



General conditions - MICE

Reservations

- A deposit of 30% of the total cost of the package is required at the time of booking
- Bank or credit card charges are at the customer's expense
- The balance of the fee will be invoiced at the end of the stay, unless otherwise requested by the customer
- No service will be confirmed until the deposit has been received.

Modifications to the reservation

- Changes regarding the number of participants taking part in the teambuilding activity must be given no later than 7 days before the beginning of the activity, subject to availability of service providers, considering the change in price in the case of additional participants as well as the maximum number of participants allowed per activity
- Changes in the number of rooms required must be given no later than 15 days before the date of arrival. An increase in the number of rooms required is always subject to availability.

Cancellation

- Outdoor activities may be subjected to bad weather conditions. The client and the service provider will decide together whether to maintain or not activities, depending on the weather. If the initially planned activity cannot be maintained as it is, solutions will be found by the service provider and Nendaz Tourisme, involving potential additional costs in order to hire venues or rooms, subject to availability and customer confirmation
- The following cancellation conditions apply to offers made by Nendaz Tourisme:
 - Up to 30 days before the group's arrival date: cancellation free of charge
 - Between 29 and 15 days before the group's arrival date: 50% of the total amount is charged
 - Between 14 and 7 days before the group's arrival date: 80% of the total amount is charged
 - From 6 days to the group's arrival date: 100% of the total amount is charged
- In the event of illness or inability to take part in the activity on the part of a participant, the customer must inform the organizer at least 24 hours in advance and provide a valid certificate for reimbursement of that person's participation.

Insurance

- Each participant must possess their own insurance cover. It is not included in the package.

Responsibility

- Nendaz Tourisme declines all responsibility in the event of accident, damage or theft during the stay.
- The customer is expected to abide by the information communicated by email and in the offer submitted by Nendaz Tourisme and to share the information (equipment to bring, timetables) with their participants.