

## Terms and conditions for internet bookings

### SNOW SPORTS SCHOOL

Davos Destinations-Organisation (Genossenschaft) offers a snow sports school reservation service through which instruction lessons of different snow sports schools can be booked and paid for. All information concerning the snow sports schools and their services is carefully gathered by us. We are not liable for any changes that occur without our knowledge after this information went to press, nor for typos, transmission or printing errors.

### Reservation

The guest receives a reservation report immediately with successful reservation. The reservation affirmation and the vouchers will be sent to him/her after full and successful payment. They accredit the guest to use the booked services. The voucher must be printed out and shown together with a valid ID at the concerning snow sports school.

### Prices

**The prices as shown on the reservation confirmation are in CHF and include the value-added tax (VAT) as required by law.** All prices are binding. We reserve the right to make price adjustments caused by reasons beyond our control (for example currency exchange rate fluctuations, new or increased taxes).

### Cancellations

Should you, for any reason whatsoever, need to withdraw from a reservation, the following conditions / fees shall apply:

- **Cancellation up to 21 days prior to arrival date => no fees** (except for cancellation insurance fees).
- **Cancellation 20 to 7 days prior to arrival date => 50% of the entire booking amount**
- **Cancellation 6 to 0 days prior to arrival date => 100% of the entire booking amount**
- **“No Show“ => 100% of the entire booking amount**

### Complaints

All information included in the system is gathered conscientiously and carefully. If you have a legitimate complaint, please contact the hotel staff first. If the issue cannot be settled amicably, please contact the Destination Davos Klosters immediately. The Destination Davos Klosters will verify the complaint and seek for a satisfactory solution. If the guest decides not to use the hotel room or the suggested alternative solution, the performed payment will not be refunded, and no claims for damages can be made. The Destination Davos Klosters expressly states that only complaints made **within 72 hours** of entering into the agreement might be treated. Moreover, you must submit a written claim to the Destination Davos Klosters within 10 days after the end of your stay otherwise the claim of damages expires. In case no agreement might be reached, the **sole place of jurisdiction is Davos and the rules of Swiss law apply.**

### Force majeure

Extreme and unforeseen scenarios can occur in the vacation business. If force majeure, environmental catastrophes or natural disasters should prevent us from providing our services, the Destination Davos Klosters reserves the right to cancel the booking without indemnification. In case other reasons beyond our control occur and therefore we cannot provide the necessary services, the Destination Davos Klosters can either book you into a different hotel or perforce cancel the booking. In case of cancellation you will be reimbursed the amount paid, but you waive the right to any other claims.

### Terms of instruction

Unused ski-school permits are refundable only upon receipt of a medical certificate, and are invalid after the closing of the season in which they were purchased.

**Group lessons:** The snow sport schools reserve the right to merge classes with less than 4 students.

Ski instruction will take place in all weather conditions. Trials will be held in Davos.

### **Liability**

The snow sport schools are not liable for any accidents occurring prior to, during or after the ski lessons take place. **Customers are responsible for their own accident and liability insurance.** Davos Destinations-Organisation (Genossenschaft) is liable for proper booking arrangements in Davos. Davos Destinations-Organisation (Genossenschaft) disclaims all other liabilities. **In the case of any disputes arising out of the conditions presented here, the sole place jurisdiction is Davos and the rules of Swiss law apply.**