



General Terms and Conditions – Swiss Ski School Adelboden (SSA)

General

- We recommend booking lessons well in advance. Last-minute bookings are possible, subject to availability at the Swiss Ski School Adelboden (SSA).
- Lessons take place in all weather conditions.
- Lift passes are **not** included in the lesson fees.
- Lesson fees must be paid no later than **4:00 p.m. on the day before the course begins**.
- All prices are stated in Swiss francs (CHF).
- All offers, prices, and information published in the online shop and on the website are non-binding. SSA reserves the right to modify, supplement, or remove content at any time.
- The ski school bus may only transport ski school guests. Accompanying persons are not permitted.
- SSA reserves the right to exclude participants from lessons for safety reasons or inappropriate behaviour. In such cases, no refund will be granted.

Group Lessons

- Ski school tickets are personal and non-transferable.
- If the minimum number of participants required for a group lesson is not reached, SSA reserves the right to merge classes, shorten lesson times, or cancel the lesson.

Late Arrival / Early Termination

- Customers who arrive late or terminate their lesson early are not entitled to a refund or an extension of the lesson time.



Cancellations / Changes by the Customer

Cancellation	Changes by the Customer
Up to 72 h before the first course day	100% refund
Between 72 - 24 h before the first course day	Administration fee of CHF 50
Less than 24 h before the first course day	The full course fee will be charged

- Multi-day courses (private and group lessons) are considered a single booking. Once the 24-hour deadline before the first course day has passed, no refund will be granted.
- For refunds of services already paid for, SSA may deduct any additional costs incurred, such as administrative fees or bank charges.

Illness / Accident

- SSA accepts no liability for accidents occurring during snow sports lessons. Participants are responsible for obtaining adequate accident and personal liability insurance.
- Refunds for lessons missed due to illness or accident are handled through **PassProtect Insurance (MUTUAIDE ASSISTANCE)**. Customers must submit their reimbursement claim directly to:

Address	MUTUAIDE ASSISTANCE, Swiss Management, Route de la Fonderie 2, CH – 1700 Freiburg
Email	Mutuaide.ski@swiss-claims.ch
Telephone	+41 26 425 81 20 / +41 26 425 80 00

- The General Insurance Conditions (GIC) of **PassProtect Insurance** (www.skicare.ch) apply.



Closed Lifts or Safety Risks

- If lift operations are suspended due to adverse weather conditions, or if safety cannot be guaranteed because of exceptional snow or weather conditions, SSA reserves the right to modify the agreed services or cancel lessons.
- SSA does not provide compensation or refunds for lessons cancelled due to storms or avalanche risk.
- Refunds for lessons cancelled because lift operations are suspended due to storms or avalanche danger are handled through **PassProtect Insurance (MUTUAIDE ASSISTANCE)**. Customers must submit their reimbursement claim directly to:

Adress	MUTUAIDE ASSISTANCE, Swiss Managment, Route de la Fonderie 2, CH – 1700 Freiburg
Email	Mutuaide.ski@swiss-claims.ch
Telephone	+41 26 425 81 20 / +41 26 425 80 00

- The General Insurance Conditions (GIC) of PassProtect Insurance (www.skicare.ch) apply.
- Customers will be informed by SSA as soon as an official decision has been made regarding the operating status of the lifts and ski slopes.

PassProtect Insurance by MUTUAIDE ASSISTANCE

- SSA has concluded a group insurance policy (**PassProtect Insurance**) with MUTUAIDE ASSISTANCE. All customers booking a course with SSA are automatically insured under this policy. The insurance premium is included in the course price; no separate insurance fee is charged.
- PassProtect Insurance provides cover for specific events defined in the General Insurance Conditions (GIC), including illness, accident, or weather-related closure of ski facilities, which may result in the partial or complete cancellation of the booked course. The exact scope of cover is governed exclusively by the General Insurance Conditions.



- In the event of a claim, customers must submit their reimbursement request directly to MUTUAIDE ASSISTANCE. SSA neither assesses insurance claims nor issues refunds for insured events independently. SSA is not responsible for reviewing, approving, or rejecting insurance claims. Events or claims not covered under the General Insurance Conditions of PassProtect Insurance do not entitle customers to any additional refund from SSA unless mandatory statutory provisions provide otherwise.
- The current General Insurance Conditions of PassProtect Insurance are available on the SSA website before booking and can also be provided upon request in text form. By booking a course, the customer confirms that they have been informed about the PassProtect group insurance policy and have had the opportunity to review the applicable General Insurance Conditions.

Jurisdiction

- The place of jurisdiction is Thun, Canton of Bern.
- Swiss law shall apply.

Swiss Ski School Adelboden (SSA) – Adelboden, 30 June 2026