

# TERMS & CONDITIONS

## GROUP COURSES

### SNOW SCHOOL 2024-25

#### GENERAL INFORMATIONS

- The reference age for classifying students is December 1 of the current year for the Holiday Camp and January 1 of the current year for group courses.
- Ski tickets are **not included** in group programs.
- Prices and conditions are subject to change **without notice**.
- A **\$40** surcharge per student will be applied to all registrations made within 5 days of the course start date.
- If your child has any special needs (attention, adaptation or other challenges), please inform Snow School and **share the information** with the instructor responsible for your child.
- On the first morning, for most groups, lessons will start on the **magic carpet** to adjust levels, even if your children are used to taking the chairs.

#### DELAY POLICIES

- **Late start policy:**
  - The instructor will leave for the lift 1 minute after the start time, except for the first course where the group will leave within 5 minutes.
  - If you arrive late :
    - For beginners, please join the group at the magic carpet.
    - For groups using the lifts, please report to the **Snow School meeting point**. The group will pass by the rendezvous on their first run. It is your responsibility to stay with your child until he/she is paired with his/her group.
    - If you are more than 10 to 15 minutes late, it is your responsibility to find your child's group.

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- **Late policy:**
  - The instructor will arrive at the meeting point 5 minutes before the end of the lesson to discuss with the parents.
  - If the parent is not present at the end of class, a Snow School supervisor will take charge of the child for a **5-minute** period outside the Snow School meeting point.
  - After 5 minutes, your child will be brought back to the Snow School counter.
  - If the parent must pick up the child at the Snow School counter, a fee of **\$10** per **15** minutes will be charged.

### CANCELLATION POLICIES

- The Snow School may postpone a group course in the event of force majeure. In this case, classes will resume at the end of the program.
- In the event of cancellation, information will be available from 6:30 a.m. on the same day on our Facebook page and website. If in doubt, consult one of these two media.
- Any program may be canceled due to insufficient numbers of students or instructors. A pro rata refund will be offered. You can also convert your group course into private lessons.
- We reserve the right to withdraw a student from a group program if we are unable to find a suitable group for the student's level, or if the student interferes with the smooth running of the course (behavioral, adaptation or motivation problems).
- No retakes or transfers will be made in the event of a student's absence.
- In the event of absence during the evaluation (at the penultimate or last class), it will be possible to retake the evaluation at a cost of \$45.
- Before November 15, take advantage of our SKI GUARANTEE and have your course refunded without justification.
- No refunds after **November 15, 2024** (except in the event of injury or serious illness preventing skiing - medical certificate required).

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- If a refund is authorized, the amount will be prorated according to the number of lessons taken.
- For all refunds, an administration fee of **\$25 +tx per person** will apply. The amount will be applied as a station credit or a refund will be issued with an additional 6% credit card fee.
- If the value of the refund is less than the administration fee, there will be no refund.

#### COVID-19 POLICIES

- Offer and terms are subject to change as the situation evolves and Public Health recommends. We will advise you of any such changes.
- In the event of a complete and definitive closure of the mountain by the government, a course deferral, credit or refund for your courses and school cards will be calculated on a pro rata basis for services rendered.
- The customer will have up to 30 days after the definitive closure of the resort to notify [ecole@valleebleue.com](mailto:ecole@valleebleue.com) in writing of a request for a refund rather than a credit, which will be automatically applied if there is no possibility of a course deferral.