



## Union Snowsports – Terms & Conditions

Last updated: 05.12.25

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### 1. Booking, Payment & Confirmation

1. All lesson fees must be paid in full at the time of booking unless otherwise agreed by Union Snowsports. Accepted payment methods include major credit cards, debit cards, and bank transfers.
2. A booking is only confirmed once payment has been received.
3. Clients will receive a booking confirmation to the email address provided. It is the client's responsibility to ensure all booking details are correct.

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### 2. Cancellation, No-show & Refund Policy

1. All cancellations or booking changes must be communicated to Union Snowsports in writing or by phone.
2. If the client cancels:
  - More than 14 days before the lesson start date: 10% of the total fee is charged (90% refund).
  - Between 48 hours and 14 days before the lesson start date: 50% of the fee is charged.
  - Less than 48 hours before the lesson start date: 100% of the fee is charged.

These cancellation fees reflect the loss of reserved instructor time, administrative work, and lost business opportunity.

3. No refunds are given for no-shows. For private lessons, arriving more than 30 minutes late without notice constitutes a no-show.

Union Active S.à.r.l. (trading name Union Snowsports) Chemin du College 13, 1934, Le Châble, VS

4. No refund or rescheduling is provided for missed lessons due to illness, accident, travel delays, or any other external circumstances beyond Union Snowsports' control.
  5. Should Union Snowsports cancel lessons due to complete and prolonged lift closures, extreme weather, or other force-majeure circumstances, a pro-rata refund for the affected portion of the lesson will be offered.
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### 3. Lesson Transfers, Rescheduling & Substitutions

1. Lesson places are non-transferable to other individuals.
  2. Requests for changes to dates, times, or lesson type are subject to availability and are treated under the same conditions as cancellations.
  3. Union Snowsports may modify lesson start times, locations, or instructors if operational, safety, or weather considerations require it.
  4. If an instructor becomes unavailable, Union Snowsports will provide a suitable replacement instructor of equal qualification when possible.
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### 4. Client Responsibility, Equipment & Fitness

1. Clients participate in lessons at their own risk and must ensure they are physically able to take part in skiing or snowboarding activities.
2. Clients must arrive with properly maintained and safe equipment. This includes skis/board, boots, helmet (strongly recommended for all and mandatory for children), and for off-piste activities, avalanche-safety equipment when required.
3. Clients must inform the instructor of any medical condition or recent injury that may affect their safety or ability to participate.
4. Clients must follow the instructions of their instructor at all times. Union Snowsports reserves the right to remove a participant from a lesson without refund if they behave in a manner that endangers themselves, others, or the instructor.
5. Union Snowsports accepts no liability for accidents occurring before, during, or after lessons. Clients must have valid personal accident insurance, health insurance, and third-party liability insurance.

6. Nothing in these Terms & Conditions excludes liability in the event of gross negligence or wilful misconduct, as prohibited under Swiss law (Art. 100 CO).

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#### 5. Off-Piste, Freeride & Safety Requirements

1. Skiing and snowboarding, especially off-piste or freeride activities, carry inherent risks, including avalanche risk, variable snow conditions, and terrain hazards.
  2. For off-piste lessons, clients must carry appropriate avalanche-safety equipment, and insurance must explicitly cover off-piste skiing without a guide (if applicable).
  3. Instructors may alter or cancel planned off-piste routes if safety conditions demand it. No refund is provided for such safety-based adjustments.
  4. Clients must comply with all safety instructions and mountain regulations. Failure to do so may result in removal from the lesson without refund.
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#### 6. Weather, Lift Operations & Mountain Conditions

1. Lessons take place in all weather conditions. Poor visibility, cold temperatures, high winds, or snowfall do not qualify for refunds.
  2. If parts of the mountain are closed, instructors will adapt lessons accordingly.
  3. Only in cases of complete and prolonged closure of the lift system preventing any lesson from taking place will a pro-rata refund be issued.
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#### 7. Lost Property & Personal Belongings

1. Union Snowsports is not responsible for lost, stolen, or damaged personal belongings during lessons.
  2. Clients are advised not to leave valuables unattended and to ensure that items are securely stored or carried.
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## 8. Photographs, Media & Marketing Use

1. Instructors may take photos or videos during lessons for client feedback and for Union Snowsports' marketing, unless the client expressly opts out in writing.
  2. All such media remains the property of Union Snowsports and may be used on websites, social media, and promotional materials.
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## 9. Complaints

1. Any concerns or complaints should be raised with Union Snowsports as soon as possible, ideally during or immediately after the lesson, so that corrective action can be taken.
  2. Formal complaints must be submitted in writing within 14 days of the lesson date.
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## 10. Governing Law & Jurisdiction

1. These Terms & Conditions shall be governed by the laws of the Canton of Valais, Switzerland, unless otherwise specified.
2. The courts of Valais shall have exclusive jurisdiction over any disputes arising from these Terms & Conditions.