

General Terms and Conditions relating to Distance Selling

GENERAL TERMS AND CONDITIONS OF SALE OF SERVICES RELATING TO TUITION AND SUPERVISION BY INSTRUCTORS AT THE E.S.F. (ECOLE DU SKI FRANCAIS) AT FLAINE OF SKIING AND OTHER SNOWSPORTS DISCIPLINES

E.S.F. FLAINE

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Email: info@esf-flaine.fr

You can now register for services provided by our E.S.F. instructors at FLAINE either via our website, by telephone, by E-mail or by any other method of distance communication.

As regards online sales via our website, simply follow the online registration instructions and your order will be transmitted electronically to the E.S.F. FLAINE

As regards other types of distance selling, please contact the E.S.F. FLAINE

Registration for E.S.F. FLAINE services at implies total acceptance of these general terms and conditions.

ARTICLE I – SERVICES

All of the E.S.F. FLAINE instructors have undertaken state-accredited training and their teaching methods are recognised both nationally and internationally.

Our services are provided for both individuals and for groups. In order for the lessons to be successful, the competence level of all of the skiers participating in them will need to be of the same standard. Given that it would be impossible from a practical point of view for the E.S.F. FLAINE instructors to assess the standard of each pupil prior to registration; the latter will be solely responsible for the technical choice that he has selected in accordance with the table provided by the E.S.F. FLAINE.

Accordingly, the E.S.F. FLAINE retains the right to move the skier from one group to another group which is more suitable for his standard if his said standard does not reflect that previously stated by him to be correct, but, this can only occur when and if the other groups have capacity to accommodate him. In this respect, the skier in question will not be able to claim either any reimbursement or any other type of compensation as regards his statement.

Learning to ski will take place in a specific but random environment. Accordingly, the pupil will be personally liable for his own safety and also for that of any third parties. The instructor's liability will be limited to facilitating skiing lessons. It is the responsibility of the pupil to follow the instructor's instructions. The pupil will be solely liable for his own equipment.

The E.S.F. FLAINE will not be liable for any accidents caused by any of the skiers participating in the lesson.

ARTICLE II – INSURANCE

The E.S.F. subscribes to a Professional Indemnity Policy which covers their instructors in the course of their employment against any damage which they may cause to third parties as well as covering their clients whilst they are subject to the authority of the E.S.F. and the instructors.

The client and/or the pupil is solely liable for his own equipment. The instructors cannot be held liable for any damage caused by the said equipment or for thefts or deterioration of the latter.

ARTICLE III – RATES / REGISTRATION / PAYMENT

3.1: Rates

The rates of the E.S.F. FLAINE are displayed on the online sales site, and can be viewed on esf.net as well as on the site of the E.S.F. FLAINE www.ski-school-flaine.co.uk

The prices quoted include tuition services provided by an instructor of the E.S.F. FLAINE but do not include any other service (insurance, ski lifts, accommodation, etc.), unless otherwise stated. Accordingly, prior to the lesson commencing, it is up to the pupil to obtain a pass in order to access the ski lifts and also to take out his own insurance which should cover him against any of the risks inherent in a sporting activity taking place in a mountain environment (public liability cover, emergency cover, etc.).

3.2: Provisions as to registration and as to payment

3.2.1: As regards online sales on our site:

You must complete the registration procedure on this site. Further to your online payment being made, your booking will be transferred to the E.S.F; FLAINE and the latter will immediately email you to acknowledge receipt of your order with your E-Ticket.

Payment is effected once your booking is confirmed via the online sales site of the E.S.F. FLAINE the said payment concludes the contract. Receipt thereof will be confirmed by email.

A unique way of registering and paying for our services is available: S-money (Banque Populaire Caisse d'Epargne's electronic bank) sends your booking form and bank transfer via the internet to the E.S.F. thus your payment will be certified, secure and guaranteed by the banking system.

The E.S.F. FLAINE will ensure the availability of its lessons once a contract has been concluded.

Services are booked for set dates. Consequently, **the retraction deadline of 7 days** for distance selling provided for in **Article L121-20** of the Consumer Code **is not applicable** in accordance with **Article L121-20-4** of the same code.

