

# Registrations / Reservations / Responsibilities

- You can register for courses online, by telephone or in person at our offices.
- If your stay takes place during school holidays, we advise you to book your lessons at least one month in advance.
- In the event of a lack of snow, the Christmas, New Year, Youth and Early Bird group lessons will be moved to Les Diablerets or the nearest Magic Pass resort.
- Full payment for our group/private lessons is due at the time of booking and validates your enrolment.
- You must show the monitor the booking confirmation you received when you made your payment.
- If there are insufficient numbers to run a class, the Les Paccots Swiss Ski School reserves the right to group levels.
- In the case of group lessons, if the student's technical level does not correspond to that of the chosen course, the Les Paccots Swiss Ski School reserves the right to place the student in a more suitable level. This will be done to the best of our ability.
- The Swiss Ski School Les Paccots declines all responsibility in the event of an accident. Students must be insured.
- Lift passes are not included in the price of the course.
- The Swiss Ski School Les Paccots accepts no responsibility for the quality and reliability of the ski material and equipment used by its students. Instructors are not authorised to adjust ski bindings.
- Children are strongly advised to wear helmets.
- For freestyle or freeride lessons (skiing or snowboarding), helmets and back protectors are compulsory.

## Changes

- Lessons take place in all weathers. Weather conditions are not a reason for cancellation or postponement if the activity is organised by the Les Paccots Swiss Ski School in Les Paccots, Les Diablerets or a Magic Pass resort. (further details in cancellations/refunds)
- Changes to dates or timetables for group and private lessons must be made at least 24 hours in advance, free of charge, by telephone only.

# Cancellations/Refunds

## **Without refund option :**

- You can cancel your booking via the <https://booking.school.boukii.com/ecole-suisse-de-ski> platform up to 72 hours in advance, without justification and free of charge. A cancellation fee of CHF 20.00 will be charged by telephone. No changes or cancellations by e-mail.
- Less than 72 hours, in the event of lack of snow at Les Paccots, closure of facilities, illness, accident, force majeure and/or any other reason, no lessons will be reimbursed and no vouchers will be generated.

## **With reimbursement option :**

- You can manage your booking via the <https://booking.school.boukii.com/ecole-suisse-de-ski> platform, up to 24 hours in advance, and you can cancel your course without justification or charge. No charge will be made by telephone. Changes made by e-mail will not be taken into account.
- Less than 24 hours in advance and up to the course start time, refunds will be made in the event of closure of the facilities, travel to Les Diablerets or another resort, illness and accident (on presentation of a certificate), force majeure (in accordance with the Swiss Code of Obligations), except in the event of traffic jams.
- Important: any request for reimbursement of a payment made in cash to our office must be received by 31 March of the current season at the latest, having first completed the reimbursement form: <https://esslespaccots.ch/formulaire-reimbursement/> or go directly to our office route des Paccots 238-1619 Les Paccots

## Good to have

- They are non-refundable and cannot be exchanged. They may be transferred.