General Terms and Conditions
Swiss Ski School Stoos (SSSS)

By booking a service, offer, the guest accepts these General Terms and Conditions of the SSSS as binding for the reservation made by him - also on behalf of third parties. Unless expressly agreed otherwise, the General Terms and Conditions of the SSSS apply to all business between the SSSS and its customers.

Contractual relationship
In the case of a personal booking on site, the purchase of a course ticket establishes the contractual relationship. In all other cases (telephone, e-mail, online reservation), the written confirmation by e-mail from the SSSS is decisive for the acceptance of the reservation request.

The costs of the entire booking must be paid no later than 24 hours before the start of the first activity. The SSSS reserves the right to reassign the reserved lesson slots to another guest should payment not be received no later than 24 hours before the start of the lesson.

Lessons generally take place in all weather conditions, except in the case of weather-related closures of the cable cars and lift installations.

The Swiss Ski School Stoos reserves the right, after conclusion of the contract and also during the activity, to modify, cancel or discontinue the programme or individual services if natural and/or weather conditions or other unforeseen circumstances (failure of the cable car and lift installations, force majeure, official measures and/or safety measures or other risks) so require. If lessons are cancelled for these reasons, no refund will be made.

The SSSS course ticket is personal and non-transferable. The use of the lift installations, etc. is not included. There is no claim to refund or compensation from the SSSS for lesson time lost due to failures of the cable cars and lift installations.

Different deadlines apply to cancellation depending on the type of offer; the details are set out in the section “Cancellation of the contractual relationship” (private lessons and group courses/packages are treated differently).

Group lessons:
From 5 persons. If this minimum number is not reached, or if the group is reduced to 3 participants, the SSSS reserves the right to combine groups or to reduce the number of lessons. Changes of ski instructors are possible. Children aged 6 years and over and adults must be in possession of a valid lift pass. (not included in the lesson price).

Swiss Snow League Test on Friday, including an award, when attending at least 4 courses days, or 4 x 2 hours of private lessons. The award is handed out by the ski instructor only if the course has been passed.

Private lessons:
The Swiss Ski School Stoos guarantees the reservation only if it has been paid no later than 24 hours before the reserved lesson.
The SSSS reserves the right to reassign the reserved lesson slots to another guest should payment not be received no later than 24 hours before the start of the lesson.

Payment
As means of payment we accept CHF and Euro in cash, as well as TWINT or credit cards. For online bookings we accept Mastercard and Visa. Euro prices are indicative and are calculated according to the daily exchange rate.

Delay of the agreed appointment
In the event of late arrival or early departure from the activity by the guest and/or any possible discontinuation associated with this, there is no entitlement to a refund from the SSSS. Every lesson or group course that is missed will be charged in full.

The snow sports instructors will wait for a maximum of 15 minutes at the agreed meeting point.

Our instructors teach in all weather conditions, as long as safety is guaranteed during the lesson.

Participants must also strictly follow the safety rules of the FIS and the instructions of the snow sports instructors trained for this purpose. By participating in the offers of the SSSS, each guest declares that he/she is aware of these regulations.

Accident insurance:
The guest is not insured by the SSSS. The SSSS declines any liability for accidents before, during or after the use of a service offer. Accident and liability insurance is the responsibility of the guest. Cancellation insurance is also recommended.

Prevention due to accident or illness
Costs for courses booked by the guest, which he cannot or only partially attend due to accident or illness, will only be refunded by the Swiss Ski School Stoos upon presentation of a medical certificate. (Calculation: Tariff per missed day minus handling fee CHF 30.00 per booking).

Refunds for cancelled lessons due to injury or illness are only possible with a medical certificate. Only the difference amount is refunded. A transfer or credit to a following season is not possible. The refund is made in cash or via the online portal.

If lessons are cancelled due to force majeure such as storm, avalanche danger, etc., no refund will be made. We recommend taking out insurance.

Cancellation of the contractual relationship
A cancellation of the booking by the guest is subject to fees as follows. The deadlines differ depending on the type of offer:

Cancellation of the contract for private lessons

- Up to 48 hours before the agreed activity > handling fee of CHF 30.00
- 48 to 24 hours before the agreed activity > 75% of the course costs
- On the day of the agreed activity > 100% of the course costs

Cancellation of the contract for the groupe lessons and Packages

- Up to 15 days before agreed activity > processing fee at booking CHF 30.00
- 07 - 14 days before agreed activity > 30 % of the course costs
- 01 - 06 days before agreed activity > 75 % of course costs
- On the day of the agreed activity > 100% of the course costs

Payments already made (online bookings) by the guest will be charged against the cancellation costs. Any credit balance in favor of the guest will be refunded to him in cash, by Iban number or via the online portal.

Data processing and image material
The SSSS collects personal data that is required for carrying out bookings and providing the booked services. This includes, among other things, name, address, contact details and payment information. This data is used for the purpose of processing the booking and communicating with the guest. The stored data is treated confidentially. However, should this be necessary for the provision of the booked services, the SSSS may also disclose the personal data to third parties. For questions or concerns regarding data processing, the guest may contact the management of the SSSS.

The guest agrees without compensation that photographic material created during lessons or other events may be used by the SSSS at its discretion.

Complaints
The guest shall address any complaint to the management.

Payment
Credit card payments in favor of the ski school will be collected by TREKKSOFT AG, Hauptstrasse 15, 3800 Matten, Switzerland ("TREKKSOFT"). TREKKSOFT will appear as TREKKSOFT TOUR BOOKING on your credit card statement. The domain where you enter and process your payment is owned and operated by TREKKSOFT. Please email support@payyo.ch for all inquiries regarding your credit card payments and chargebacks.

Place of jurisdiction and choice of law
In addition to these General Terms and Conditions of the Swiss Ski School Stoos, Swiss law applies to the contractual relationship. The place of jurisdiction is the Canton of Schwyz. The language of the contract is German.

Stoos, July 15. 2026