



General Terms and Conditions

THE COMPANY - CONNECT SNOWSPORTS - IS A TRADING NAME OF REGISTERED LIMITED COMPANY CONNECT EXPERIENCE GMBH ("THE COMPANY"), CHE-347.711.104

1. Making a Booking

All bookings are made with CONNECT Experience GmbH (CE). No contract exists until CE has received full lesson fees. The person reading the General Terms and Conditions declares that he/she has the authority of the party member (and when party member is under 18, the authority of a parent or legal guardian) to contract CE on behalf of said party member on the basis of these conditions and have agreed to be bound by them. No additions, deletions, or adjustments may be made to these conditions apart from in writing by the CE director.

2. Payments, Cancellation and Refund Policy

In the event of cancellation, reimbursement will be calculated as a percentage of the total cost of all products booked, as follows:

- Cancellation 14 days or more prior to the commencement of the first day: 100%
- Cancellation 7 to 13 days prior to the commencement of the first day: 50%
- Cancellation less than 7 days prior to the commencement of the first day: No refund.

Partial or full resort closure due to adverse weather conditions or breakdown of mechanical installations (or other incidents beyond our control) will not result in any lesson refund.

Cancellation due to injury or sickness will not be refunded. Clients are advised to take out suitable insurance to cover them in the case of cancellation.

3. Events beyond CE's control

No reimbursements will be made for late arrivals or early departures. Natural disasters, closing of airports, technical problems, threat of war, transportation accidents, fire, bad weather or any other events beyond the control of CE that may affect the running of the programme, will not be the responsibility of CE. If CE decides that the lesson cannot be run, we will refund the total amount of money received. If the participant decides on his/her own not to attend, even though it will normally run, that participant cannot claim any refund.

4. Liability

It is not possible for CE to be responsible for any service not directly under our control, such as, but not limited to, ski lifts, airlines and world events. Accordingly, CE will not be responsible for any additional expenses, distress, disappointment, loss, damage, injury, accident, delay, inconvenience or irregularity resulting from the act of any other company, firm or persons, unless caused by either the proven negligence of or lack of diligence by CE. Any claims with respect to such matters must be made against the appropriate principal.

5. Adverse Weather Conditions

CE cannot be held responsible for adverse weather conditions that negatively affect the participants' ability to participate in activities. If CE considers weather conditions to be hazardous, activities may be curtailed or cancelled. If activities are cancelled, we will endeavour to find alternative suitable activities.

6. 3rd Party Liability Insurance

CE has a 3rd Party Liability Policy with Zurich Insurance. This provides indemnity in respect of legal liability to pay compensation for accidental injury to 3rd parties or accident loss or damage to their property.

7. Promotional Materials

CE reserves the right to use any photographs or work by participants on its website and publications.

8. Cancellation or modification of programmes

CE reserves the right to cancel or change any programmes because of insufficient number of participants or any other reason beyond its control. If this rare event occurs an alternative lesson date or full refund will be offered.