



GENERAL

These terms and conditions govern the sale of courses and all services offered by the Swiss Ski School Grimentz-Zinal (ESS Grimentz-Zinal).

This document is available for consultation on our websites, in our sales outlets and on our online sales platform.

Only the current and complete French version of this document is binding.

PAYMENT FOR OUR SERVICES

The full amount of our services is due when you book via our online booking platform or directly at our offices in Grimentz and Zinal.

Payment validates your registration. ESS Grimentz-Zinal services have a cost. Our work is done with passion and pleasure; we never discuss the price of courses. Confirmed courses are valid only for the dates and times shown on the ESS Grimentz-Zinal bookings.

Lessons cannot be refunded or exchanged if the customer is absent or late for the lesson. Lessons take place in all weathers. Weather conditions are in no way a cause for cancellation or postponement, as long as the activity by ESS Grimentz-Zinal. No refunds, substitutions or compensation are due.

BOOKING

Throughout the season, our staff will do their utmost to satisfy your requests, subject to availability. During busy weeks, we recommend that you book your lessons at least one month before the date of your stay.

No bookings can be made by phone. Bookings can be made by e-mail or via our "Swiss ski school" online sales platform. A 48-hour delay applies to all online bookings.

When booking by Internet or e-mail, you may be asked to show the confirmation of your booking. Please keep the e-mail on your mobile or on paper.

RATES

At ESS Grimentz-Zinal, prices are displayed and respected.

The price per person includes all taxes and is quoted in Swiss francs (CHF). The group course price is a flat-rate offer of 5 days for the price of 4. As a result, the customer is not entitled to reimbursement of a missed day on a weekly booking. The school reserves the right to modify its prices at any time.

ONLINE DISCOUNT

We offer a 5% discount on our courses only when booked via the online platform. There is no discount for direct bookings in one of our two offices or by e-mail.

ACCIDENT & LIABILITY INSURANCE

As a student and customer of ESS Grimentz-Zinal, you accept the risks involved in snow sports and the environment specific to this sport. All related insurance cover: accident and third-party liability insurance are the responsibility of the participant.

ESS Grimentz-Zinal accepts no responsibility for any incident, accident or damage occurring before, during or after the course. All participants must be covered by their own insurance, including for all equipment.

BOOKING MODIFICATIONS / CANCELLATIONS

All bookings may be cancelled and/or modified free of charge, with or without ESS COURS PROTECT insurance, up to 7 days before the start of the course. For all modifications or cancellations during the week preceding the course, but no more than 48 hours before the course, the customer must pay an administration fee of CHF 30.-. For all modifications or cancellations within 48 hours of the course, the customer must pay 100% of the amount due.

We recommend that you take out "Cours Protect" cancellation insurance, available when you purchase your ski lessons (details below).

In the event of cancellation or modification of a booking for any reason or incident beyond the control of the company and the customer and not covered by these general terms and conditions, ESS Grimentz-Zinal is not obliged to reimburse the customer for the service(s) provided. In the event of the customer's absence at the start of the course and/or interruption during the course, the price of the course will not be reimbursed.

WITH ESS COURS PROTECT OPTION

ESS COURS PROTECT insurance, available with the purchase of our courses, guarantees the replacement of missed lessons or the reimbursement of the amount paid on a pro rata temporis basis and according to the conditions in force, see appendix ESS COURS PROTECT GTCs.

In the case of accident or illness only on presentation of a medical certificate.

In the case of a complete shutdown of the lift installations in the Grimentz-Zinal ski resort.

REFUND

For those who have subscribed to **ESS COURS PROTECT**, an option available when purchasing our courses (online, via our booking online platform or directly at our two sales outlets), the Swiss Ski School Grimentz-Zinal undertakes to reschedule and/or replace any lessons missed during the customer's stay, subject to availability.

Grimentz-Zinal undertakes to reschedule and/or replace any lessons missed during the customer's stay, subject to availability, and if necessary to reimburse missed lessons in accordance with the conditions in force.

Without subscription to the ESS COURS PROTECT, we will not proceed to any reimbursement.

Refunds are made on a prorata-temporis basis, on presentation of supporting documents and in accordance with the general conditions applicable to this option. All refunds are made on the net amount paid by the customer, after deduction of the amount of the ESS COURS PROTECT option and the 5% discount for online bookings.

In the event of reimbursement by bank transfer, the ESS Grimentz-Zinal reserves the right to have 45 days in which to do so, once the request has been made.

AMENDMENT TO THESE TERMS AND CONDITIONS : ESS COURS PROTECT

The general terms and conditions of the ESS COURS PROTECT option form an integral part of this sales contract.

LEGAL FORCE

The parties shall endeavor to resolve amicably any difficulties that may arise in the performance of the contract. For all disagreements or litigations arising within the framework of the services offered by the Grimentz-Zinal Swiss Ski School, and if no agreement can be reached between the parties, only Swiss law is applicable to the present contract.

The exclusive place of jurisdiction for the Grimentz-Zinal Swiss Ski School is **Sierre**.



