

## Ski school SKOL MAX operating regulations

The ski school operator is MELIDA a.s., Špindlerův Mlýn 281, CZ 543 51, tel.: +420 499 467 101, [www.skiareal.cz](http://www.skiareal.cz).

- The ski school is open daily from 08:30 to 16:00.
- The ski school offers skiing, snowboarding, telemark and cross-country skiing lessons.
- The ski school caters for children and adults.
- The ski school offers group and individual lessons.
- Each lesson contains an element of passive (instructor consultation & instruction) and active teaching.
- The active lesson is for 50 minutes (= 1 hour lasting private lesson). A multi-hour lesson: the last hour is always cut by 10 minutes. If a multi-hour block is divided into two (or more) parts, each of these blocks is always cut by 10 minutes within the last hour.

### Group lessons

- Adult group lessons on Sundays only commence at 14:00 (14:00-15:50) and continue Monday-Wednesday with 4 lessons per day (10:00-11:50, 14:00-15:50). **For 4 or fewer in a group, only 8 lessons are taught (2 per day)**. For 5 or more in the group, there are a total of 14 lessons (two on the first day and 4 on all other days).
- Group lessons for children are from 10:00-11:50 and 14:00-15:50 daily. Only full two-hour lessons can be purchased in both mornings and afternoons. It is also possible to purchase both sessions at the same time for a total of 4 lessons.

### Private lessons

- Individual private lessons "standard" can be taken in blocks of 1,2,3,4 or 6 teaching hours. The maximum number of people for private lessons is 4. Exceptions are possible upon agreement with ski school office.
- Start times for private lessons are agreed with the client.  
The ski school also offers "de luxe" lessons which can be purchased for 3 hours (start time is agreed with the client) or for a full day (08:30 to 16:00). The content of the de luxe lessons is described in detail in the price list for the current ski season.
- The ski school also offer „fresh track“ private lesson from 7:30 do 9:50 A.M. The content of the fresh track lesson is described in detail in the price list for the current winter season.
- "Early bird" morning lessons are possible by arrangement for children and adults, and generally take place between 08:30-09:50 A.M.
- Teaching during evening skiing is possible with the approval of the resort or the ski school offices.

### Lesson reservation and conduct

- We recommend that lessons are booked at least one day in advance. Reservations can be made in person or online at [www.gopass.cz](http://www.gopass.cz).
- Payment for lessons is due immediately on booking.
- It is not possible to book a lesson without immediate payment.
- Meeting with the instructor is 5-10 minutes before the lesson's starting time at the agreed meeting place. The meeting place is explained during the booking procedure.
- In the event of the late arrival of a client for a lesson (arrival after it begins), there is no guarantee that the ski school will teach a full lesson because of overlapping commitments.
- To use the lifts and facilities of Skiareál Špindlerův Mlýn, a ski pass must be purchased as per the resort's price list. The client will be informed by the instructor of the need to purchase a ski pass. Ski lifts and moving carpets located in the children's ski school zones are included in the price of tuition.
- Lessons take place in all weather.
- The ski school reserves the right to change instructors.

### Cancellation policy

- In the event of a lesson being cancelled as a result of force majeure (unforeseeable situation or event), the lesson can be arranged for a suitable alternative time by agreement.
- Does not apply during a lack of snow.
- If the client cancels individual lessons (purchased in person at the ski school office) at least 24 hours in advance, the client is entitled to arrange with the operator a replacement service as soon as possible. If an alternate date satisfactory to both parties cannot be agreed, the client will be issued with a voucher equal to the value of unused services. This voucher is valid for one calendar year from the date from which the service should have commenced. The client may use this voucher at any time during its period of validity for the equivalent service. If the voucher is not used within this term, the client is not entitled to indemnification. In the event of the client demonstrating serious cause, the operator can decide to refund 75% of the fee paid provided the lesson was purchased in person at the ski school office. The above applies only to lessons purchased in person at the ski school office.
- A refund is not possible if the client purchased lessons online (as per § 1837 z.č. 89/2012 Coll. Civil Code). In such instances, the only option is to change the reservation to another date.

### Client health and safety

#### Potential risks

Sports activities can result in physical or psychological injury, including permanent consequences or death. Injuries can be caused not only by the individual but also by the behaviour, neglect or negligence of other participants.

Sports activities include preparation for teaching, lesson participation and the teaching itself:

Alpine, cross-country, telemark and freestyle skiing, snowboarding, riding on a chairlift, T-bar or other transportation system.

- In the case of reservations made for a child, prior to the commencement of lessons the parent or other responsible person is required to provide comprehensive information about the child's state of health and any possible complications etc. This information must be included on the child's registration form and confirmed with a signature.
- Children must wear a safety helmet, which are available in the rental Spindl Motion.
- Instructors accept no responsibility for minor clients in the event of non-compliance with instructions and warnings, or they do not have the correct ski/snowboard equipment and accessories, fitted as per instructions.
- Clients are required to report any health issues that arise during lessons on the immediate conclusion of a lesson. Failure to do this, means no issue will be accepted.
- Clients are not insured by ski school SKOL MAX and lessons are at your own risk. The ski school encourages its clients to arrange accident insurance.
- Clients authorise employers of Melida, a.s. (SKOL MAX ski school) to seek medical treatment for their children from the Mountain Rescue Service and / or transportation to the Medical Centre in Špindlerův Mlýn / nearest hospital, where treatment will be carried out according to the individual's need or to seek further specialist treatment. Clients acknowledge that the result of any treatment or investigation is not guaranteed.
- Clients agree that, in the case of subsequent transportation to another medical facility, Melida, a.s. bears no responsibility for this transport and they agree to reimburse all costs associated with medical care and transportation, and that they will not claim for compensation against the company Melida, a.s.
- Client must comply with both FIS rules for the conduct of skiers and snowboarders and with the ski resort's rules and regulations.
- Ski school SKOL MAX accepts no responsibility for the client's health or the health of a client's minor child.

### Final Provisions

- Broadcasting rights consent: By purchasing lessons, clients give the company Melida, a.s. consent to use audio, audio-visual or photographic images depicting themselves or their minor child which are recorded during the lesson for marketing purposes (ski school's webpage, facebook page or any printed promotional materials).
- By purchasing lessons, the client agrees with the operating rules. Further information on information obligations at [www.tmr.sk](http://www.tmr.sk).
- The operating rules are effective from December 1, 2018 and are valid until further notice.
- Current terms and operating conditions can be found displayed on the premises and are also available at [www.skolmax.cz](http://www.skolmax.cz)

In Špindlerův Mlýn, 30.11.2018

**MELIDA, a.s.**  
**Martin Knot, Ski School Manager**