



GENERAL TERMS AND CONDITIONS

- Unless expressly agreed otherwise, these General Terms and Conditions apply to all transactions between the ski school Schlern 3000 and the customer. The object of the company is the operation of a snow sports school. This includes, in particular, services such as teaching the skills and knowledge of snow sports, without guaranteeing a specific training success, as well as guiding and accompanying during snow sports.
- Bookings paid for online are regarded as firm, confirmed reservations.
- The use of the lifts is not included in the cost of the lessons. The ski school Schlern 3000 does not provide any compensation for lost lesson times due to breakdowns of the cable car and lift facilities.
- All information - in particular price lists of the ski school Schlern 3000 on the Internet, in brochures, advertisements or other information media - are non-binding for the ski school Schlern 3000. The ski school Schlern 3000 reserves the right to make changes at any time.
- If the participant makes registrations for other persons (e.g. children, friends, etc.), he/she is responsible for their contractual obligations as for his/her own obligations.
- The ski school Schlern 3000 accepts no liability for accidents that occur during lessons.

- **Booking and deposit:**

We request a deposit for the booking of our services, which has to be paid within the given date. If the deposit is not paid within the given date, the booking will be dismissed automatically.

By paying the deposit the customer confirms that the booking is correct.

- **Payment and course ticket:**

The payment of your booking has to be made **at least 24 hours before** the booked services start. Only by handing out the ticket to your instructor you are entitled to participate at the courses.

Every course or lesson directly booked at the ski school offices have to be paid upfront.

- **Duration of courses:**

Group lessons will end 10 minutes prior because of organization. For 1 hour of private lessons, we intend a duration of 55 minutes.

- **Cancellation, Discontinuation, interruptions and refund of lessons and courses:**

- EARLY CANCELLATION

- If the cancellation is made **within 10 days before** the start of the booked services, the client receives 100 % of the paid deposit, minus 10,00€ administration fee.
 - If the cancellation is made **within 2 days before** the start of the booked services, the client receives 50 % of the paid deposit, minus 10,00€ administration fee.
 - If the cancellation is made **later than 48 hours before** the start of the booked services, the client receives no refund of the paid deposit.

- FORCE MAJEURE

- In case of force majeure (ex. illness, accident, closure of the borders) the booked services can be cancelled for free, and the client receives a total refund, minus 10,00€ administration fee.
 - For a refund regarding illness, Covid- 19 infection or accident, we request a certificate handed out by an official (local) tourist doctor.
 - Generally, our instructors operate in any meteorological conditions and the booked lessons could be cancelled only, If the mountain railway stops their service or the instructor doesn't suspect that it is possible to continue with the lessons. In this case the lessons, which were not passed, will be refunded (minus 10,00€ administration fee).
- CANCELLATION ON SPOT
- The paid lessons can only be moved with the director's authorization.
 - The paid lessons can be moved free of charge within 24 hours before the start time. In this case the ski school preserves all rights to change the time of the lessons.
 - If the paid lessons are cancelled later than 24 h before the start time, the amount will be refunded (minus 10,00€ administration fee) only if the lessons will be resold.
 - The calculation of the refund for group courses is based on the price list of the ski school. Paid amount, minus the cost of the participated days.
 - If there are less than 6 persons participating at the group lesson, the ski school preserves all rights to modify the weekly program.
- EXCLUSIONS FOR REFUNDS:
- The ski school Schlern 3000 does not provide for refunds in the following cases:
- a. Cancellations at short notice (48 hours before the start of lessons) without a valid reason
 - b. Cancellations at short notice due to illness without a medical certificate
 - c. If the customer is late
 - d. If the services offered are not satisfactory
 - e. Lessons booked on the wrong date or booking confirmation not checked.

The whole ski school team welcomes all our guests and wishes you nice days on the snow!

OFFICE HOURS (06.12.24 – 06.04.2025): 08.00 – 17.30

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