

## TERMS AND CONDITIONS OF SALE

### **Ski and snowboard private and group lessons for adults, kids and groups.**

- The prices are per person.
- We work with ski hours of 55 minutes.
- The prices do not include accident insurance. Therefore, we suggest to get it when you buy your lift pass.
- Lift pass and ski equipment are not included in the lesson price.
- All the lessons, private and group, take place in any weather condition, except in cases of force majeure. In case the lifts remain closed due to bad weather conditions, the booked lessons can be made up or refunded.  
The interruption of the lesson can be only decided by the OFFICE.
- Any cancellation, valid ONLY for private lessons, can be accepted if notified by 5 pm the previous day and they will be replaced by a LESSON COUPON.
- The lessons cannot be refunded, any delays or absences will not be recovered;
- The booked ski lessons, which have been paid but not done, are not refundable.
- The absences from the classes, which have not been notified to the office, will be counted in the final balance.
- In case of illness or injury, you can ask for a refund only upon presentation of a medical certificate.
- The payment of the lessons has to be done in advance.
- If you book your lessons or classes in advance, you have to pay a deposit; you will pay the balance on your arrival.
- The use of the HELMET is COMPULSORY for all the children up to the age of 14 years old.
- Please tell the instructor if your children have any food intolerances, diseases or disabilities.
- If you want to do a Skitour or a Full-day lesson, we recommended to buy the DOLOMITI SUPERSKI lift pass.
- The meeting point for lesson and classes is at our "RADUNO CLASSI" next to the Baby-Socrepes chairlift, Lacedel ski area.
- The ski schools are not part of the amateur sports clubs referred to the Article 90, paragraph 17 et seq. of Law 289/2002. The lessons provided to children from 5 to 18 years old are not eligible for tax deduction in accordance with the Article 15, paragraph 1, of Decree of the President of the Republic 917/86. Any requests for deduction have to be done before the payment.



- The Ski School is exempt from VAT; therefore, it has no obligation to perform invoice in accordance with the Article 36/bis of D.P.R. 633/1972 and subsequent amendments and additions.

The invoice is issued only on customer request during the payment.

The school guarantees complete confidentiality of all the information provided for tax purpose; this information will be used to send sales information. If you do not want to receive it, we ask you to tell us. Law 675/96.

Complaints or claims have to be presented to the office.

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### **Payment method**

The purchase of our services has to be done with Credit or Debit Card. The money transaction with Card is made through a Virtual Pos service of the Acepta Spa, on the on-line platform Phey; during any steps of the purchase process, the e-commerce portal system and any staff members cannot see the Customer Credit Card number, which has been provided to the Safe Server of the Credit Institute through a safe and encrypted internet connection according to the current standards of the on-line payment market

In case the Customer wants to pay by bank transfer, the lesson will be confirmed upon receipt of payment. The bank transfer has to be done within 5 days from the booking date. After the deadline, your booking will be automatically cancelled from the system.

Please note: the prices on the website [www.scicristallocortina.com](http://www.scicristallocortina.com) are in Euro, which is the reference currency.





### **Delivery and sale method**

There are no delivery fees, since we sell on-site facilities.

There are not additional charges compared to the total price.

### **Right of withdrawal**

In accordance with the Article 5, of D.L.185/1999, if the customer is a consumer has the right to withdrawal from the on-line purchase contract for any reasons, without adding any further explanation and without any penalty.

To exercise this right, the customer has to send a notice to the Italian Ski School Cristallo Cortina, within 24 hours before the beginning of the lessons purchased. The notice has to be sent by email to [info@scicristallocortina.com](mailto:info@scicristallocortina.com)

Upon receipt of the notice of withdrawal, the Italian Ski School Cristallo Cortina will provide a refund, which will be done through the same means of payment used during the booking/purchase

### **Privacy**

The personal information required during the booking are collected and processed in order to meet the Customer needs and they are not transferred to third parties. The Italian Ski School Cristallo Cortina guarantees to its customers the compliance with the rules on the processing of personal data, regulated by the Data Protection Code, D.L. 196 of 30.06.03

The data controller is the Italian Ski School Cristallo Cortina, Corso Italia 210  
32043 Cortina d' Ampezzo – BL - Italy

### **Complaints**

Any complaints have to be made to the Italian Ski School Cristallo Cortina by email to [info@scicristallocortina.com](mailto:info@scicristallocortina.com)





### **Applicable Law**

The selling contract between the Customer and the Italian Ski School Cristallo Cortina is undertaken in Italy and governed by Italian Law. For the settlement of civil and criminal disputes derived from the conclusion of this distance selling contract, if the Customer is a consumer, the local jurisdiction is determined by reference to the place of habitual residence of the Customer, in all the other cases, the jurisdiction is the Belluno Forum.

### **Obligations of the purchaser**

The purchaser has the obligation to submit a copy of his purchase order, at least 1 hour before the beginning of the lesson, at the Italian Ski School Cristallo Cortina office, in order to collect the lesson coupon for the ski lesson.

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