registration.

## TERMS OF SERVICES

The services offered by the ESS Grimentz-Zinal have a fixed cost.

Our work is done with passion and pleasure ; negotiating prices is not permitted. Each service is always paid the displayed price.

The services and lessons that have been confirmed are only valid for the dates and hours that appear on the booking of the ESS Grimentz-Zinal.

A lesson cannot be refunded or exchanged due to the lateness of a client to the beginning of a lesson. The lessons will take place regardless of weather conditions. The meteorological conditions cannot be used as a pretext to cancel or reschedule a lesson, provided that the activity is maintained by the ESS Grimentz-Zinal. No refunds, rescheduling or compensation is ever due for this reason.

## BOOKING

During the season, our staff will do its utmost to satisfy your expectations with the places that are available.

During peak season, we recommend reserving lessons minimum one month ahead of time.

Instructors will not be assigned to specific clients, except for special cases. The ESS Grimentz-Zinal reserves the right at any moment to modify the booking for organizational reasons.

No bookings can be made via telephone.

Bookings are made via E-mail or through our online sales platform "Swiss ski school". A 48h waiting period is in effect for bookings made online.

When reserving by internet or by mail, the confirmation of your booking can be asked of you, please keep a copy of it on your portable phone.

## PRICES

At the ESS Grimentz-Zinal the prices are displayed and respected.

The school reserves the right to modify at any time its prices. The prices per person include taxes and are in Swiss Francs (CHF).

The prices of group lessons is a package deal offering 5 days for the price of 4. The client can therefore not claim a refund or ask to displace one of the days on a booking of a group lesson.

## ONLINE DISCOUNT

We offer a 5% discount on all bookings made through the online platform. All bookings made directly at the front desk or by mail forfeit any discount.

## MODIFICATION OF BOOKINGS / CANCELLATION

Any booking may be terminated or modified 7 days before the start of the lesson, free of charge, with or without the insurance ESS COURS PROTECT.

In the event of termination or modification for any reason or incident independent of the wishes of the company and that don't appear on these terms and conditions, the ESS Grimentz-Zinal is not obliged to reimburse the services to the client.

## ESS COURS PROTECT

For those who have taken the additional cancellation insurance ESS COURS PROTECT, the ESS Grimentz-Zinal will commit to replacing the lost hours a client has had during their stay, to the extent of the clients availability and in event of not finding one, providing a refund in accordance with the terms and conditions stated below.

### CANCELLATION - WITH INSURANCE

The insurance ESS COURS PROTECT, available with every purchase of a lesson, guarantees the replacement of a lost lesson or a refund of the paid amount based on the prorata-temporis and under the conditions of Swiss insurance contract law (LCA).

**In the event of accident or illness**, validated only with a medical certificate.

**In the event of a complete shutdown of the Griment-Zinal** ski area and its facilities

### CANCELLATION - WITHOUT INSURANCE

*Cancellation in the event of illness or accident is valid with a medical certificate.*

Cancellation of a lesson during the week before the date but maximum 48h before **will require a forfeit of 50% of the amount due.**

Cancellation of a lesson less than 48h before **will require a forfeit of 100% of the amount due.**

**In case of cancellation of a group course during the course week**, an entry fee equal to the daily rate will be automatically deducted from the total amount of payment before the remaining amount will be refunded prorata temporis.

## REFUNDS

The prorata-temporis refund under the aforementioned conditions is made on the net amount paid by the customer, after deduction of the amount of the cancellation insurance and the 5% reduction in the case of a booking made online.

## ADDITIONAL - General conditions LCA ESS

### ESS COURS PROTECT

The general conditions of the ESS COURS PROTECT additional insurance is an integral part of the contract.

## LEGAL FORM

The parties will endeavour to amicably resolve any differences that may arise in the execution of the contract.

For any disputes arising in connection with the services offered by the Swiss Ski School Grimentz-Zinal, and if no settlement between the parties can be found, Swiss law solely applies to this contract.

The exclusive legal venue of the Swiss Ski School Grimentz-Zinal is in Sierre.



## COURSE REQUIREMENTS

### SKI LIFT PASSES

Ski lift subscriptions are not included in our prices. Please bring the right passes for you and your children.

### SNOW EQUIPMENT

We do not provide any equipment. Please contact the relevant sports shops. ESS Grimentz-Zinal does not accept responsibility for the reliability of the equipment of the participants.

### ACCIDENT & CIVIL LIABILITY INSURANCE

As a student and a client of our school, you accept the risks involved in snow sports. Accident and civil liability insurance are the responsibility of the participants. ESS Grimentz-Zinal declines all responsibility in the event of an incident or accident.

### TORCHLIGHT DESCENT

The torchlight descent is reserved for people with a good level of skiing (Red Star). Children are the responsibility of their parents throughout the descent.

