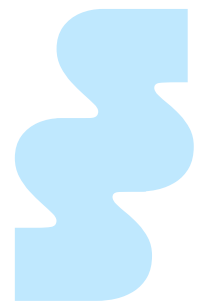


# Sister Ski Terms and Conditions

These terms and conditions form the basis of the contract between you and Sister Ski. Please read them carefully before you book.



## 1. CONTRACT

A binding contract between you and Sister Ski is only formed when Sister Ski issues the booking confirmation to you by email, which is done after receiving payment from you in cleared funds, for the required deposit.

If you have not received your confirmation email within 7 days of making the booking, please contact Sister Ski.

## 2. PAYMENTS AND INVOICES

Invoices are paid by payment links sent from Sister Ski.

The booking will be valid and confirmed only upon Sister Ski's receipt of deposit from you.

For bookings made more than 8 weeks before the trip start date: 20% deposit due & balance paid 8 weeks before the trip start date.

For bookings made less than 8 weeks before the trip start date: 100% of the booking price is due.

Individual payment structures can be arranged upon confirmation via email from Sister Ski. If the balance is not paid on time, Sister Ski reserves the right to cancel your trip and retain the deposit paid. The whole trip fee is required to secure your place.

## 3. FLIGHTS

Flights to and from the airport suggested are your responsibility and are not included in the trip price.

## 4. ITINERARY

The trip programme advertised is a rough guideline, and although every effort will be made to follow it, factors outside of Sister Ski's control may affect it and therefore alter it. The most common factors will be weather conditions and the overall physical fitness of the trip participants.

Your health and safety are the most important priority, and programme adjustments may be made to ensure the health and safety of the group. (Sister Ski holds no responsibility for accidents - covered in section 7).

## **5. CHANGES AND CANCELLATIONS BY YOU**

Changes: Once your booking is confirmed, if you wish to make any changes, Sister Ski shall try to accommodate these as best as possible. If you decide to leave the trip early, arrive late, or miss certain activities during the trip, these missed days and/or activities will not be refunded to you. If you wish to change your accommodation room type, this is subject to availability and may incur additional costs.

Cancellations: If you wish to cancel your booking, this must be communicated in writing, and the following cancellation charges will apply, based on the timing of Sister Ski receiving your written request for cancellation and the trip start date:

- Less than 8 weeks: 100% price of your trip booking
- More than 8 weeks: 20% price of your trip booking

## **6. TRIP CHANGES AND CANCELLATIONS BY SISTER SKI**

Changes: Unless a 'major change' is made, Sister Ski is not obliged to inform you in advance nor offer any compensation. However, Sister Ski shall try to inform you whenever possible. Sister Ski reserves the right to make minor changes at any time, such as altering the programme or menu.

Major Changes: If accommodation is changed, all efforts will be made to provide accommodation of the same standard. If this change negatively affects the room type originally booked, Sister Ski will refund any difference in price between the room type originally booked and the new room type allocated. For major changes (e.g., date changes), Sister Ski will inform you as soon as possible.

Cancellations: Sister Ski will try to never cancel a confirmed booking but reserves the right to do so, for example, if the minimum number of clients required for the trip is not met. In this case, you shall be informed as soon as possible, and you will receive a full refund of your trip payment. Sister Ski will not cancel the trip within 1 week of the trip start date unless forced to do so.

## **7. PERSONAL HEALTH, MEDICAL, AND INJURIES**

You should be aware that participating in trip activities involves the possibility of injury and, in extreme cases, death. Upon booking, you agree to assume such risks and release Sister Ski from any and all claims for liability, injury, loss, and/or damage arising out of your participation in Sister Ski. When booking, you confirm that you are in good mental and physical health and are unaware of any reason why you may be unsuited to the activity or may suffer illness or injury during the activity. If you have any medical conditions that may impact your participation, you must notify Sister Ski in writing in the Booking Form. If Sister Ski believes your health or safety is at risk, your booking may be terminated, and you shall not be entitled to a refund.

## **8. TRAVEL INSURANCE**

It is very important and advisable to have adequate travel insurance, including personal accident cover, for the duration of your travel and stay. It is your responsibility to ensure you are adequately covered by insurance. Sister Ski cannot be held responsible for any liability, losses, or expenses you may incur.

## **9. DAMAGE, LOSS, AND THEFT**

Any damage caused to the accommodation (e.g., contents, furnishings, fittings) is your responsibility, and you shall be required to pay reasonable compensation. This excludes normal wear and tear. Sister Ski and the accommodation owners are not responsible for any theft, loss, or damage to personal belongings during the trip. Please ensure you have sufficient insurance for this eventuality.

## **10. EXTRA ACTIVITIES**

When booking extra activities (e.g., paragliding, massages, and spa treatments), the contractual obligation lies between the supplier/3rd party/company and yourself. Sister Ski can assist in making the booking between the two parties but accepts no responsibility for any loss or damages when you engage in these activities.