

SKI-SNOWBOARD SCHOOL

PRIVATE SKI & SNOWBOARD LESSONS FOR ALL LEVELS ON/OFF-PISTE GUIDING.

LECH • ZÜRS • ST. ANTON AM ARLBERG



GENERAL TERMS & CONDITIONS season 2024-2025

1. General

All transactions between Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH and guests are subject to our GTC. The object of the business is the operation of snow sports instructions and mountain guiding. It will include services, such as giving lesson in the skills and knowledge of skiing and snowboarding as well as the carrying out, escorting and guiding of skiing and snowboarding.

2. Booking and Payment Policy

- Bookings can be made by email, by telephone, over the website, via a bookings agent or the hotel reception. Following your booking request, you will receive our offer by email
- To confirm your reservation, full pre-payment is required at the time of booking.
- Payments can be done by debit card or credit card, by bank transfer or in our office in Lech for last minute reservations.
- Reservations will not be confirmed until receipt of the funds have been received, and this may result in loss of availability!
- By completing the payment, you agree to our terms and conditions and you confirm your reservation as quoted.
- After the payment is completed, the booking will be confirmed via email by Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH.
- All reservations are subject to availability and are on a request basis at the time of booking until payment is successful and until a written confirmation by Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH.
- The offers from Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH are subject to alteration.
- Lift passes are not included in the course price.
- You are responsible for adequate equipment, clothing, ski pass etc.

3. General attendance conditions

You must inform Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH about your skills and experiences. Likewise, you have to inform Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH completely about physical abilities, in particular your state of health, and any illnesses where applicable. Inform the instructor before the start of your 1st course day about children's illnesses, disables, allergies or special meals tailored to suit medical or other specific needs.

4. Determining Liability

Essentially Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH is according to the legal directives liable exclusively for damages, which are directly connected with the activity of Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH and which were caused deliberately or with gross negligence. Appropriate liability insurance exists.

5. Legal effectiveness

Should individual regulations of these terms and conditions become void this does not affect the effectiveness of the remaining regulations or the entire legal transaction. The invalid condition is replaced by such that the new condition represents the next from an economic standpoint. In all legal dealings between Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH and its guests, Austrian Law is to be used.

6. Insurance

Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH and its instructors are covered by insurance. You are required to have your own health and travel insurance to cover the chosen activity (ski, snowboard, off piste, heli skiing). We recommend you to purchase your own accident and rescue insurance. Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH rejects any liability whatsoever for all accidents which may occur during the course.

7. Cancellation Policy

- All pre-paid bookings are fully refundable up to 4 weeks prior to the 1st course day.
- Cancellation fees within 4 weeks:
 - 50% within 4 weeks and 14 days prior to the 1st course day.
 - 70% within 13 days and 7 days prior to the 1st course day.
 - 100% within 7 days prior to the 1st course day.
- Courses will take place in any weather condition. Unless weather conditions cannot guarantee that services will be carried out for safety reasons, Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH reserves the right to postpone or cancel the services.
- Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH cannot be held responsible for any conditions beyond our control such as bad weather, bad snow conditions, slope or lift closures.
- For your safety, your Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH instructor/guide reserves the right to cancel the off piste session (or exchange to a piste course) due to snow conditions, avalanche risk, bad weather conditions.
- In the case of presumed bad weather, late arrival or no show on your part, no refund will be given. Our instructors will wait for 30 minutes at the meeting point.
- To ensure proper coverage for unused lesson hours due to accidents or illness, we recommend a comprehensive travel cancellation insurance. Of course, we will provide proof for the unused lessons.
- Verbal cancellations over your guide or instructor are not valid!
- Processing fees for cancellations or alterations are 25 Euro plus banking / creditcard / payment fees.
- Note: If it is necessary for you to cancel due to illness or injury, we are happy to issue a letter of receipt for your insurance purposes.
- Skischule Tannberg Lech - Exclusive Mountain Guiding Arlberg GmbH cannot be held responsible for any data sent over the website or email.

