

Booking Terms & Conditions

(September 2009)

In the following booking conditions "we" and/or "us" means the British Ski Center of Sierra Nevada which forms part of the company, Sierra Essence Ski & Mountain Center 2006 S.L. "You" means all persons named on the booking form (including anyone who is added or substituted at a later date). Any monies paid to us for any booking imply your full agreement and understanding of the following terms and conditions.

Ensure that all details printed on your booking confirmation document are correct. Any errors or doubts should be emailed immediately to info@britishskicenter.co.uk quoting your client reference number.

Please call (+34) 670 461330 or find us at our base (see point number 7) the day before your first class to confirm everything.

Your reservation will be held until the morning of your first day's class at 09.15. After this time, if the balance payment or no contact has been made, the reservation may be cancelled and deposit with-held.

Skiing / Snowboarding Abilities: Where more than 1 person takes part in any class (private or group), it is the responsibility of all taking part to ensure that their respective levels of skiing/snowboarding are similar. To the contrary of this, the instructor is restricted to teaching to the lower standard which can then limit the progression levels of those with a higher level of skiing or snowboarding. We offer no refunds in these cases.

Children & Adults: As a general rule we always teach children separately from adults due to significant issues arising with both teaching techniques and learning capacities. Children also get very distracted by having their parents with them in a class which limits the amount of progression they make. Where bookings are made irrespective of this advice, we accept no complaints made latterly and offer no refunds.

Tots: For particularly young children (up to 6yrs) we always recommend one-to-one tuition in a Private tuition scenario. In a Group scenario we will always limited the group size to no more than 4 to any one instructor. We highly recommend not combining a class for a tot with a parent or guardian. Where bookings are made irrespective of this advice, we accept no complaints made latterly and offer no refunds.

Contact & Meeting Points:

Contact: We are based in the Intersport Rio Sport equipment hire shop located 30m from the Al-Andalus gondola entrance. *Please be sure to ask for the British Ski Center so as to avoid confusion with the shop's own Spanish ski school.* All of our contact numbers and email addresses are displayed on our website: www.britishskicenter.co.uk.

Meeting points for Group Classes are outside our base "Intersport Rio Sport" at 09.15 on the first day (i.e. Monday). From here you will be taken by your instructor(s). For all subsequent days you will be met as indicated by your instructor.

Meeting points for Private Tuition and Guiding are in "Borreguiles". You must take the "Al-Andalus" Gondola from the central square, "Plaza Andalucía". The Gondola takes 7-10 minutes, (not including queue times!). As you come out through the exit doors head straight onto the piste about 20 metres from the building, *do not turn left or right*. Our coordinator (whose name will be provided during the booking process) will be there to meet you. Our uniforms consist of blue ski jackets and black ski pants with the "British Ski Center" logo and "Instructor" on our back as well as the same logo on our right lapel. We also have our website URL printed on our right leg and arm.

Private Tuition:

10. Definition: A class for up to 4 people together with similar abilities and with one instructor for a recommended period of at least 2 hours per session.

11. Hours Taken: These may depend on you but as a rule a two hour session is the best option to make noticeable progression and effectively get more for your money. For larger class sizes, 3 or 4 people, it may be more beneficial to take a 3 hour session instead depending also on the general level of fitness within the class members.

Group Tuition:

12. Definition: A class for 3 or 5 people as a minimum requirement with one instructor

13. Group Types are divided into "Holiday Groups" and "Season Groups". Holiday groups are those that run specifically during the school holiday periods whilst Season groups run during all other seasonal periods.

14. Holiday Groups: 5 days of tuition running from Monday to Friday with 3 hours of tuition per day (typically between 10am – 1pm). Minimum of 5 people required to run any group. Maximum group sizes are intended not to exceed 10 people in any one group. Under special circumstances and in the aim of keeping all groups as even as possible in terms of the level of skiing /

snowboarding, we may deem it necessary to exceed this limit.

15. Season Groups: 2-6 days flexible tuition from Monday to Saturday consisting of 3 hours tuition per day (typically between 10am – 1pm). Minimum of 3 people required to run any group. Maximum group sizes are intended not to exceed 6 people in any one group. Under special circumstances and in the aim of keeping all groups as even as possible in terms of the level of skiing / snowboarding, we may deem it necessary to exceed this limit.

16. Minimum Numbers: If, as a result of cancellations, lack of interest or misleading information we receive from you about your previous experience, the numbers are not met, British Ski Center reserve the right to make amendments by reducing the number of daily hours given in order to ensure that tuition is guaranteed to those who have booked.