Each participant is insured by his own means and ESS Grimentz-Zinal can in no way be held responsible for an inappropriate use of the torches or for any other damage or accident occurring during the descent.

## THE ESS FOR TODDLERS

### Daycare on the slopes in Grimentz from 2 years old completed

Our staff takes care of children upwards of 2 years of age.

The nursery is located at Bendolla at the top of the Grimentz cable car. It welcomes children from 10:00 to 16:00 except during low season periods, during which, times may vary. The rate is set by the hour and the amount is paid in cash directly on site.

During peak periods, ESS Grimentz-Zinal has greater limitations on private lesson hours available for booking and has a quota on the amount of students for its group lessons due to the higher demand.

## GENERAL COURSES

During peak periods, ESS Grimentz-Zinal has a limited number of private lessons and, due to high demand, sets up a student quota for group lessons.

### REGISTRATION

When registering for a private lesson, we would like to draw your attention to the fact that participants must be in the same age group and of a similar level. When registering for group lessons, only the color of the League counts.

### TIMETABLE

The instructor is not required to wait for latecomers, nor to adapt the class schedule accordingly.

The time to ascend up the ski lifts as well as the waiting time for their departures are an integral part of the lesson.

During peak season, the wait for the departures of the ski lifts may be longer. We do our best to avoid these inconveniences, but we can in no way be held responsible.

### MEETING POINTS

**All private lessons from 09:00** start from the departure of the Grimentz cable car or from the Zinal cable car.

**From 10:00**, the start of lessons can be found :

For **Grimentz - at Bendolla** (at the top of the cable car)

For **Zinal - at Sorebois** (at the intermediate cable car stop).

Participants are requested and held responsible for arriving on time at the designated meeting points.

## LESSON POLICY

### We welcome children:

**Upwards of 3 years old** in ski lessons in the snow garden or in private lessons.

**Upwards of 8 years old** in snowboard lessons in group or private lessons.

### SNOWGARDEN

The two snow gardens in the Grimentz and Zinal sectors are secure spaces supervised by our instructors.

The **Grimentz Snowgarden** has a permanent instructor in place 7 days a week from 10:00 to 12:45 and in peak season also from 13:30 to 14:45.

Its flat-rate, per day or per week, is to be paid in full, even if the child only participates in the course for half a day or even for only one hour per day.

The **Zinal Snowgarden** has a permanent instructor in place 7 days a week from 10:45 - 12:45. The service during the week is a block course of 4 or 5x2 hours.

### GROUP LESSONS FOR CHILDREN - SKI | SNOWBOARD

On Mondays, in order to ensure a good distribution within the groups, it is possible that the lessons start a little late and that the maximum number of participants is exceeded.

Group lessons last 145 mins. However, minor changes may occasionally occur in special cases due to weather conditions or during incidents. We thank you for your understanding.

The group lesson must be followed for a minimum of 4 days in order for the learning to be validated (booklet and medal). We welcome participants from Monday or Tuesday to Thursday or Friday. No more registrations are possible from Wednesday onwards. The group course cannot overlap two weeks.

### COMPOSITION OF CLASSES

As much as possible **in group lessons of ski and snowboard**, we create small homogeneous classes. We group students by level, language and age. But we may not always be able to respect this rule.

We do our best to rectify significant differences during the week. We thank you in advance for your understanding.

### DISTRIBUTION

When a booking is made in a level not suited to that of the child, ESS Grimentz-Zinal reserves the right to move the pupil to the lesson that perfectly corresponds to his or her level, within the limit of available places.

The customer cannot claim any refund or compensation for these changes.

### DURATION OF GROUP LESSONS

If a class does not meet the minimum number of participants, the lesson duration is reduced as it becomes the equivalent of a semi-private or private lesson.

*ESS Grimentz-Zinal reserves the right to reduce the duration of the original course of 5 x 145 mins. according to the grid below:*

**1 - 2 participants** 5x75 min.    **3 - 4 participants** 5x115 min.

### PRIVATE LESSONS

ESS Grimentz-Zinal commits to honour the type of service reserved by the client, but no instructor is assigned to him definitively. Private lessons are only confirmed after payment. 4 participants cannot be exceeded in order to guarantee priority passage through the ski lift queues.

### INSTRUCTOR ATTRIBUTION

ESS Grimentz-Zinal reserves the right to change the instructor without notice if the booking is only for a single period of 75 min. or for any other organizational reasons.

### ALL-INCLUSIVE BOOKINGS

To guarantee having the same instructor, booking multiple lessons takes precedence over a single lesson.

Consecutive bookings of 5 x 75 min. and 5 x 145 min. with the same schedule have priority. These flat-rate offers cannot be separated; in this case, no guarantee of having the same instructor is possible and the flat rate can no longer be applied.

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