



Terms and conditions

Raison sociale : Verbier-Expérience Sàrl, (**VEx**)

Rte du Golf 1, CH - 1936 Verbier

Responsables : Thierry Kobza

Subject:

These general conditions of sale govern the sale of private lessons, ski, snowboard, telemark, cross-country skiing, snowblade, snowshoeing, walks, excursions and all other services offered by "VEx".

Consultation:

This document is available for free consultation on our website www.verbier-experience.ch.

Insurance:

"VEx" has the benefit of professional indemnity insurance with AXA Winterthur Assurance for a sum of CHF 10'000'000.- in accordance with the regulations on ski schools and snow sports companies. Participants are not insured by "VEx". Participants in ski lessons are responsible for having personal insurance against the risks inherent to the practice of mountain sports activities of their own insurance cover (civil liability, rescue, accident). The company Téléverbier offers the purchase of the ski pass insurance. This insurance includes, helicopter transportation and reimbursement of the subscription. "VEx" recommends this insurance.

Reservation:

An invoice will be sent to you before the start of the course, in order to confirm your reservation. If you wish to pay for your lessons in cash or with a credit card, please let us know.

Billing:

An invoice will be sent to you before the start of the course, in order to confirm your reservation. If you would like to pay for your lessons in cash or by credit card, please let us know.

The number of hours indicated during your reservation will be invoiced. All overtime will be taken into account and will be added to the billing. Lessons will also be invoiced in the event of late arrival or absence without notice 36 hours in advance. Lessons will only be charged if an official document is presented.



Report, Cancellation and Refund:

In case of absence of the customer at the start of the course, the price of it will not be refunded and the course will not be exchanged for another. Weather conditions, ski lift failures or other cases of force majeure beyond the control of "VEx" are in no way a cause for cancellation or postponement when the activity is provided by "VEx". In such a case, no refund or transfer will be made, but an alternative program will be proposed (tobogganing, snowshoeing, walks, etc.) The services are reimbursed only if 100% of the lifts in the municipalities of Verbier, Bruson and Savoleyres are closed. If for major reasons (health, malaise, family) the course cannot be followed in the coming days, it will be possible to discuss an arrangement. Inform us one day before and this at the latest until 18:00.

Claim:

Complaints about the monitor (s) will be taken into account and analyzed, if made to a competent person or responsible for "VEx". Complaints can also be made in writing to the address mentioned above.

Security:

Wearing a helmet is strongly recommended for all children. Only helmets for skiing or snowboarding will be accepted. For safety reasons, all our students must be adequately equipped for the practice of snow sports (gloves, hats, jackets, ski pants, etc. ...). The gliding equipment (ski, snowboard ...) must be in good condition and regulated by a professional. "VEx" reserves the right to accept or reject students who do not comply with these rules. Wearing a backpack and helmet is mandatory for all our Freestyle classes. Each person will have to bring the necessary equipment. (Excavator, DVA, probe, backpack). This equipment can be rented at "VEx" Various:

Divers :

"VEx" reserves the right to modify or cancel certain services. Rates, schedules and information are provided in our website.

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