

General Terms and Conditions

THE COMPANY IS A TRADING NAME OF REGISTERED LIMITED COMPANY AWESOME EXPERIENCES GMBH ("THE COMPANY"), CHE-347.711.104

1. Making a Booking

All bookings are made with Awesome Experiences GmbH (AE). No contract exists until AE has received full lesson fees. The person reading the General Terms and Conditions declares that he/she has the authority of the party member (and when party member is under 18, the authority of a parent or legal guardian) to contract AE on behalf of said party member on the basis of these conditions and have agreed to be bound by them. No additions, deletions, or adjustments may be made to these conditions apart from in writing by the AE director.

2. Payments, Cancellation and Refund Policy

Cancellation due to COVID-19

If you're unable to take attend camp due to any of the reasons below, you will receive a full refund for your booking:

1. If the resort where your lessons are due to take place is closed due to COVID-19.
2. In the event the AE has to cancel your camp.
3. If the border to the country where your camp is due to take place is closed and you cannot enter the country.
4. If the border of your home country is closed and you cannot leave the country, or re-enter after your holiday.

* For the avoidance of doubt, in the event you cancel camp due to contracting COVID-19, you will be refunded in line with the standard cancellation policy detailed below. We recommend ensuring you have the appropriate level of travel insurance to cover this situation.

General Cancellation Policy

In the event of cancellation, reimbursement will be calculated as a percentage of the total cost of all products booked, as follows:

- Cancellation 14 days or more prior to the commencement of the first day: 100%
- Cancellation 7 to 13 days prior to the commencement of the first day: 50%
- Cancellation less than 7 days prior to the commencement of the first day: No refund.

Cancellations of lesson curtailments due to a complete ski area closure will be refunded in full.

Partial resort closure due to adverse weather conditions or breakdown of mechanical installations (or other incidents beyond our control) will not result in any lesson refund.

Cancellation due to injury or sickness will not be refunded. Clients are advised to take out suitable insurance to cover them in the case of cancellation.

3. Events beyond AE's control

No reimbursements will be made for late arrivals or early departures. Natural disasters, closing of airports, technical problems, threat of war, transportation accidents, fire, bad weather or any other events beyond the control of AE that may affect the running of the programme, will not be the responsibility of AE. If AE decides that the camp cannot be run, we will refund the total amount of money received. If the participant decides on his/her own not to attend, even though it will normally run, that participant cannot claim any refund.

4. Liability

It is not possible for AE to be responsible for any service not directly under our control, such as, but not limited to, ski lifts, airlines and world events. Accordingly, AE will not be responsible for any additional expenses, distress, disappointment, loss, damage, injury, accident, delay, inconvenience or irregularity resulting from the act of any other company, firm or persons, unless caused by either the proven negligence of or lack of diligence by AE. Any claims with respect to such matters must be made against the appropriate principal.

5. Parent's Responsibilities

Parents/guardians accept full financial responsibility for anyone they register in AE for the following reasons:

- i. Damage caused, wilful or not, to facilities, equipment, clothing or anything else belonging to or leased to AE.
- ii. Repatriation costs for any child having to be sent home due to illness, accident, misbehaviour, or any other reason deemed necessary by AE.
- iii. Any pocket money or any purchase of items of a personal nature made on behalf of the child for anything not expressly included in the camp package.
- iv. Rental of any equipment deemed by AE essential for a child to enjoy camp due to his/her own equipment being unsuitable, unsafe or missing.

6. Children's Behaviour

Children, whilst under constant supervision of AE staff, are expected to adhere to all AE rules and regulations. AE reserves the right to request a child is sent home if the child is deemed negligent of said rules and regulations. In this case, all additional travel costs incurred are the responsibility of the parent and there will be no refund of camp fees given.

7. Adverse Weather Conditions

AE cannot be held responsible for adverse weather conditions that negatively affect the campers' ability to participate in activities. If AE considers weather conditions to be hazardous, activities may be curtailed or cancelled. If activities are cancelled, we will endeavour to find alternative suitable activities.

8. 3rd Party Liability Insurance

AE has a 3rd Party Liability Policy with Zurich Insurance. This provides indemnity in respect of legal liability to pay compensation for accidental injury to 3rd parties or accident loss or damage to their property.

9. Promotional Materials

AE reserves the right to use any photographs or work by participants on its website and publications.

10. Medical Treatment

AE shall have full authority to take whatever action it deems necessary to safeguard the health and well being of the child. This includes medical treatment for the child at the expense of the parent/guardian.

11. Cancellation or modification of programmes

AE reserves the right to cancel or change any programmes because of insufficient number of participants or any other reason beyond its control. If this rare event occurs an alternative camp programme or full refund will be offered.