

## TERMS & CONDITIONS

### Booking

The offer for people of 18 years old or more. The reservation must be made at the latest 14 days before the start date and will be confirmed according to the availability of the various service providers.

No reservation is confirmed until full payment has been received. Full payment must be made no later than 30 days before the start of the stay. If the reservation is made later, payment must be made immediately. Payment can be made by bank transfer, remote debit of credit card or directly at the reception of Nendaz Tourisme or Veysonnaz Tourisme. The prices of the package are confirmed at the conclusion of the contract and are per person, in Swiss Francs, VAT and tourist tax included. Bank or credit card charges are to be paid by the client.

### Cancellation

#### **By the client**

In case of cancellation, the cancellation fees are as follows:

- Cancellation from 31 days before the start of the reservation : 0% of the reservation price
- Cancellation between 16-30 days before the start of the reservation : 30% of the reservation price
- Cancellation between 12-15 days before the start of the reservation : 50% of the reservation price
- Cancellation between 0-11 days before the start of the reservation : 100% of the reservation price

A no-show or an interruption of the stay is treated as a cancellation on the start day.

Fees are calculated from the date the written cancellation notice was received, which can be via email. If clients are unable to access email and cancel over the phone Nendaz Tourisme or Veysonnaz Tourisme will confirm in writing the cancellation.

#### **By the organizers**

Nendaz Tourisme and Veysonnaz Tourisme reserve the right to cancel any stay prior to its beginning for any reason whatsoever, including logistics problems that may impede stay operations. In case of cancellation on the part of the organizer, a full refund of the amount paid will be applied.

### Alterations of the stay

#### **By the client**

Any change must be announced as soon as possible to the organiser, at the latest 31 days before the start of the stay in order to avoid cancellation fees. Changes in dates are possible depending on the availability of the service providers.

#### **By the organizers**

Nendaz Tourisme and Veysonnaz Tourisme will tell you as soon as reasonably possible if any alteration to the stay must be made. Most alterations are minor, but very occasionally a major alteration might have to be made. A major alteration is a change of location or to a lower standard of accommodation for a substantial part of the stay, a change in start/finish dates or necessary price rise in the stay caused by rises in costs. You may then choose as follows:

- to accept these alterations
- to withdraw from the stay, in which case Veysonnaz Tourisme and Veysonnaz Tourisme will repay all monies received including your deposit and this is the sum of our liability to you
- to accept an alternative stay suggested to you, in which case if the proposed stay is at a lower price you would get the difference back and if it is at a higher price you would be asked to pay for the difference.

You must inform Nendaz Tourisme et Veysonnaz Tourisme of your choice as soon as possible after you were contacted.

### **Insurance & reimbursement**

All clients need to be adequately insured against accidents for all activities they are taking part in. Nendaz Tourisme and Veysonnaz Tourisme assume no responsibility in case of an accident.

Nendaz Tourisme and Veysonnaz Tourisme assume no liability to the customer when the non-performance or imperfect execution of the contract or the damage is attributable a) to the customer's behaviour b) to unforeseeable or unavoidable acts or omissions attributable to a third party unrelated to the provision of the services provided for in the contract; c) an unusual or unforeseeable circumstance beyond the control of Nendaz Tourism, Veysonnaz Tourisme and/or the service providers that form part of the offer, the consequences of which could not have been avoided despite all due diligence, including (but not limited to) force majeure; or d) an event that Nendaz Tourism, Veysonnaz Tourisme and/or a service provider providing services that form part of the offer could not foresee or avoid despite all due diligence.

### **Health and fitness**

Members have the responsibility to select a stay appropriate to their abilities and physical condition.

### **Complaints**

If you have a complaint, please inform one of the teachers or Nendaz Tourisme or Veysonnaz Tourisme as soon as possible. This ensures the organizers have every opportunity to explore solutions to the problem(s) arising and we will be able to act accordingly. You must tell Nendaz Tourisme and Veysonnaz Tourisme within 4 weeks after your stay of any complaints that you feel have not been dealt with properly.