

## **New Generation Terms and Conditions 2011**

**Applicable for all bookings made after the 11 November 2011.**

**Please read these terms and conditions before making a booking, by making the booking with us you agree to the terms and conditions listed below. Please refer to our brochure or [website](#) for a description of the products referred to in these terms and conditions.**

**If anything in these terms and conditions is not clear, or you would like to discuss them, please do give us a call and we would be happy to talk you through them.**

All prices quoted by us and paid for by you are for instruction only. You must arrange and pay for separately all other potential costs connected with the lesson, for example any equipment hire, lift passes, accommodation and insurance.

### **Courses**

We do need a minimum of 2 people per lesson to run a **course** (this excludes courses in the **pro** range). If you are the only person who has booked on you will be notified, by telephone or by email, no later than the Friday before the week in which the lesson is due to take place. If you are booking by telephone we will usually give you a heads up that you are the first person booking into the relevant lesson at the time of booking (This is also visible online when you make a booking). We sell a number of our lessons in-resort but if you are still the only person on the course, clinic or group by the time the lesson is due to take place you will be offered a refund or an exchange for a private lesson. The course will unfortunately not run with only 1 person in.

Although we will always do our best to ensure the lessons run at your selected time slot we may in certain circumstances have to change the lesson start time. For example: If we are running a group lesson of the same level at 9:15 and 11:30 and one of those groups had 2 people or less in we would combine them. We will let you know by telephone if this happens.

We only accept 8 people into a course, or 6 people for a clinic, when we are taking the booking. At the start of courses and clinics we check your skiing or snowboarding levels. If necessary we will move people around so everyone is in the right group to ensure smooth running of the lessons. Accordingly, we may have to alter group sizes; this may mean that groups sometime go to 9 or clinics to 7.

### **Children's Courses & Ages**

**Children** booking into group lessons need to be a minimum of 6 years old (maximum of 12yrs old), except for the "Whippersnappers" where the minimum age is 4 years (maximum 5 yrs old) and for "Young Arrows" where the minimum age is 5 and maximum age is 7 years old (age applicable as at start of lesson). Children booking into the Rockets group lessons need to be a minimum of 8 years old and a maximum of 14 years old. Children booking into the NewGen Freeride group lessons need to be a minimum of 10 years old and a maximum of 14 years old. Adults booking into group lessons or clinics must be 13 or over. Teenagers booking into Teen Clinics need to be a minimum of 13 years old and a maximum of 16 years old.

All people booking into snowboard courses or clinics must be a minimum of 8 years old. If we believe that the incorrect information has been provided regarding the age or level of a child or adult, and we do not

have space to move them to an appropriate lesson, we reserve the right to exclude them from the course without offering a refund.

### **proXplore & proVenture**

We need a minimum of 3 people to run a **proXplore** or **proVenture** lesson for the full scheduled lesson length. If there are only 2 people we will run them for 1 day (5 hours). If you are the only person who has booked on to the course you will be notified in advance (as described above, please see the "Courses" section) and we will offer an alternative product or a refund.

We are always happy to talk through your ski or snowboard level to find the lesson that is right for you, and a full description of each lesson and level is available on our website. It is your responsibility to make sure that you book yourself and the others in your party into the correct level/age course. Where we think it is necessary to ensure that you will get the most out of your lesson we may have to move you to a different level of lesson.

Please make sure that you check the website, with your tour operator or with us in the office where you need to meet your instructor for the lesson. It is up to you to make sure that you are in the right place at the right time for the lesson and any delays to the start time can unfortunately not be refunded or made up at the end of the lesson.

Although we would like to be able to control the weather, we cannot be held responsible for things outside our control, such as bad weather, piste or lift closure. If we are unable to provide our services due to something outside of our control we will not give a refund, but we are happy to provide a letter for your insurance company.

Payment in full is required at the time of booking (unless otherwise arranged). In the event of cancellation by you for whatever reason, reimbursement will be calculated as follows: more than 28 Days: Refunded 70% of lesson price; 10 - 27 days: Refunded 50% of lesson price; 10 days or less: No Refund.

Full skiing insurance is strongly advised, as we cannot be held responsible for any injury, losses or accidents which occur during your lesson.

We are always sorry if you cannot make the lessons that you have booked, but if you do not attend the lesson on the day we cannot give a refund for the lesson you have missed.