SPECIFIC COURSE CONDITIONS

Image rights

The customer gives ESS Grimentz-Zinal permission to publish, exhibit or broadcast

photographs and videos taken during the course. If you do not wish to give your authorization, please let us know.

Lift passes

Lift passes are not included in our prices. Please make sure you and your children have the appropriate lift pass.

Skiing equipment

We do not supply any equipment. Please contact the appropriate sports stores. ESS Grimentz-Zinal accepts no responsibility for the reliability of participants' equipment.

Torchlight descent

The torchlight descent is reserved for people with a good level of skiing (Red Star). Children are the responsibility of their parents throughout the descent. All participants are responsible for their own insurance, and ESS Grimentz-Zinal can in no way be held responsible for the improper use of torches or for any other damage or accidents that may occur during the descent.

Day care on the slopes at Grimentz, Bendolla sector

The day-care center is located in Bendolla at the top of the Grimentz gondola. Our staff look after children **aged 2 and over**.

The babysitter welcomes children from 10:00 to 16:00, except during the low season, when hours may vary. Fees are charged by the hour and must be paid in cash either on site or before your stay, via online booking or directly at our offices.

GENERAL

Appointments

Participants are requested to arrive on time at the meeting points and assembly areas.

All private lessons from 09:00 start at the departure of the gondola in Grimentz or at the departure of the gondola in Zinal.

Then, all meeting from 10:30 a.m. for group and private lessons is located:

Grimentz side	Bendolla sector (gondola arrival point)
Zinal side	Sorebois sector (intermediate gondola stop)

Lesson times

The instructor is not obliged to wait for latecomers, nor to adjust the course timetable accordingly. Time spent on the lifts and waiting for departures is an integral part of the lesson.

During peak periods, you may have to wait longer at the departure lifts. We do our utmost to avoid these inconveniences, but can in no way be held responsible.

COURSE POLICY

During busy periods and due to high demand, ESS Grimentz-Zinal has a more limited number of private hours to reserve and sets up a student quota for group lessons.

We welcome children:

- From the age of 2** for a Mini Kids class lasting 30 to 45 min.
- From the age of 3** for ski lessons at the snow garden or private lessons.
- From the age of 8** for snowboard lessons in a group or private lesson.

Jardin des neiges | Snowgarden, from age 3

The two snowgardens in the Grimentz and Zinal areas are safe spaces for ski lessons supervised by our instructors.

The Grimentz snowgarden is staffed 7/7 from 10:15 to 12:45 and in high season from 13:30 to 14:45. This all-inclusive service, per day or per week, is payable in full, even if the child takes part in the course for only half a day, or even just one hour a day.

The Zinal snowgarden has instructors on permanent duty Monday to Friday from 10:45-12:45. The service is a block lesson of 5 x 2 hours. The snowgarden also opens at weekends, depending on demand and sufficient enrolment.

CHILDREN'S GROUP LESSONS - SKI | SNOWBOARD

General

Group lessons are block lessons from Monday to Friday. We welcome students from Monday or Tuesday to Thursday or Friday. No enrolment is possible after Wednesday.

A group course level cannot be taken à la carte over several weeks, and must be completed on at least 4 days for the course to be validated (logbook and medal).

Class composition

As far as possible, we create small, homogeneous classes for each league / basic. We group students by level, language and age, or even by affinity.

this rule at the first assessment. We do our utmost to rectify any significant differences during the week. Thank you in advance for your understanding.

Distribution

In the event of a booking in a level that is not suitable for the child, ESS

Grimentz-Zinal reserves the right to move the pupil to the level that really corresponds to his or her own, subject to availability. The customer is not entitled to be reimbursed or compensated for these changes.

On Mondays, in order to ensure the best possible distribution of groups, classes may start slightly late and the maximum number of participants may be exceeded.

Timing of group lessons

Group courses last 145 minutes; however, in special cases due to weather conditions or incidents, they may be slightly shorter.

If a class does not reach the minimum number of participants, the duration of the course is reduced, as it becomes the equivalent of a semi-private or private course, without the customer being entitled to any compensation.

If the minimum number of participants is not reached, ESS Grimentz-Zinal reserves the right to reduce the duration of the course by 5 x 145 min. according to the schedule below:

1 - 2 persons	5 x 75 min.	3 - 4 persons	5 x 115 min.
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PRIVATE COURSES

Registration for private lessons

When registering for a private lesson, please note that participants must be of the same age and level, and that the number of participants must not exceed 4 in order to guarantee priority access to the lift installations.

Instructor allocation and all-inclusive booking

ESS Grimentz-Zinal undertakes to honor the type of service booked by the customer but no instructor is definitively assigned. The management reserves the right to change the instructor without prior notice if the booking is for a single 75-minute period or for any other organizational reason.

To guarantee the same instructor, multiple course bookings take precedence over single course bookings. Consecutive bookings of 5 x 75 min. and 5 x 145 min. with the same schedule have priority.

All our packages cannot be separated. If applicable, no guarantee of the same instructor is possible, and the package rate can no longer be applied.