



GENERAL TERMS AND CONDITIONS : SWISS SKI SCHOOL VERBIER

1) PURPOSE AND SCOPE

These General Terms and Conditions govern the services offered by the Swiss Ski School Verbier (ESSV). They apply to bookings made with ESSV, including private lessons, group lessons and other activities offered by the school, unless specific provisions are communicated at the time of booking. They form an integral part of the contract between the client and ESSV. By making a booking, the client acknowledges having read and accepted them. The applicable terms and conditions are those in force at the time of booking.

For any questions regarding a booking, ESSV can be contacted using the following contact details:

Swiss Ski School Verbier
Rue de Médran 41
1936 Verbier, Switzerland
Tel. : +41 27 775 33 63
E-mail : info@essverbier.ch
Website : www.essverbier.ch

2) BOOKING CONFIRMATION

The booking is confirmed when ESSV sends a confirmation email. The client is asked to check the information in this confirmation and report any errors or omissions without delay.

3) SKI PASSES AND EQUIPMENT

Ski passes and equipment are not included in the lesson price. Ski passes must be purchased from Téléverbier ticket offices or via <http://www.v4v.ch/>. Each participant must have equipment suitable for the activity booked. Participants are solely responsible for their equipment (skis, boots, clothing, helmet, goggles and sunscreen).

4) PAYMENT FOR LESSONS

Payment may be made in full at the time of booking or, where offered by ESSV, the booking can be confirmed by paying a deposit. In the latter case, the balance must be paid no later than 7 days before the booking begins.

For bookings made less than 7 days before the service begins, the full amount must be paid at the time of booking.



5) BOOKING CHANGES OR CANCELLATIONS

a) Cancellation by the client

Any cancellation by the client must be communicated to ESSV in writing. Cancellation fees are calculated on the price of the cancelled service, according to the following cancellation policy:

- 7 days or more before the service begins: no cancellation fee.
- Less than 7 days but at least 48 hours before the service begins: 50% of the price of the cancelled service.
- Less than 48 hours before the service begins: 100% of the price of the cancelled service.

These time limits are calculated based on the start date and time stated in the booking confirmation.

b) Failure to attend

If a participant fails to attend a booked service without cancelling within the time limits set out above, the full amount remains payable and no refund will be granted.

c) Weather conditions

Lessons go ahead when weather and safety conditions allow ESSV to provide the service.

If conditions prevent the service from being provided safely, ESSV will inform the client of the available options in accordance with these General Terms and Conditions.

d) Cancellation or inability to provide the service by ESSV

If ESSV cancels a service or is unable to provide it, it will inform the client and, depending on the circumstances, offer an alternative or a refund for the service not provided.

e) Closure of the ski area

If lift facilities are closed or opening hours are reduced for reasons beyond the operating companies' control (including natural hazards, weather conditions or pandemics), ESSV applies the same non-refund principle as that set out in Téléverbier's general terms and conditions.

However, in the event of a complete closure of the ski area, ESSV will refund the affected lessons in full.

For the purposes of these terms and conditions, a complete closure means that fewer than five ski lifts are operating throughout the entire day across the combined Verbier, Savoleyres and Bruson sectors.

f) Bookings made outside ESSV's booking system

Services booked and paid for directly with an instructor, outside ESSV's booking system, are governed by the agreement made with that instructor. The client must contact the instructor concerned directly with any cancellation or refund request.



6) SPECIFIC CONDITIONS FOR GROUP LESSONS

a) Duration and timetable

Lesson duration and times are those of the package booked and are stated in the booking confirmation. Lesson time includes travel necessary for the activity and any waiting time at ski lifts. The instructor is not required to wait for late participants. Time lost due to a participant's late arrival cannot be made up.

b) Group formation and adjustments

Group lessons are organised into groups whose maximum size depends on the package and skiing level concerned. To ensure appropriate instruction, ESSV may adjust group composition according to participants' ability, progress and the number of bookings.

c) Insufficient number of participants

If the minimum of four participants required to run a group lesson is not reached, ESSV may offer to combine participants with another group, adjust the lesson timetable or duration, or provide another appropriate solution. Any substantial change to the service will be communicated to the client, together with any implications for the price or refund options.

d) Skiing ability

Participants must choose a lesson that matches their actual skiing ability. If the stated level does not match the skills observed, ESSV may offer a change of group or a more suitable solution, subject to availability.

7) CONDITIONS APPLICABLES TO ALL LESSONS

a) Safety and responsibility

Snow sports involve inherent risks. The instructor takes the necessary measures to provide supervision appropriate to the activity and the participants' ability. Participants must comply with the instructor's safety instructions, the rules of conduct applicable on the slopes and the instructions of ski lift operators.

The instructor may exclude any participant whose behaviour endangers their own safety or that of others.

b) Language of instruction

Group lessons are guaranteed to be taught in French. For private lessons, the requested language is offered subject to availability.



c) Supervision and collection of children

Parents or legal guardians must provide a telephone number on which they can be reached throughout the lesson and disclose any information necessary for the child's safety and supervision, including any allergies, health conditions or special needs.

Parents or accompanying adults must collect the child at the agreed meeting time and place. If they are delayed, they must inform ESSV as soon as possible and follow its instructions.

d) Accident and health insurance

Each participant must have insurance cover appropriate to their stay and the activity booked, particularly for accidents and medical expenses. ESSV recommends that each participant check their cover with their insurer before the activity begins.

Téléverbier offers two supplementary insurance products from Redion, Snow Assist and SkiPass Assur, whose benefits are described on the "[Téléverbier – Winter Insurance](#)" page. **ESSV offers only Snow Assist insurance**, which may be purchased when booking a lesson.

Cover, exclusions and claims arrangements are defined in the insurance contract purchased and [Redion's general insurance terms and conditions](#), which participants are encouraged to read before taking out any policy.

In the event of an accident or illness, participants must follow their insurer's claims procedure and provide the required supporting documents.

This insurance does not constitute cancellation insurance and does not alter ESSV's cancellation conditions.

This clause does not limit ESSV's legal liabilities.

e) Image rights

During lessons and activities, ESSV may take photographs and videos of participants for communication and promotional purposes, including use in its publications, on its website and on social media.

By booking a service with ESSV, the client agrees that these images may be used and shared for these purposes.

Any participant who does not wish their image to be used must inform ESSV before the service begins. For participants under the age of 18, this objection may be communicated by their parents or legal guardians.

8) DATA PROTECTION

ESSV undertakes to handle purchasers' personal data respectfully and securely and to comply with data protection requirements.

These data are processed in accordance with Swiss data protection legislation. They are disclosed to third parties only insofar as necessary to provide the service or where required by law. For any requests concerning their data, clients may contact ESSV using the contact details provided above.



9) FINAL PROVISIONS

ESSV reserves the right to amend these General Terms and Conditions at any time. Amendments are published on the website and take effect upon publication.

These General Terms and Conditions and any disputes arising from or relating to the relationship between ESSV and the client are governed exclusively by Swiss law.