

TERMS AND CONDITIONS

Between Lottie Pridham and the client (you)

BOOKINGS AND PAYMENT

Bookings can be made by email or telephone. Following your booking, you will receive a reservation invoice by email.

100% of the lesson fees must be paid at the time of booking. A booking is not considered fully confirmed until payment is received. Payment of the invoice signifies the acceptance of these terms and conditions.

The price of lessons does not include; lift passes, ski equipment rental or insurance.

It is customary for clients to pay for the instructor's lunch on full day private lessons.

PAYMENT VIA BANK TRANSFER PLEASE TO:

Currency: Swiss francs (CHF) (unless otherwise agreed)

Account Name: Charlotte Elizabeth Pridham

Bank: UBS, Place Central, Verbier, 1936

IBAN: CH35 0026 4264 1160 4040 G

BIC/SWIFT: UBSWCHZH80A

CANCELLATION POLICY

In the event of cancellation the following policy will apply:

- If the client (you) cancels 7 days or less prior to the commencement of the first lesson: Lottie Pridham cannot offer a refund.
- If the client (you) cancels between 14 and 8 days prior to the commencement of the first lesson: a 50% refund of the amount received will be offered.
- If the client (you) cancels with over 14 days notice: A 90% refund of the amount received will be offered, the 10% represents an administration fee to handle the booking and refund process*

**The minimum administration fee withheld is 50 chf. The maximum administration fee withheld is 250 chf*

Please note that the cancellation policy is used to protect Lottie Pridham – as a ski instructor we are paid for the work we do, and when a lesson is cancelled at short notice it is very difficult (or sometimes impossible) to get replacement work. As such the cancellation policy does not leave Lottie Pridham compromised in the event of late cancellation. Thank you for your understanding in this regard.

EVENTS BEYOND THE CONTROL OF LOTTIE PRIDHAM:

Lessons take place in all weather conditions. Poor weather conditions are not deemed a valid reason for cancellation of a lesson. Lessons can't be re-booked or refunded due to bad weather.

Lottie Pridham cannot be held accountable for a breakdown of the lift system. In the event of a complete breakdown of the lift systems in the location of the ski lesson, the cost of ski lessons are not refundable. It is strongly recommended for clients to take-out appropriate insurance to cover such events.

LATE ARRIVALS

Clients are requested to be punctual to meet at the previously agreed start time and location. In the event of late arrival to the meeting point, Lottie Pridham will wait for up to 30 minutes. Beyond this time, and if no communication has been made by the client, the lesson will be treated as a cancellation and the client is liable for full payment for the lesson. Any delays to the start time of the lesson cannot be refunded or made up in time at the end of the lesson.

INSURANCE

No insurance is included in the price of the lesson. It is the responsibility of clients to ensure they have taken the appropriate insurance coverage e.g. third party liability insurance, health insurance, accident and rescue insurance (required for off-piste activities).

LIABILITY

Lottie Pridham cannot accept any liability for accidents that happen during ski lessons. Clients need to have their own insurance or are recommended to take out accident insurance at the Televerbier ticket office, whilst purchasing their ski pass. The ticket office insurance premium is priced per day and covers; refund of lift pass, ski lesson costs, equipment rental in case of illness, accident or lift closure.

OFF-PISTE LESSONS

It is the responsibility of clients to ensure they are appropriately equipped to go off-piste skiing i.e. at minimum; a transceiver, shovel and avalanche probe. Lottie Pridham can assist with the hire of avalanche safety equipment, if notified 24 hours before the lesson. If a client does not have the minimum required safety equipment then they will not be taken off-piste. Please ensure you have insurance to ski off-piste.

DATA PROTECTION

Lottie Pridham only saves the necessary data and uses your details only in the context of booking ski lessons and to facilitate order processing. Email addresses supplied at the time of the booking will be used to add to Lottie Pridham's mailing list to send you newsletters or future promotional offers. If you do not wish to be added to the mailing list please say so at the time of booking and your details will be removed. Your personal details are kept private and treated with confidentiality and none of your details are disclosed to third parties.

GENERAL

Any agreement that differs from the stated terms and conditions must be agreed in writing directly with Lottie Pridham.

These terms and conditions will also apply to any subsequent sessions that are booked during a client's stay in resort.

Lottie Pridham reserves the right to change the terms and conditions at any point, but the terms and conditions listed here at the time of booking will apply to any reservation.

Dispute resolution, Choice of Law: This Agreement shall be governed by and construed in accordance with the laws of Switzerland. Jurisdiction: Any dispute arising in connection with this agreement will be submitted exclusively to the ordinary courts located in Valais, Switzerland.