



Any lesson missed through injury or illness will be rescheduled whenever possible or a letter will be provided for your insurance company.

I have kept the following as simple as possible and whilst these points are there to be adhered to, I am also prepared to be as flexible as possible to find a solution that works for you.

## **BOOKINGS**

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. The booking will not be considered confirmed until receipt of the funds has been received.

The price of lessons does not include lift passes, ski equipment rental (including packs for off piste) or insurance. Please message me if you would like help in organising any of this.

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

## **CANCELLATION POLICY**

In the event of cancellation, I have the following policy:

**Refunds for cancellations will be as follows and will be based upon the amount of notice given before the start of the first session in the booking (each week of lessons will be considered as 1 booking):**

**Less than 48hrs = No refund**  
**Over 48hrs but under 14 days = 50% refund**  
**Over 14 days but under 28 days = 75% refund**  
**Over 28 days = 100%**

## **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, I will wait for up to 45 minutes, if the client has not called me during the 45 minutes waiting time, then the customer 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. I always try to be flexible for my clients so please let me know if you may be late and if I can help with anything.

## **CANCELLATION: COVID AND PANDEMICS**

In the event of the complete closure of resort we will apply a refund on a pro-rata basis in line with our *Circumstances beyond our control* advice below.

In the event entry into Switzerland is not at all possible due to Swiss regulations, I will treat it as a full refund.

In the event that you cannot leave your home nation but Switzerland is open, I will abide by our cancellation policy described above. However, where possible I will offer to carry over your lessons to a future date.

## **EVENTS BEYOND THE CONTROL OF GORDON PORTEOUS**

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

Gordon Porteous cannot be held accountable for a breakdown of the lift system. In the event of a complete breakdown of the lift systems in Verbier, Savoleyres and Bruson, the cost of ski lessons are not refundable. I recommend clients take-out appropriate insurance to cover such events.

## **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**

I 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 approximately 5 CHF 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. I can organise 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 ski off-piste. Please ensure you have insurance to ski off-piste.

## **DATA PROTECTION**

I only save the necessary data and use your details only in the context of booking ski lessons and to facilitate order processing. I will also use email addresses supplied at the time of the booking to add to our mailing list to send you newsletters or future promotional offers. If you do not wish to be added to our mailing list please say so at the time of booking and I can remove your details. Your personal details are kept private and treated with confidentiality and I will not disclose any of your details to third parties.