

NEW GENERATION GENERAL TERMS AND CONDITIONS

Applicable for all bookings made from 14 March 2020

Please read these terms and conditions before making a booking. By making a booking with us you agree to the terms and conditions listed below. Please refer to our brochure or website for a description of the products referred to in these terms and conditions. If anything in these terms and conditions is not clear, or you would like to discuss them, please do give us a call and we would be happy to talk you through them.

All prices quoted by us and paid for by you are for instruction only. You must arrange and pay for separately all other potential costs connected with the lesson, for example any equipment hire, lift passes, accommodation and insurance.

General Terms

Please note that New Generation Ski & Snowboard Ltd acts as your agent in relation to the provision of Ski/Snowboard instruction. Your contract is with the Syndicat de New Generation (Siret number 832 168 629 00018) in France, New Generation Austria (Company Reg No FN 461443 v) in Austria or New Generation Ski School SARL (Company Reg No CHE-113.308.436) in Switzerland.

If we believe that incorrect information has been provided regarding the age or level of a child or adult, and we do not have space to move them to an appropriate lesson, we reserve the right to exclude them from the lesson without offering a refund.

Please make sure that you check where you need to meet our instructor for your lesson. This information can be found on our website, from your tour operator or booking agent, or with us in the office. It is your responsibility to ensure that you are in the right place at the right time for the lesson. Any delays to the start time due to you not being able to locate the instructor will unfortunately not be refunded and we may not be able to make up the time at the end of the lesson.

Bad Weather or Resort Closure

If the resort is completely closed we will do our best to reschedule lessons where possible. If the resort is open (or partly open) the lesson will go ahead as planned. In no event shall we be held responsible or liable for any failure or delay in the performance of its obligations in a situation of Force Majeure; it being understood that we shall use reasonable efforts which are consistent with accepted practices within the snowsports industry to resume performance as soon as practicable under the circumstances.

Skiing and snowboarding are hazardous activities and you undertake them at your own risk. Full skiing insurance is strongly advised, as we cannot be held responsible for any injury, losses or accidents which occur during your lesson. The instructors will choose the appropriate terrain for the level of skiers or boarders in their lessons. This may or may not be between the piste markers or off-piste if deemed appropriate by the instructor.

In some lessons and clinics your instructor might include some off-piste skiing away from the piste markers. Please ensure that you have adequate insurance to ski off-piste. In some off-piste-specific sessions you will be required to wear avalanche safety equipment. If you don't have any we can advise you where you can hire it. We reserve the right to remove clients from these sessions if appropriate safety equipment is not used by the client.

We are always sorry if you cannot make the lessons that you have booked; but if you are unable to attend the lesson on the day, we will not issue a refund for the missed lesson or reschedule. We are happy to provide a letter for your insurance company in this instance.

Payment is required in full at the time of booking (unless otherwise arranged). In the event of cancellation by you for whatever reason, reimbursement will be calculated as follows: 28 days or more from the date of the first lesson on the booking: refunded 70% of lesson price; 11 – 27 days: refunded 50% of lesson price; 10 days or less: no refund.

If for any reason you are not happy with the lesson or service provided please let us know at the earliest opportunity to enable us to deal with your feedback effectively.

Age requirements for our lessons

Lesson Type	Group/lesson	Age requirement
Children's Groups	Whippersnappers	4-5yrs
	Young Arrows	5-7yrs
	Wallabies/Arrows/Bombers	6-12yrs
	Rockets	8-13yrs
	Freeride	10-13yrs
Teen Groups	Pro Rider	13-17yrs
Private Lessons	Private lessons (ski or board)	3yrs+
Adult Ski Groups	Adult group lessons	13yrs+
	Clinics	16yrs+
Snowboarding Groups	Snowboarding Groups/Clinics	10yrs+

We reserve the right to remove clients from our groups at the start of the lessons if it is clear within reasonable understanding that the person does not meet the age restrictions stipulated above, and if applicable parents /guardians of the child cannot provide proof of age.

Level

We are always happy to talk through your ski or snowboard level to find the lesson that is right for you, and a full description of each lesson type and level is available on our website. It is your responsibility to make sure that you book yourself and the others in your party into the correct level and lesson type. Where we think it is necessary to ensure that you will get the most out of your lesson, we may have to move you to a different level or lesson.

