

Covid-19 statement.

Due to the current uncertainty, ICE would like to reassure its clients that if Covid-19 prevents the running of courses in 2020/2021, any money paid will be returned in full. This position will be reviewed in line with the Government recommendations in due course.

Terms and Conditions – 2021 Residential (Gap 4, 6, 10 & 14 week) Winter Courses

1. Acceptance of the terms and conditions

- a) Upon completion of the booking form either offline or online, you accept these Terms and Conditions of the booking.
- b) Your booking form is to be accompanied by a minimum £500 non-refundable, non-transferable deposit.

2. Payment.

The payment structure for the winter residential courses is as follows. Once paid a deposit, installment or balance is non-refundable. Once a deadline is passed you will be liable for an installment payment whether you attend the course or not. Please note that if you make a booking after an installment deadline has passed, you will immediately be liable for all installment payments due up to your booking date.

- a) Initial deposit, to be paid on application - £500
- b) Second installment, to be paid by 30/07/2020 - £2000
- c) Third installment, to be paid by 30/09/2020 - £2500 for 5, 6, 10 & 14 week courses, not applicable for 4 week courses.
- d) Balance, to be paid by 15/11/2020 – cost determined by the type of course booked. See your members area for details. www.icesi.org/members
- e) If you arrive at resort, having not paid the balance, as detailed on your invoice for your course, you will NOT be accepted on to the course. You will remain liable for all outstanding balances.

3. Cancellations

In the event that you cancel your course booking, the following conditions will strictly apply

- a) If you cancel at any stage following making a booking, you will forfeit the deposit.
- b) Once a course is confirmed, you will be sent a welcome pack and an invoice for the second installment which is payable immediately. If you cancel after this period, you will forfeit the second installment.
- c) On 30/09/2020 you will be liable for the third installment. If you cancel after this period, you will forfeit the third installment.
- d) On 15/11/2020 you will be liable for the balance. If you cancel after this period, you will forfeit the entire cost of the course.
- e) If you book once any of these deadlines have passed, you will be immediately liable for any payments up to these deadlines.
- f) If you decide to cancel your booking, cancellation will not be effective until received in writing at the ICE Office by fax, email or letter. Verbal instructions to cancel are not acceptable and will not be acted upon by the ICE Office.

4. Administration

- a) All course invoices and resources will be sent to the address supplied on your booking form.
- b) It is your responsibility to keep the ICE office informed of any change of address after booking on to a course. This must be confirmed in writing by fax, email or letter to the ICE office.

5. If ICE decides to cancel your course, ICE will reimburse you where necessary and appropriate.

6. ICE reserves the right to remove you from the course if:-

- a) you are found to exhibit behavior which is deemed to be inappropriate, unprofessional and/or detrimental to ICE and BASI;
- b) you are found to be under the influence of alcohol, drugs or addictive substances, during course contact time.

7. ICE will not be liable for any physical or financial hardship which may be incurred whilst attending an ICE course.

8. All students must be insured for their course.

9. No monies will be refunded by ICE in the event of an injury sustained either before, or whilst participating, in the course, where injury leads to curtailment of the course; in this instance, it is necessary to make an insurance claim.

10. ICE reserves the right to refuse training to any applicant who, in the opinion of ICE:

- a) does not meet, or is not likely to meet, the minimum standard for the appropriate grade.
- b) is unsuitable for Snowsport Instructor training.

11. In the event that an applicant is refused training on the basis of paragraph 10, no monies will be refunded.

12. In the event that weather conditions or other circumstances beyond the control of ICE force the cancellation of a training session during a course, ICE shall not be liable to refund or re-schedule the session.

13. You agree, that except for death or personal injury arising through the negligence of ICE, ICE shall not be liable for any loss or damage arising whether in respect of death, bodily injury, illness suffered or loss, costs or damages or expenses incurred.

14. In the event of currency fluctuations between Sterling and the Euro, ICE reserve the right to alter the pricing of courses after they have been initially advertised and after bookings have been made if necessary.