3.2.2: As regards other types of distance sales:

Registration can be done by sending a booking form with the full amount due by bank transfer, credit card, etc., to the E.S.F. FLAINE

The E.S.F. FLAINE will ensure the availability only of lessons for which a contract has been concluded.

Payment concludes the contract.

Services are booked for set dates. Consequently, **the retraction deadline of 7 days** for distance selling provided for in **Article L121-20** of the Consumer Code **is not applicable** in accordance with **Article L121-20-4** of the same code.

ARTICLE IV – REQUEST FOR VALUE OF MEDAL TO BE REIMBURSED

Only valid if an ALL-INCLUDED option: Ski lessons + medal has been purchased.

If you have purchased an ALL-INCLUDED option (ski lessons + medal) and you do not require the medal: it is possible to be reimbursed in the amount of the retail price in respect thereof by requesting this at the E.S.F. booking office at any time whilst the lessons are ongoing. Once the lessons have ended, no reimbursement will be possible.

ARTICLE V – CANCELLATION OF THE BOOKING BY THE CLIENT EITHER BEFORE OR AFTER THE SERVICE HAS STARTED

5.1: Cancellation of a booking **15 days ahead** preceding the beginning of the service:

- If further to your online purchase you have subscribed to your own cancellation policy (in particular the one proposed by the E.S.F. during your on-line purchase), please refer to the terms and conditions therein.
- If you have not subscribed to a cancellation policy and in case of force majeure on presentation of proof in relation thereto: the E.S.F. will reimburse the sum that you have paid less expenses (15% of the transaction).
- In the absence in case of force majeure: the ESF will reimburse the sum that you have paid less expenses (15% of the transaction) to which will be added compensation for breach of contract (15% of the transaction).

5.2: Cancellation of a booking in **15 days preceding** the beginning of the service:

- If further to your online purchase you have subscribed to your own cancellation policy (in particular the one proposed by the E.S.F. during your on-line purchase), please refer to the terms and conditions therein.
- If you have not subscribed to a cancellation policy and in case of force majeure on presentation of proof in relation thereto: the E.S.F. will reimburse the sum that you have paid less expenses (20% of the transaction).
- In the absence in case of force majeure: the E.S.F. will withhold an amount equal to 50% of the sum that you have paid.

5.3: Cancellation of the booking **during the service**:

- If further to your online purchase you have subscribed to your own cancellation policy (in particular the one proposed by the E.S.F. during your on-line purchase), please refer to the terms and conditions therein.
- In absence of cancelation insurance, none of repayment will be done. We recommend you to check with your own insurance before your ski holidays. Just to be sure that you are covered well.

ARTICLE VI – CANCELLATION / CANCELLATION AFTER THE COURSE HAS STARTED / EXCLUSION OF CLIENTS BY THE E.S.F.

E.S.F. FLAINE retains the right to cancel lessons before they are due to begin or after they have begun particularly in case of force majeure.

Force majeure principally comprises an event involving:

- closure of the ski slopes or of the ski lifts
- weather conditions which are dangerous as regards the groups accessing the practice areas.
- If they are less than 5 person booked into the same level on the first day.

6.1: Reimbursement

- In case of force majeure: the E.S.F. will reimburse the sum that you have paid with a deduction of the lesson you already done.
- In the absence of force majeure: the E.S.F. will reimburse the sum that you have paid together with compensation in the same amount.

6.2: Exclusion

The E.S.F. FLAINE retains the right at any time to exclude any client:

- Whose behaviour is such that it disrupts the proper delivery of the tuition and become dangerous for his self and the others.
- Who has no respect for the people around him.
- Does not respect the rules and instructions given by the ski instructor.

In those cases, the client will not be able to claim any repayment.

ARTICLE VII – RESOLUTION OF DISPUTES

The parties shall use their best endeavours to try to amicably resolve any problems which may occur during the currency of the contract. In the event that this is not possible, any disputes relating to the validity, interpretation and/or execution of this contract will be exclusively governed by French Law.

All litigation of no matter what kind and inclusive of any summary proceedings will be subject to French civil and commercial jurisdiction, including ruling in terms of emergency proceeding.