



ESS LA TZOUMAZ-SAVOLEYRES GENERAL TERMS AND CONDITIONS

GENERAL INFORMATION

This document governs the General Terms and Conditions applicable to all services provided by the Swiss Ski and Snowboard School La Tzoumaz-Savoleyres. This document is available on our website, booking platform and at our sales office.

RESERVATIONS

A reservation is only valid if it has been fully paid before the start of the activity. Otherwise, the lesson cannot be held and no refund will be granted.

PRICES

All prices are expressed in Swiss francs (CHF) and include all taxes.

MODIFICATION OR CANCELLATION OF A RESERVATION

Reservations may be modified or cancelled up to one week before the start of the service.

For any cancellation less than 24 hours before the start of the lesson, the full amount is due.

For any cancellation between one week and 24 hours before the start of the lesson, 80% of the amount is due.

Modifications will be made where possible but do not entitle the customer to a refund or postponement in the event of a reduction in the service.

Lessons take place in all weather conditions and are held regardless of weather. Bad weather does not entitle the customer to any refund or postponement. If all ski lifts in the 4 Vallées area are closed, the lesson may be postponed.

Upon presentation of a medical certificate confirming the participant's incapacity, the lesson may be partially refunded or postponed.

SKI PASS / LIFTS

The ski pass is not included in the lesson price and must be valid before the start of the lesson.

EQUIPMENT

Ski, snowboard and protective equipment are not included in the lesson price and must be provided by the participant. If the equipment is unsuitable, defective or incorrectly adjusted, the instructor may refuse to conduct the lesson. In this case, no refund or rescheduling will be granted.

GROUP LESSONS / SUMMER ACTIVITIES

The duration of the service includes travel time, waiting time at lifts and possible delays of participants. The minimum number of participants is 3 (4 in summer). If this number is not reached, an alternative

solution will be offered. If the alternative solution is not accepted, no refund or postponement will be granted.

INSTRUCTOR RESPONSIBILITY

Mountain sports are risk sports. The instructor has an obligation of means but not of results.

ACCIDENT

ESS declines all responsibility in the event of an accident. Each participant must have their own insurance coverage.

RIGHT TO IMAGE

Participants agree that photos and/or videos taken during lessons may be used by ESS La Tzoumaz-Savoleyres, unless explicitly stated otherwise.

“ESS-PROTECT” INSURANCE

Optional insurance to cover booked lessons in case of accident, illness or complete closure of the ski area. Premium: CHF 5.– per day per person.

COVERED SITUATIONS

- Accident or illness (upon presentation of a medical certificate only)
- Complete closure of the ski area (100% of lifts closed)

REFUND

Refunds or replacement of missed lessons are calculated on a pro rata basis and must be requested directly from ESS La Tzoumaz-Savoleyres.

LEGAL BASIS

This contract is governed by Swiss law. Place of jurisdiction is Siders (Sierre).

EXCLUSIONS

Any situation not mentioned above is excluded from coverage, in particular cases involving alcohol or drug abuse, intentional acts, gross negligence or deliberate violation of prohibitions.