

# **Skiing4all 100% Transparency Policy on Prices**

**NO SMALL PRINT**

**NO HIDDEN COSTS**

**JUST PLAIN ENGLISH**

## **1. Skiing4all Program Prices**

At the booking stage, please inform us whether you wish to stay at one of our partner hotels to qualify for 300€ discount off our Skiing4all program prices. If we offer you a discounted price and you fail to register with our partner hotel as a Skiing4all Guest and/or fail to forward us a copy of your \*DIRECT\* booking confirmation two weeks before your arrival at the latest, we will regretfully need to charge you the full program price. By direct booking we mean bookings made by email using a Booking Code "Skiing4all", and not the bookings made through any agents or online booking services, including our partner hotel own websites. The discounted price can be offered to one Skiing4all program participant per family only (applies to the lowest program value).

## **2. Skiing4all Program Booking Deposit**

No matter how early you book with us, should our prices increase for the Winter Season 2019/20, we guarantee that your booking price will not change once the agreed booking deposit is received.

We will normally require a 25% program deposit. The program deposit will be non-refundable in case of cancellation.

## **3. Skiing4all Program Balance Payment**

The remaining balance for Skiing4all program will be due no later than eight weeks before the scheduled start of the program unless another agreement has been made in writing. In the event of cancellation less than eight weeks from the start of the booked services, the balance will not be reimbursed.

## **4. Changes to your Skiing4all Program Booking**

Subject to availability, we might be able to change your original booking (dates, program type, etc.) at an administration charge of 100€ plus any difference in prices between the original booking and the amended booking value.

## **5. Payment for Accommodation**

All payments for accommodation must be made directly to the hotels. The accommodation deposit and balance rules will be set by the accommodation provider, independently of Skiing4all.

## 6. Skiing4all Program inclusions

All our programs include the items and services as listed on p.12 of this brochure. We draw your attention to the fact that the ski pass is included only for the main participant with special educational needs, unless participating in the program during our Family Weeks as described on p.13 of this brochure.

Guideline ski pass prices for others: children born in 2013 or younger: ski in 2018/19 for free; children born in 2003-2012: 103-115€; youth born 2000-2002: 155-172€, and adults 207-230€. All the prices above are for a 5-day ski pass in the whole area of Zell am See - Kaprun, including a ski bus. Lower rates quoted above are for the lower season and vice versa.

## 7. Skiing4all Program exclusions

**Travel to the resort** – you will need to arrange your own flights to Austria or Germany (we recommend Salzburg 80 km away, or Munich 200 km away), or other means of transport to the resort. However, we will be pleased to arrange private airport transfers for you at great value rates.

**Accommodation** – this is not included in the program price but we recommend you book with one of our partner hotels. When booking your stay directly by email with one of our partner hotels (terms and conditions apply, see p.24 for details), you will receive 300€ discount of the Skiing4all program price, as detailed in the tables on p.14-15. You are free to choose your own accommodation too but we regret that the program price will not be discounted.

**Insurance** – you are responsible for carrying appropriate insurance for any accidents or incidents whatsoever, which might occur before, during or after participation in Skiing4all Program. Skiing4all cannot be held liable for any costs, which might result from lack of or an inadequate insurance.

**Lunch, snacks and drinks** - We will provide lunch, snacks and drinks for 12€ per day per participant aged under 15 on Programs S, M, L or XL. The charge for participants over 15 and all those on Program XXL (regardless of age) will be 15€ per day per participant. Please let us know about the participant's food preferences, special diets and any allergies. We regret that due to the Health & Safety regulations and difficulties associated with consuming own food at the mountain restaurants, we are unable to accept packed lunches. However, we will be happy to carry some favourite snacks and drinks not requiring refrigeration and in their original packaging (cereal bars, etc.). Payment for food is due in cash in the resort.

## 8. One to one care upgrade

All children, teenagers or adults with special educational needs ski on a one-to-one basis. However, during the other outdoor and indoor activities at our Fun Club there is a ratio of maximum of two participants with special educational needs to one carer (three to one ratio for participants without special educational needs). Please let us know at the time of booking if the person you are booking the program for requires one-to-one care at all times. This upgrade is voluntary for most program participants but **compulsory** for persons:

- displaying serious violent behaviour resulting in a personal injury to oneself or other persons, or serious and/or deliberate damage to third party property (including that of Skiing4all),
- “runners” who repeatedly run away from their carers, require holding hands at all times (other than near road traffic), and need persistent chasing to ensure their safety outdoors.

The more advance notice we have, the more likely we will be able to arrange additional care (70€ supplement per day applies). In the event that one-to-one care is not pre-booked but clearly required, we reserve the right to charge this fee in the resort.

In the event that we do not receive the aforementioned fee or cannot provide extra care at a short notice, we reserve the right to remove the participant from our program with the refund for the unused program days on a pro rata basis less 50% cancellation charge.

Please contact us prior to booking, if you are not sure whether one-to-one care will be required.

## 9. Extra slope assistance during skiing

Safety is our top priority and for this reason we require two adults to work with those skiing beginners with special educational needs who weigh over 70 kilograms (or 11 st). By the “beginner” we mean those skiers who are unable to break unaided in a snow plough on a blue slope. Please let us know at the time of booking if the person you are booking the program for weighs over 70 kilograms. The more advance notice we have, the more likely we will be able to arrange the additional assistance. Extra charges will apply and will vary according to the program type and season. You will be advised on these charges prior to committing to the booking.

## 10. Optional extras

Subject to availability, we will be pleased to arrange the following extras for you, which can be settled in the resort:

| ITEM   | COST | NOTES  |
|--|------|--|
| <b>One to one care upgrade, per day</b>            | 70€  | Per participant per day ( see note 8 above)  |
| <b>Pre-booked program time extension</b>           | 15€  | Per participant per half hour  |
| <b>Afternoon Swimming Club</b>                     | 75€  | Per participant per 3-hour session incl. hotel transfers. Siblings /friends 50% OFF. |
| <b>Friday Fun Club</b>                             | 170€ | Per participant per day (09.45 to 15.15). Siblings and friends 50% OFF.              |
| <b>Baby-sitting</b>                                | 25€  | Per hour for 1-2 persons. 10€ for additional person. Min. booking 3 hours.           |
| <b>Salzburg airport private transfer, one way</b>  | 165€ | Max. 8 persons with luggage  |
| <b>Munich airport private transfer, one way</b>    | 315€ | Max. 8 persons with luggage  |
| <b>Innsbruck airport private transfer, one way</b> | 240€ | Max. 8 persons with luggage  |
| <b>Ski jacket hire</b>                             | 15€  | Per item   |
| <b>Ski salopettes hire</b>                         | 15€  | Per item   |
| <b>Ski goggles hire</b>                            | 5€   | Per item   |
| <b>Photos &amp; videos (electronic download)</b>   | 20€  | Per weekly set (approx. 50 files)  |