

# General Terms and Conditions of the Hochzillertal Ski School

Our General Terms and Conditions will be applicable to all performances and services rendered by our Ski School to our Customers. Please find below a concise summary of the most important points. For the complete T&C refer to our main office or to [www.hochzillertal.at](http://www.hochzillertal.at) for download.

1. Regardless of advance booking or booking at the Ski School, the agreement between Hochzillertal Ski School and its owner Christoph Eberharter and the Customer will commence upon full payment of the respective course ticket.
2. Bookings will be deemed valid and accepted only in combination with a **booking confirmation** sent by email, which has to be presented at the head office. Type and scope of the services booked as well as any side-agreements need our written approval.
3. All our prices and lesson rates are in EURO and include VAT. Lift tickets are not included in our ski school rates and have to be purchased by the participant in due time prior to the start of the skiing lesson. Children born **after January 1st 2011** use the Hochzillertal Lifts for free.
4. Ski lesson tickets are **not transferable** and can only be used on consecutive days.
5. In case there are **less** than four participants for a standard ski lesson, we will be entitled to possibly combine the groups. Times of lessons and/or rates are subject to change in case of **extraordinary weather and transport conditions**. Such events will **not give rise to any claim of refund** by the participant
6. **Group lessons** can be only **extended** once at the remaining amount. Any further extension will be invoiced at a surcharge.
7. Ski lesson participants are obliged to **tell the truth** about his/her level of ski/snowboarding skills, about his/her state of health and about possible injuries. Moreover, our Customers are responsible for their own winterproof ski clothing and appropriate ski and snowboard **equipment**.
8. The participant has to observe the **instructions** of the ski instructor. In case of noncompliance, Ski School will be entitled to terminate the agreement without any right to refund.
9. Cancellations for booked group and one-on-one lessons must be notified to our office no later than **48 hours before the start of the course**; otherwise the full amount of the lesson booked will be charged. Refunds on lessons **due to injury or illness** is only possible when confirmed in writing by a local physician and upon **presentation of the lesson card**. The amount to be refunded will be calculated from the amount remaining according to our tariff system.
10. Bookings for private ski instructors that are not paid in advance are **not confirmed** bookings.
11. **Pursuant to the legal provisions**, Ski School will be liable only for damages resulting from **gross negligence** during the ski lesson.
12. The ski lesson participant has to notify the ski instructor and the ski school manager Christoph Eberharter **immediately of any customer complaint** in order to find a remedy if necessary. Claims of partial refund will only be possible, if the impairment of performance or the lack of conformity with this agreement is caused by gross negligence of which we are responsible. Such damages can only be claimed in writing within four weeks.
13. **Errors and omissions excepted**.