15. Anyone who completes a booking form, to apply to attend an ICE course, is agreeing to abide by these aforementioned conditions.

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Terms and Conditions – 2020/2021 Independent Courses

1. Acceptance of the terms and conditions

- a) An independent course is defined as a BASI Level 1, Level 2 or Performance Course, where an accommodation package and liftpass is not part of the course.
- b) Upon completion of the booking form either offline or online, you accept these Terms and Conditions of the booking.
- c) Your booking form is to be accompanied by a minimum £150 non-refundable, non-transferable deposit.

2. Payment.

The payment structure for the winter residential courses is as follows. Once paid a deposit, installment or balance is non-refundable. Once a deadline is passed you will be liable for an installment payment whether you attend the course or not. Please note that if you make a booking after an installment deadline has passed, you will immediately be liable for all installment payments due up to your booking date.

- a) Initial deposit, to be paid on application - £150
- b) Balance, to be paid within 10 days of receiving course confirmation and related invoice – amount determined by course cost.
- c) If you arrive at resort, having not paid the balance, as detailed on your invoice for your course, you will NOT be accepted on to the course. You will remain liable for all outstanding balances.

3. Cancellations

In the event that you cancel your course booking, the following conditions will strictly apply

- a) If you cancel at any stage following making a booking, you will forfeit the deposit.
- b) Once a course is confirmed, you will be sent a confirmation email and an invoice for the balance payment which is payable immediately. If you cancel after this period, you will forfeit the balance.
- c) Non-payment of the balance within the stated deadline may lead to your place being given to somebody else. In the event of this happening, you will still be liable for the balance on a course and your credit card may be debited to the amount of the balance.
- d) Non-payment of the balance may also render you unable to book ICE or BASI course in the future.
- e) If you decide to cancel your booking, cancellation will not be effective until received in writing at the ICE Office by fax, email or letter. Verbal instructions to cancel are not acceptable and will not be acted upon by the ICE Office.

4. Administration

- a) All course invoices and resources will be sent to the address supplied on your booking form.
- b) It is your responsibility to keep the ICE office informed of any change of address after booking on to a course. This must be confirmed in writing by fax, email or letter to the ICE office.

5. Course Confirmation

- a) Confirmation of your place on the course will be communicated by email from the ICE office. It is important that you do not book flights or accommodation before receiving this communication. ICE is not responsible for any costs incurred for any third party services purchased.
- b) If ICE decides to cancel your course, ICE will reimburse you where necessary and appropriate.

6. ICE reserves the right to remove you from the course if:-

- a) you are found to exhibit behavior which is deemed to be inappropriate, unprofessional and/or detrimental to ICE and BASI;
- b) you are found to be under the influence of alcohol, drugs or addictive substances, during course contact time.

7. ICE will not be liable for any physical or financial hardship which may be incurred whilst attending an ICE course.

8. All students must be insured for their course.

9. No monies will be refunded by ICE in the event of an injury sustained either before, or whilst participating, in the course, where injury leads to curtailment of the course; in this instance, it is necessary to make an insurance claim.

10. ICE reserves the right to refuse training to any applicant who, in the opinion of ICE:

- a) does not meet, or is not likely to meet, the minimum standard for the appropriate grade.
- b) is unsuitable for Snowsport Instructor training.

11. In the event that an applicant is refused training on the basis of paragraph 6 or 10, no monies will be refunded.

12. In the event that weather conditions or other circumstances beyond the control of ICE force the cancellation of a training session during a course, ICE shall not be liable to refund or re-schedule the session.

13. You agree, that except for death or personal injury arising through the negligence of ICE, ICE shall not be liable for any loss or damage arising whether in respect of death, bodily injury, illness suffered or loss, costs or damages or expenses incurred.

14. In the event of currency fluctuations between Sterling and the Euro, ICE reserve the right to alter the pricing of courses after they have been initially advertised and after bookings have been made if necessary.

15. Anyone who completes a booking form, to apply to attend an ICE course, is agreeing to abide by these aforementioned conditions.