

# **Swiss Ski School Lago Maggiore and Valli**

## **General Conditions**

### **Important Information:**

**These general terms and conditions have been translated into English using an automatic translator and do not hold legal validity. In case of discrepancies, the terms and conditions in Italian language available on the website <https://ssslmv.ch> will apply.**

## **Introductory Notes**

- 1) **Scope**  
These General Conditions ("CG") apply to the services ("Services") provided by the Swiss Ski School Lake Maggiore and Valleys ("School") to the customer or purchaser ("Customer").
- 2) **Full and Unconditional Acceptance**
  - a) These CG are made available in writing or on [www.ssslmv.ch](http://www.ssslmv.ch) before the formalization of the purchase order of the Service by the Customer or potential Customer.
  - b) The submission of registrations via the internet or by phone, or the payment of services by the Customer implies full and unconditional acceptance of these CG, assuming, even when not expressly mentioned, that the Customer is aware of all the clauses that make up the CG.
- 3) Complaints regarding the Services should be addressed to the management.

## **Insurance Obligations**

- 4) **Responsibility in Case of Accidents**  
The School is not liable for accidents occurring during lessons, group courses, courses with schools, races, excursions, events, or during any other offered Service.
- 5) The Customer must be privately insured against accidents and must have civil liability insurance.
- 6) The School declines any responsibility for any theft or damage to the Customer's equipment.

## **Payment for Services**

- 7) Services must be paid in advance.
- 8) Service prices are quoted in CHF (Swiss Francs). In case of payment in Euro, an exchange rate will be applied.
- 9) Cash or credit card payments can be made at the local offices of the School.
- 10) Credit card payments in favor of the ski school are collected by TREKKSOFT AG, Hauptstrasse 15, 3800 Matten, Switzerland ("TREKKSOFT"). TREKKSOFT will appear as TREKKSOFT TOUR BOOKING on your credit card statement. The domain where you enter and process your payment is owned and operated by TREKKSOFT. Please send an e-mail to [support@payyo.ch](mailto:support@payyo.ch) for all inquiries regarding your credit card payments and chargebacks.
- 11) We accept payments in Euro. For Euro credit card transactions, the exchange rate will be determined by TREKKSOFT at the time of the transaction, while for cash payments, a fixed rate for that day will be applied. Cash payments are accepted only in banknotes.

## **Group Courses**

- 12) Registration for a group course ('Course') can only be done online.
- 13) The total amount for the Course is due at the time of registration via online payment.
- 14) The Course takes place daily regardless of the weather. Depending on conditions, the program may undergo changes.
- 15) In the event of closure of ski lifts, the School issues a voucher equivalent to the lost time.
- 16) In case of withdrawal from a Course without accommodation, the School refunds:
  - \_ up to 14 days before the start of the Course: the course value minus 20% for administrative fees
  - \_ from 13 to 7 days before the start of the Course: 50% of the course value
  - \_ from 7 to 3 days before the start of the Course: 20% of the course value
  - \_ within 2 days before the start of the Course: no refundThe refund is provided in the form of a voucher.
- 17) In case of withdrawal from a Course with accommodation, the School refunds:
  - \_ from 30 to 14 days before the start of the Course: 50% of the course value
  - \_ from 14 to 0 days before the start of the Course: no refundhe refund is provided in the form of a voucher.
- 18) In case of injury or illness, and upon presentation of a medical certificate, 80% of the total course fee will be refunded.
- 19) In the event of early return due to adverse weather, avalanche danger, or other situations not dependent on the School or Course organization, no refund will be made.
- 20) The School reserves the right:
  - \_ to cancel the Course up to 1 days before its start, in which case the entire course amount is refunded
  - \_ to assign participants to different level groups
  - \_ to refuse registration
  - \_ to exclude a Customer from the Course without a refund, solely for serious reasons
- 21) The School does not guarantee:
  - \_ that the Customer will improve their technique
  - \_ that the Customer will progress in the Swiss Snow League
- 22) The School commits to:
  - \_ teaching professionally and according to the guidelines of SwissSnowSports and G+S
  - \_ making the Course not only a learning experience but also enjoyable and entertaining
  - \_ respecting the individual

## ***Private Lessons***

- 23) Reservations for a private lesson ('Lesson') can only be made online.
- 24) The Lesson takes place regardless of the weather.
- 25) In case of closure of the ski lifts, the Lesson is canceled, and the amount equivalent to the remaining time is refunded.
- 26) In case of withdrawal from participating in a Lesson, the School will invoice as follows:
  - \_ up to 2 days before the start: no cost
  - \_ within 2 days before the start of the lesson: 70%
  - \_ on the day of the Lesson: 100%
- 27) The School reserves the right to cancel the Lesson up to 30 minutes before its start.

## ***Applicable Law and Competent Jurisdiction***

- 28) Only Swiss law applies.
- 29) The Locarno court has exclusive jurisdiction for disputes with the School.

**Approved on December 24, 2023**

**Director: Daniele Banfi**