



General terms and conditions of sale

Ultimate Ski School Sàrl

1. General terms and conditions

1. 1.1 Scope of application

These general terms and conditions of sale apply to all transactions and contracts concluded between the following company of Ultimate ski school: Ultimate ski school Sàrl and the customer on the other hand.

1.2. Prices

All prices are quoted in Swiss francs and include value added tax (VAT). Ultimate ski school reserves the right to adjust or change prices and specifications at any time.

1.3 Payment methods

Ultimate ski school accepts the following means of payment: cash: Swiss Francs ; credit cards: Mastercard, Visa , Maestro, V-Pay.
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2. Ultima Snow Sports School 2.1. Scope of activity

Ultima ski school Sàrl operates a snow sports school (Ultimate ski School), which mainly provides ski and snowboard lessons to adults and children of all ages by means of private and group lessons and guides.

2.2. Booking

The client can book a lesson or a guiding session directly on our website www.ultimate-swiss.ch or with one of the many other booking points (a hotel, the rental agency of the flat or chalet, a partner (such as OxfordSki, Ski Bro...) or a tour operator).

2.3 Conclusion of the contract

A booking for a lesson or guiding becomes binding for the client as soon as the booking office of Ultimate Ski School has confirmed the booking to the client. If no other agreement has been made, Ultimate ski school will request a prepayment as a guarantee for the booking. The reservation is only considered confirmed when the prepayment has been received.

2.4. Lift ticket

The price of the lift ticket is not included in the price of the lesson.

2.5. Lesson

2.5.1 Group lessons for children

The minimum number of participants in a group lesson is 2 children. Group lessons start on Monday and last until Sunday. Group lessons can be booked for five half days or five full days. If necessary, the Booking Office can confirm whether the start of a group lesson is possible on another day of the week or whether the group lesson can be finished earlier. The booking office is responsible for the allocation of children to a group and the assignment of the responsible instructor. The Ultimate ski School reserves the right to cancel group lessons if the minimum number of participants is not reached, to merge different groups or to adapt the number of lessons. The Ultimate ski school always aims to find the best solution for the client.

2.5.2. Private lessons

Private lessons can be booked by the hour, half day or day. The booking office assigns the instructor responsible. The booking office will take the client's preferences into account as far as possible. Ultimate ski School reserves the right to change the instructor if this is necessary for operational reasons.

2.5.3. Operation

Ultimate Ski School reserves the right to cancel or interrupt lessons if the nature/weather conditions or other circumstances (such as force majeure, official measures, suspension of cable cars and/or lifts) so require. In this case, the client is entitled to a refund of the lessons that could not take place (see article 2.8 below). If the customer so wishes, and if operationally possible, the lessons can be arranged at a later date.

2.6 Guarantee

The instructor defines with the client the steps and the desired success, which depend on the client's prior knowledge and skills. The Ultimate Ski School cannot guarantee a particular learning success.

2.7. Cancellation

High season:

A confirmed booking must be cancelled by the client at least 72 hours before the start of the first booked lesson with the Reservation Office, by telephone or by e-mail to info@ultimate-swiss.ch. If the client cancels a booking less than 72 hours before the start of the first booked lesson, if the client does not start a lesson, if the client is more than 30 minutes late in starting the lesson, or if a started lesson has to be interrupted for reasons for which the client is responsible, the client must pay for the lesson in full.

Low season:

A confirmed booking must be cancelled by the client at least 15 hours before the start of the first booked lesson with the Reservations Office, by telephone or by e-mail to ultimaskischool@gmail.com. If the client cancels a booking less than 15 hours before the start of the first booked lesson, if he/she does not start a lesson, if he/she is more than 30 minutes late in starting the lesson, or if a lesson started must be interrupted for reasons for which the client is responsible, the client must pay for the lesson in full.

2.8. Reimbursement

2.8.1. Full refund

Ultimate Ski School will give the client a full refund for paid lessons that have not taken place in the following cases

- a) in the event of a valid cancellation (see article 2.7)
- b) in the event of cancellation due to accident or illness, upon presentation of a medical certificate from a local doctor.

2.8.2 Partial refund

In the event of cancellation by the Ultimate Ski School (see Article 2.5.3), the Ultimate Ski School will refund the client for any lessons paid for but not taken, less a 20% administration fee (up to a maximum of CHF 500.00).

2.8.3. No refund

In the following cases, paid lessons will not be refunded

- a) in case of irregular cancellation (see article 2.7.) ;
- b) for the reasons listed, which are the responsibility of the client (see article 2.7.).

2.8.4. Refunds

The same payment method used for the booking will be used for the refund.

2.9. Liability

Ultimate ski school accepts no liability for accidents during the lessons given by the Ultimate ski School instructors. It is the responsibility of the client to take out appropriate insurance.