

Optimum Snowsports Terms & Conditions

We advise all customers to read our terms and conditions prior to booking any lessons.

1. A 20% deposit required upon confirmation of lesson bookings. Optimum Snowsports accepts payment in Swiss Francs with credit cards (Visa, Mastercard and Maestro) . Payments are made payable to Optimum Snowsports GMBH: and can be paid by Cash (Swiss Francs or Euros), Bank transfer or credit card.

2. Optimum Snowsports will produce written confirmation of the details regarding the booking either by fax or email, confirmation of dates, lesson type, duration and prices. The confirmation fax or email is your booking receipt.

3. **Lesson Cancellation Policy**, lessons cancelled over 7 days prior to commencement receive a full refund, cancellations between 7 days and 2 days prior to commencement, the 20% deposit paid at time of booking will be withheld. Cancellations made less than 24 hours before will be charged at the full price of the lesson booked. This must be done in writing by email or phoning directly to Optimum Snowsports office. Any cancellations due to medical reasons will be refunded in full with the presentation of a valid medical certificate.

4. All group lessons require a minimum of 3 participants to run for the full 3 hour duration. If there is only 1 participant in the class it will run for 1.5 hours each day and if there are 2 participants the class will run for 2 hours each day.

5. All customers are asked to come adequately dressed for the mountain environment e.g.: hat/helmet, goggles, gloves, warm waterproof snowsports winter clothing.

6. Although all our instructors are trained in first aid, each client involved in lessons is responsible for his or her actions on the mountain and Optimum Snowsports takes no responsibility for careless or reckless behaviour resulting in accident or injury whilst in the care of our instructors.

7. Optimum Snowsports strongly advises that all customers have adequate insurance against accident and injury. Optimum Snowsports take no responsibility for anyone who does not have insurance and is involved in an accident or sustains an injury whilst involved in an Optimum Snowsports lesson.

8. Optimum Snowsports takes no responsibility in the eventuality of missed flights, connections or mountain closure due to bad weather conditions and actions by third parties. Refunds unfortunately cannot be made.

9. All children enrolled in Optimum Snowsports Kids Club lesson must wear a helmet at all times whilst skiing or snowboarding.

10. In case of accident, the company's liability is limited to the conditions of its insurance contract.

11. The instructor of any Optimum Snowsports lesson has the right to refuse to instruct any person who is thought to be under the influence of alcohol or drugs and/or whose behavior is considered to pose a threat to the instructor, other clients or any other mountain user.

12. None of the above can affect the consumers' statutory rights.

13. The email confirmation sent by Optimum Snowsports will be the clients receipt. The bearer of a receipt implicitly accepts these general conditions.

14. Optimum Snowsports takes no liability if the customer fills in the booking form incorrectly.

15. Optimum Snowsports reserves the right to change lesson times in the resort and will inform the customer by e-mail, fax or telephone call.