



General Terms and Conditions

Swiss Ski School Engelberg, Rope Park Engelberg and Bike School Engelberg (hereinafter referred to as SET)

By booking a service offer, the guest recognises these "General Terms and Conditions of SET" as binding for the reservation made by him - also for third parties. Unless expressly agreed otherwise, the "General Terms and Conditions of SET" shall apply to all transactions between SET and the customer.

Contractual relationship

In the case of a personal booking on site, the purchase of a course ticket constitutes the contractual relationship. In all other cases (telephone, e-mail, online reservation), the receipt of payment is decisive for the acceptance of the booking.

The costs of the entire booking must be paid at the latest before the start of the first activity.

Lessons and courses take place in all weather conditions, except in the case of weather-related adjustments to the cable car and lift facilities. SET reserves the right to change, cancel or terminate the programme or individual services after conclusion of the contract and also during the activity if natural and/or weather conditions or other unforeseen circumstances (breakdown of the cable car and lift facilities, force majeure, official measures and/or safety measures or other risks) make this necessary. No refunds will be made if lessons are cancelled for these reasons.

The SET course ticket is personal and non-transferable. The use of lifts, conveyor belts etc. is not included. There is no entitlement to a refund or compensation from SET for cancelled lessons due to the breakdown of the cable car and lift facilities.

Cancellation of the contractual relationship

Cancellation of the booking by the guest is subject to a charge as follows:

Cancellation of the contractual relationship for ski school lessons

- Less than 48 hours before the start of the course -> 100 % of the course costs

Cancellation of the contractual relationship for ski school events

- 3 to 6 days before the event date ◊ 50% of the course costs

- Less than 3 days before the event date ◊ 100% of the course costs

Cancellation of the contractual relationship with the rope park / bike school

- Up to 7 days before the start ◊ free of charge

- 3 to 6 days before the start ◊ 50% of the course costs

- 48 hours before the start ◊ 100% of the course costs

Payments already made by the guest will be offset against the cancellation costs. Any credit balance in favour of the guest will be refunded in the form of a voucher.

In the event of late arrival or early departure from the activity by the guest and/or any possible cancellation associated with this, there is no entitlement to a refund from SET. Each lesson or group course commenced will be charged in full.

Inability to attend due to accident or illness

In the event of complete or partial inability to attend lessons due to illness or accident, there is no entitlement to a refund or to make up the course. The above-mentioned cancellation conditions remain reserved. We therefore recommend that you take out cancellation insurance.

Insurance/liability

The guest is not insured by SET. SET accepts no liability for accidents before, during or after the utilisation of a service. Accident and liability insurance is the responsibility of the guest. Cancellation insurance is also recommended.

Group lessons

Lessons are given at SET from a declared minimum number of 4 participants. If the declared group size is not reached, SET reserves the right to adjust the course offer, combine groups, shorten the lesson time or cancel courses at short notice. Changes of teacher are possible.

Photographic material

The guest agrees, without compensation, that SET may use photographic material taken during lessons or other events.

Complaints

The guest shall address any complaints to the management.

Place of jurisdiction and choice of law

In addition to these General Terms and Conditions SET Swiss law shall apply to the contractual relationship. Place of jurisdiction is Engelberg.

Engelberg 22 April 2024