Group lessons - General Terms

At the start of group lessons we check your skiing or snowboarding levels. If necessary we may move people around so everyone is in the right group to ensure smooth running of the lessons. Accordingly, we may have to alter group sizes; this may mean that groups increase to one above the advertised maximum.

If you are booking by telephone we will usually inform you that you are the first person booking into a group at the time of booking. This is also visible online when you make a booking. If you are the only person who has booked on to a group we will contact you by telephone or by email, no later than the Friday before the week in which the lesson is due to take place. At this stage your options will be discussed, including the right to choose to cancel for a full refund. We sell a number of our lessons in resort, so you might choose to wait until Sunday evening. But if you are still the only person in the group by this stage you will be offered the right to cancel for a refund or an exchange for a private lesson. The group will unfortunately not run with only 1 person.

Although we will always do our best to ensure the lessons run at your selected time slot we may in certain circumstances have to change the lesson start time. For example: If we are running a group of the same level at 9:15 and 11:30 and one of those groups had 2 people or less in we would combine them. We will let you know by telephone if this happens.

Group lessons (Children's and Adults, Ski and Snowboard) - France

We need a minimum of 2 people per lesson to run our 5 or 6 day groups (and 3 day groups in resorts where these operate). With 6 day groups the Sunday sessions will only run with 2 or more people. If you are the only participant you will have the option to pay extra to ensure it runs. Although we will always do our best to ensure the lessons run at your selected time slot we may in certain circumstances have to change the lesson start time. We will let you know by telephone if this happens.

We only accept 8 people into a group in peak weeks, and 6 children in Whippersnappers. Our adult groups run for 2hrs each day. In peak weeks our Whippersnappers (kids) run for 2hrs each day. All other children's lessons run for 4.5hrs each day apart from Sunday when they run for 2hrs (excl. Serre Chevalier where lessons will run for 2hrs a day, Les Arcs and Vallandry where lessons will run for 4.25hrs a day). All children's groups run for 3hrs a day outside of peak weeks.

Group lessons (Children's and Adults) - Switzerland

We need a minimum of 2 people per lesson to run groups. The Sunday session will run for 2hrs with 1 person, or 3hrs with 2 or more people. We only accept 5 people into a group. Both Adult and kids groups run for 3hrs each day.

Group lessons (Children's and Adults, Ski and Snowboard) - Austria

We need a minimum of 2 people per lesson to run our 5 or 6 day groups (and 3 day groups in resorts where these operate). In St Anton, the Sunday session will run for 2hrs with 1 person, or 3hrs with 2 or more people. Adult groups and kids groups run for 3hrs each day.

Clinics

Clinics run in non-peak weeks and run for 5 hours (excl St Anton where they run for 8 hours). They will run for the full duration with a minimum of 2 people. If you are the only person booked you will be informed by the Friday the week before your lesson and have the option to swap it for a 2.5 hour private (2 hours in Vallandry and Les Arcs; 3 hours in St Anton), or choose to take a full refund. We only accept a maximum of 6 people to be booked into one clinic. If necessary to facilitate swapping people between the different clinic levels this number may go up to 7.

Data usage and privacy

We take your email address at the time of booking in order to email you a confirmation of your booking, containing the details of your booking as well as a link to the meeting point in your resort. Shortly after booking if you are a new client you will be sent an email asking you about your marketing preferences. We would like to send you news and information we think you'll find interesting from time to time. All our email communications contain an opt-out link, should you change your mind at any time. We will never pass on your email address, or any other personal details, to third parties or suppliers.

Photography

During your lessons we may take photos of clients and children under the age of 18 skiing and boarding. Our instructors also use photography and videos in order to give feedback and instruction. If you do not wish us to take or use imagery or footage of you for marketing or any other purposes please say so at the time. We may take pictures and videos of our children's groups during the lessons and also at the certificate presentation at the end of the week. These pictures will be put on our website or Facebook galleries for you to view at the end of the week. You will be given the opportunity to opt out when signing them in at the start of the week. Please do let us know if you do not wish photography or footage of your children to be used in this way.