

# Alpine Masters Terms and Conditions

## Applicable for all bookings made after 1st September 2011

1. All bookings with Alpine Masters a subsidiary of Studenxs Ltd hereafter referred to as "the Company" are subject to these conditions
2. The contract of instruction is between the client and the instructor whilst the contract of management of booking and administration is between the client and the Company.
3. No contract will exist until the Company has issued a receipt or email accepting payment.
4. Prices are correct as of time of booking. Prices may be subject to revision at any time but will not affect the price given at the time of confirmed booking.

### Lessons

5. All products offered by the Company whether coaching, teaching, group, private or guiding are for the purposes of these Terms and Conditions hereafter referred to as "Lessons".

### Insurance

6. Most sporting activities have an element of danger and skiing is no exception. Please ensure that you are adequately covered by a comprehensive winter sports insurance policy, including off-piste.
7. We do not insure our clients. You are obliged to insure yourself for third party liability.
8. All prices quoted by the Company and paid for by you are for instruction only. You must arrange and pay for separately all other potential costs connected with the lesson, for example, any equipment hire, lift passes, accommodation and insurance.

### Cancellations

9. Payment in full is required at the time of pre-booking. In the event of cancellation by the client for whatever reason reimbursement will be calculated as follows:

Bookings cancelled with at least 28 days notice: 80% reimbursement

Bookings cancelled with at least 14 - 27 days notice: 50% reimbursement

Bookings cancelled with at least 8 - 13 days notice: 10% reimbursement

Bookings cancelled with less than 8 days notice: 0% reimbursement

10. Cancellations may be made in writing or by telephone. The date of cancellation is deemed to be the date the cancellation is received by the Company and not the date sent by the client. Only cancellations that have been acknowledged, in writing, as received by the Company will be honored.

### Late Arrivals

11. The ski instructor will wait a maximum of 30 minutes from the start time of a private lesson at the arranged meeting point unless notified by the client.
12. The ski instructor will wait a maximum of 5 minutes from the start time of a group lesson at the arranged meeting point unless notified by the client.
13. In the event that late arrival leads to a missed lesson the conditions under "Missed Lessons" will apply.

### Missed Lessons

14. There are no refunds or substituted lessons if a client misses a lesson for whatever reason.
15. If a lesson has to be cancelled due to Ski Instructor injury or illness we will endeavour to provide a substituted lesson. If this is not possible a full refund will be given. If the Company or the instructor are unable to provide our services due to something outside of our control we will not give a refund, but we are happy to provide a letter for your insurance company.

### Weather

16. Although we would like to control the weather, we cannot be held responsible for things outside our control, such as bad weather, piste or lift closure. If we are unable to provide our services due to something outside of our control we will not give a refund, but we are happy to provide a letter for your insurance company.
17. We will not cancel lessons due to lift closures, weather or snow conditions.
18. Clients should ensure that adequate insurance cover is in place to guard against such situations.

### Young Masters - Conditions

19. Young Masters must be a minimum of 7 years old at the time the course is to commence and a maximum of 13 years old.
20. Young Masters must be able to ski red runs, graded "difficult" in parallel (minimum of equivalent of French Gold Medal achieved).
21. The adult making the booking on behalf of the child must ensure that the above conditions are met. If either condition is not met, the instructor will, for reasons of safety, refuse to allow the child to be part of the lesson. In this instance no refund and no substituted lessons will be given.
22. Please note that red runs in the Three Valleys may be more difficult than runs graded as red in other resorts. If in any doubt please ask at time of booking.
23. The level of skiing will be assessed by the instructor and their decision will be final. No correspondence will be entered into.
24. It is the obligation of the parent / guardian / appropriate adult to complete, sign and return the children's information form with all the relevant data requested. All the information on this form is essential for the safety of any child in the care of our instructors.
25. Childrens lessons require a minimum of 4 skiers to run. If we cannot fulfil that number we will offer the client a choice of either converting to private lessons or a full refund.

### Collection of Children

26. Parents / Guardians / Appropriate adults must make themselves known to the instructor who will be teaching their child. It is the responsibility of the client to be on-time to collect their children after the lesson. To take into the possibility of arriving late please ensure that you are at the arranged meeting point 15 minutes early.

### Adult Masters - Conditions

27. Adult Masters must be able to ski red runs in parallel and in control. For reasons of safety if a client is unable to ski at this level they will not be allowed to be part of the lesson. If in any doubt please ask at the time of booking. In this instance no refund and no substituted lessons will be given.
28. The level of skiing will be assessed by the instructor and their decision will be final. No correspondence will be entered into.

29. Please note that red runs in the Three Valleys may be more difficult than runs graded as red in other resorts. If in any doubt please ask at time of booking.
30. Adult group lessons require a minimum of 4 skiers to run. If we cannot fulfil that number we will offer the client a choice of either converting to private lessons or a full refund.
31. To the extent permitted by law, the Company or the instructor will not be liable for any indirect or consequential loss or damage whatever (including without limitation loss of business, opportunity, data, profits) arising out of or in connection with the use of the this website.
32. The Company makes no warranty that the functionality of the website will be uninterrupted or error free, that defects will be corrected or that the website or the server that makes it available are free of viruses or anything else which may be harmful or destructive.
33. You agree to indemnify and hold the Company and its employees and agents harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against the Company arising out of any breach by you of these Terms and Conditions or other liabilities arising out of your use of this website.
34. These Terms and Conditions shall be governed by and construed in accordance with the law of England and you hereby submit to the exclusive jurisdiction of the English courts.