17. Group Levels: All efforts are made to ensure the levels of skiing / snowboarding within any group are similar. Where numbers increase within a group this gets harder to guarantee. Our initial groupings are based entirely on information you provide us about your previous experience. If this is misleading in any way it could disrupt the grouping procedure and hence everyone's progression and enjoyment. Where spaces & instructors are available, we are able to move people between groups in further efforts to equalise the levels. At other times this is not possible due to either a lack of groups or instructors available and British Ski Center accepts no liability for this. In all cases you understand and accept that people progress at different speeds for many different reasons far beyond our control thereby creating certain imbalances among a group.

Guiding:

18. Definition: A designated period for an instructor to lead 4 people or more on a reconnaissance of certain areas of the ski terrain according to the general abilities among the group.

19. Minimum Numbers: The minimum charge for four people will apply in the event of fewer than 4 people signing up. Where numbers are few, we will contact you a few days in advance to give you the option of cancelling (Guiding only). If you opt not to cancel at this point and then decide to cancel after our advising you, no refund will be made on deposits paid.

Payment:

20. Booking Deposit: is fully refundable for cancellations made up to 20 days prior to the date of the first day of classes. Unless the cancelled slots can be filled with subsequent bookings, a total of 50% will be refunded for cancellations made up to 7 days prior to the first day's classes. No refund will be made for cancellations made within 7 days of the booking start date. Payment for deposits will be made by bank transfer. Any and all bank charges incurred with the transfer will be absorbed in full by you.

21. Balance Payments: Balance payment, in cash, will be made by no later than 09.15 on the day of the first class. Please call **(+34) 670 461330** to arrange a meeting time to make the payment, (preferably the day before where possible).

22. Credit cards are not accepted.

Cancellation & Refunds:

23. Private & Group Tuition: Any cancellation made within 7 days of the first class date will result in a total loss of the deposit paid. Cancellations made within 14 days of the first class will result in a 50% refund of the deposit paid. Cancellations made earlier will incur a fee of either 10.00 Euros or 10% of the deposit paid to cover administration costs. All remaining amounts will be refunded by bank transfer to a UK account less any bank charges where applicable.

24. Cancellations During Your Stay: Once confirmed and paid, you are obliged to take part in the classes or at least find a suitable replacement to fill your slot. Unless we can fill these slots ourselves, you will be charged the full amount as per your booking confirmation. Where we are able to fill the slots, a 5% administration fee will be charged from any amounts to be refunded.

25. Lift Closure: In the event of adverse weather conditions resulting in the closure of the ski lifts, British Ski Center will endeavour to reallocate your classes on subsequent days according to current availability at the time. This may mean a change of instructor for some of the periods. Where group tuition is concerned, refunds will only be issued where 3 or more hours' tuition are lost. This will be calculated on a proportional basis of the total hours contracted less a 5% administration fee.

26. Accidents: In the event of an accident resulting in you having to cancel the remainder of your classes, and as long as we have been notified at least 12 hours before the next class is due, refunds for subsequent Private tuition classes will be issued less a 5% administration fee. Refunds for Group tuition will be issued if 3 or more hours' tuition are lost. This will be calculated on a proportional basis of the total hours contracted less a 5% administration fee.

27. Children: Children often have to break during a class due to the climate and high altitude effects. If they have not eaten or drunk anything for a while, these effects can be magnified significantly. We offer no refunds for any breaks having to be taken as this is simply part of looking after the child and ensuring their wellbeing.

28. Sickness: In the event of sickness, refunds for subsequent classes not taken will be issued as per point number 25 and as long as we have been notified at least 12 hours before the next class is due.

29. Last Minute Cancellations: No refunds of any kind will be issued for any classes not taken where cancellations have been made within 12 hours of them starting.

30. No Shows: Irrespective of the reason, not showing for a lesson will result in the loss of the full fee for the class.

31. Cash Flow: For security reasons, we do not carry large sums of cash readily available to pay refunds during your stay. We reserve the right to pay any refunds due by bank transfer to a UK or Spanish bank account of your choosing less any bank charges applied where applicable.

Web Discounts:

32. All discounts advertised on the website are applicable for bookings made 8 days or more prior to the required first day of tuition unless otherwise stated on the website itself.

33. Web discounts are not applicable to any additional classes contracted during your stay.

34. Web Information may change during the season along with any offers and discounts. At the time of booking, whatever discounts are offered on the website will apply and any old offers displayed previously will be void.

Complaints:

35. In the event you are dissatisfied with any aspect of your tuition received, we urge you to let us know immediately so that we may look into the matter and, where applicable, offer a suitable solution. Refer to point number 7 on how to contact us as well as your email correspondence and booking confirmation documents.

36. We do not accept any liability, except purely as a source of feedback, for complaints received more than 24hours after the tuition has been taken.

37. Where situations have no solution and British Ski Center is clearly at fault, we will offer a full refund for any tuition not taken.

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