



Booking Terms and Conditions

We try to cover all the booking conditions concerning your tuition here. If you are unsure about any of the following, or would like to chat further about any of the points, please contact us.

Payment and Cancellations

Full payment is due at time of booking. If you cancel within 48 hours of the lesson, 50% of the instructing cost will need to be paid for. If you cancel within 24 hours of the lesson, the full instructing cost will need to be paid for. For overseas' trips, please ensure you have insurance to cover cancellations, as all costs, regardless of timing, will need to be paid for.

Insurance

On booking any tuition for overseas, trips, it is essential that you have adequate insurance cover. When booking any tuition/guiding other than beginner courses, please make sure your insurance covers you for off-piste skiing. Some insurance policies only cover off-piste skiing whilst under the guidance of a mountain guide or qualified instructors. If you intend to ski off-piste, please check that your insurance has appropriate cover.

Contracts

When you book your coaching session and make payment you will be entering into a contract with Snowbility. The contract will exist from the moment Snowbility receives any monies and is between Snowbility and yourself, including all those you are paying monies on behalf of to reserve coaching sessions. The contract agrees to all the booking conditions described by Snowbility. You will be required to complete a relevant booking form relating to your tuition, and indicate you agree to our booking terms and conditions.

Time

Individual and group lessons will leave on time, so please make sure you are at the meeting point prior to the lesson start time. Please have your mobile phone with you should you need to inform your instructor you are running late or are lost. Your instructor will do his/her very best to help you.



Minimum level – group sessions

If your skiing level is well below the rest of the group and it is considered unsafe or detrimental to your performance to continue with the session, your instructor will use his/her experience/knowledge to split the session into appropriate levels. This will need to happen within the time constraints of the lessons booked.

Your progress and open communications with your coach

It is important that if you, at any time, have concerns about your progress and coaching styles within your activity, that you tell your instructor immediately so that he/she is aware of this and can try to amend the situation.

To gain the most out of your activity, it is important that a strong two-way rapport is developed with your coach, and it is the responsibility of both parties to build this, which helps ensure that the sessions will be safe, fun and instructive.

Safety equipment

All customers must wear helmets, gloves and the appropriate snow sports clothing always.

Risk

With any sport there is an element of risk involved that participants accept as inherent to that sport. Risk is something that attracts many to the sport; others prefer to participate with minimum risk involved. We will ensure that the safety of individuals is never compromised. However, accidents at times can and do happen. Anyone participating in skiing does so knowing the elements of risk involved.

Safety

We make decisions, for both indoor snow sports and on mountain activities, based on our experience, the prevailing snow and weather conditions and the level, ability, fitness and emotions of each skier in the group. These decisions are in the best interest of the safety and wellbeing of the group and individuals. We ask that you respect these decisions.

Weather – on mountain

Occasionally, due to extreme weather conditions, it is possible that all ski lifts may close for safety reasons with no skiing available. Snowbility are not liable for these unforeseen circumstances.



Video feedback

We occasionally use digital video to enhance your learning during private sessions. This will sometimes be reviewed during the session to enhance the learning experience. All data is stored and handled under the standard UK Data Protection procedures.

Tuition feedback

After your tuition, we would be happy to receive any feedback. Please feel free to write or email us at lesley@snowbility.co.uk.

Fun

Our coaching is designed to be fun. We aim to offer the highest quality ski coaching available to every standard of skier, to help you get more enjoyment and satisfaction from your skiing.

The following section refers to yourself and/or the student that you are responsible for and requires your agreement as per the booking activity.

Liability

I, as the client/client's representative am aware that skiing/snowboarding is a hazardous sport that includes certain risks and dangers, including the risk of serious injury. I, as the client/client's representative accept full responsibility for the risks inherent in skiing/snowboarding and the ski area/mountain environment. I agree to RELEASE and INDEMNIFY 'Snowbility' and its employees, agents, contractors, officers, and owners, from all claims for any injury or damage resulting from any cause, including negligence, which arises out of my participation.

If I am booking on behalf of other parties and minors, I recognise that I may not release any claims the minor may have. However, I accept full responsibility for all medical expenses incurred because of the minor's participation. I also agree to RELEASE and INDEMNIFY 'Snowbility' and its employees, agents, contractors, officers, and owners for any claims brought by or on behalf of the minor. This release is also binding as to any other persons, including family members, heirs and executors, but does not apply to gross negligence or intentional acts.

Contact

If you require any information or have enquiries of a more complex nature, please contact Lesley McDonald at Lesley@snowbility.co.uk or 07904 584795.