

CRANS MONTANA

DOMAINE SKIABLE

CRANS MONTANA SKI SCHOOL GENERAL TERMS AND CONDITIONS

Scope of Application

These General Terms and Conditions of Sale apply to all transactions and contracts concluded between CMFB SA - Crans Montana Ski School and the customer (both private person and Company).

Prices

All prices are quoted in Swiss francs and include value added tax (VAT). The ski school reserves the right to adjust or change prices and specifications at any time. Unless otherwise specified, the costs shown refer only to the professional service, not including ski passes, fast lane, insurance, equipment or any lunches.

Payment methods

We accept, cash (Swiss francs), bank transfer, pay by link, credit card or Twint. Ski lessons must be paid in full at the time of booking. The reservation is considered confirmed only upon receipt of payment, which must be made within 48 hours of the payment request.

Crans Montana Ski School scope of activity

CMFB SA operates a snow sports school (Crans Montana ski School), which mainly provides ski and snowboard lessons to adults (up to 80 years old) and children (starting to 4 years old) of all levels by means of private and group lessons and events or incentives upon request. The main location of the activities is Crans Montana, however it is possible to organize daily transfers to other ski resorts by paying the required supplements.

Booking

The client can book directly at our office, by e-mail, telephone, through our partner/hotels or website.

The Ski School takes into consideration all the customer's requests despite this and by force majeure there may be the need to change the reservation (schedule or choice of the ski instructor), in this case, the customer will be promptly informed.

Cancellation policy

Total refund for cancellations made within 7 days before the start of the activity, from 7 to 2 days before the start of the activity, 50% of the total will be refunded.

No refund for cancellations made less than 48 hours (2days) before the start of the activity.

For multi-day bookings, the start of the activity is understood to be the first day of the booking.

Liability

Crans Montana ski school accepts no liability for accidents during the lessons given by his ski instructors, especially if caused by third parties. The ski school and its instructors shall not be liable for any damages or injuries unless negligence, lack of skill, or recklessness on the part of the ski instructor is proven. It is the responsibility of the client to take out appropriate personal insurance.

Europ Assistance Swiss

The Company offers insurance service through Europ Assistance Swiss at a cost of chf 6.- per day per person (CHF 98.- per season or CHF 104.- per year), this insurance can only be activated if you also have a valid daily, multi-day or seasonal skipass. We recommend purchasing the ski pass and directly adding the insurance for the required days.

The coverage includes reimbursement for ski lessons, ski passes, rental equipment, rescue costs on the slopes, ambulance and helicopter transport costs, medical expenses, provision of a driver and legal fees, as per their policy, which is provided with the purchase of the insurance. The ski school is in no way responsible for this service (the contract is between the customer and Europ Assistance Insurance).

Injury, accidents or others

In the event of injury or illness the lessons not attended will be moved or refunded only with a valid medical certificate. For facilities **total** closure, ski lessons may be moved or will be refunded (with Europ Assistance Swiss insurance or your personal insurance). Ski lessons missed for reasons not attributable to us cannot be refunded or moved.

The Ski School is not responsible for clients' delays, for that reason it is not possible to make up for lost time.

Personal data protection

In accordance with the law and regulation, Crans Montana Ski School processes customers' personal data only for purposes related to the organization and delivery of ski lessons, contract management, and legal obligations. Personal data are processed using paper and/or electronic systems, in a lawful and secure manner. The full privacy policy, including information about customers' rights, is available at the Ski School office and/or on the website. By accepting these Terms and Conditions, the customer confirms that they have read the privacy information.

Problems concerning allergies, intolerances or the psycho-physical sphere of the students

It is always good use to inform the secretariat and the ski instructor about any problems which concerns the above mentioned.

USEFUL INFORMATION

What are the ski lesson times and how long do they last?

We provide ski lessons from 9 a.m. to 5 p.m., sport hours last 55 minutes.

Is it possible to book ski lessons starting from 10am?

It is only possible in low season or if you book and pay the full day option.

Where are the meeting points?

For total beginners in Gran Signal/Arnouva.

For intermediate, advanced or expert levels it can be at the Ski School, Cry d'Er, Arnouva or Barzettes, upon request at your Hotel or Chalet.

What is the minimum booking?

Morning minimum booking is 3 hours. It's possible to book 2 h only starting from noon.

Is a helmet mandatory?

Helmet is compulsory for minors and recommended for everyone.

Where can I rent ski equipment?

At the departure of each gondola lift (Crans-Cry d'Er, Signal-Arnouva, Barzettes-Violettes) you can find the SKI & RIDE rental shops, customers who take ski lessons with us can get a discount on the rental cost.

Do I have to buy the ski pass?

Children up to the age of 6 ski free of charge but you must collect the ski pass at the ticket office.

Everyone else must purchase it online or at the ticket office.

Is liability insurance included?

No, insurance is not included, we recommend you buy it with the ski pass or have your own personal liability insurance.

What is the fast lane service?

The fast lane is an optional additional service that allows you to skip the queue at the facilities.

To be able to purchase the fast lane it is necessary to have a valid day or multi-day ski pass.

In which languages are the ski lessons provided?

Subject to availability our ski instructors speak French, English, Italian, German, Russian, Spanish, Portuguese.