

## TERMS & CONDITIONS

### Booking

The reservation is mandatory and must be made at the latest 15 days before the start date of the stay. It will be accepted according to the availability of the various service providers and the remaining availabilities. The maximum number of participants is 12. The minimum number of participants to confirm the stay is 6.

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 Veysonnaz Tourisme. The package prices are confirmed on conclusion of the contract and are per person, in Swiss francs, including VAT and tourist tax. Bank or credit card charges are to be paid by the client.

### Cancellation

#### **By the client**

In case of cancellation, the fees are as follows :

- Cancellation from 31 days before the start of the stay : 0% of the booking price
- Cancellation from 11-30 days before the start of the stay : 20% of the booking price
- Cancellation from 4-10 days before the start of the stay : 50% of the booking price
- Cancellation from 0-3 days before the start of the stay : 100% of the booking 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 sent via email. If clients are unable to access email and cancel over the phone Veysonnaz Tourisme will confirm in writing the cancellation.

The stay can only take place if the minimum number of participants, i.e. six people, is reached.

#### **By the organiser**

Veysonnaz Tourisme reserves the right to cancel any stay for any reason whatsoever, including an insufficient number of registrations (less than 6 people registered) or logistical problems that could hinder the progress of the stay. In the event of cancellation on the part of the organiser, a full refund of the amount paid will be applied.

### Alteration of the stay

#### **By the client**

Any changes must be notified to the organiser as soon as possible, but no later than 31 days before the start of the stay to avoid cancellation charges. Changes in dates are possible depending on the availability of the service providers and the remaining availabilities.

#### **By the organiser**

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

- to accept these alterations
- to withdraw from the stay, in which case 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 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. Veysonnaz Tourisme assumes no responsibility in case of an accident.

Veysonnaz Tourisme assumes 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 Veysonnaz Tourism 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 Veysonnaz Tourism 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 of the stay have the responsibility to select an offer appropriate to their abilities and physical condition.

### **Complaints**

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

### **Image rights**

Veysonnaz Tourisme reserves the right to take photographic or film records of any trips, and may use any such records for promotional and/or commercial purposes without payment.