

General Terms and Conditions

1. Reservation

- All bookings must be made through our website, via telephone on 0041 77 413 64 40, by e-mail to info@skizenit.ch or in person in the Ski Zenit office in Saas-Fee or in ValSport in Grimentz.
- For every booking Ski Zenit will send a booking document showing all the services hired and their prices.
- Bookings will not be confirmed until a payment of 50% of the total booking fee is made to Ski Zenit's bank account, via Credit Card (Visa, Mastercard, American Express, Maestro and Visa Debit) or in cash.
- Final payment can also be through bank transfer or Credit Card before arrival or in cash directly to the coach or in the Ski Zenit office (Saas-Fee bookings) on the first day of training.

2. Cancellation and Refunds

- In case of cancellation from the client's side, the following policy shall apply:
- At least 4 weeks before arrival: 100% refund.
- * Between 4 weeks and 7 days before arrival: 50% payable.
- * 7 days or less before arrival: No refund. 100% payable.
- * We strongly recommend that clients have trip cancellation insurance covering unused ski school services.
- In the event of the entire skiable area being closed due to technical problems, bad weather, avalanche control, poor snow conditions or any reason beyond our control we will endeavour to rearrange the lessons for another time or transfer the activities to a nearby resort if possible. In the event of either option not being possible, Ski Zenit will only refund 40% of the lesson cost.
- For this reason we highly recommend that all lesson participants are sufficiently insured to be able to claim back for any unused lessons cancelled due to any of the aforementioned situations.
- Clients who arrive late or fail to show up are NOT entitled to any refund.

3. Insurance and ski pass

- All skiers coached by Ski Zenit must have valid accident and rescue insurance (including helicopter evacuation) covering treatment and repatriation.
- This insurance must cover accidents on and off-piste.
- Third-party liability insurance covering ski accidents is highly recommended.
- Trip cancellation insurance including ski school services is also highly recommended.
- Every skier being coached by Ski Zenit must have a valid ski pass for the desired ski domain. If they wish, they can include ski passes in their booking and we will purchase them on their behalf.

4. Equipment

- Certain ski disciplines offered by Ski Zenit will require specific equipment which is not included in the daily coaching fee.
- Ski Zenit coaches will provide assistance during the rental process where needed. These costs can be paid directly by clients at the rental shop or can be included in the booking as an extra.

5. Safety

- Ski Zenit coaches are bound by legal obligations and will adhere, at all times, to FIS rules, ski resort warnings and their professional limits. Safety always comes first.

6. Liability

- Skiers being coached by Ski Zenit are liable for any accident they could cause.
- Ski Zenit has company liability insurance in accordance to Swiss law.
- In case of dispute, the legal jurisdiction will be Sion and Swiss law shall apply.