

## Terms and Conditions

### **【All Lessons (include mountain guiding)】**

- Full payment is required in advance to secure a booking.
- Lesson may be changed or cancelled if the ski area is closed due to operational or weather condition.
- Lessons will not be extended, rescheduled or refunded due to the late arrival of guests, for any reason.
- Please note that rental shops are in different locations. It will be crowded during busy periods, Please check in before the start time least 60min.
- It is the owner or borrower responsibility and obligation for any lost, stolen and damaged equipment during a lesson. Including lost lesson time or any replacement costs.
- Lessons are available in English only.
- Specific instructor requests cannot be guaranteed.
- Instructors will not supervise lunch breaks and lunch not included in private lessons.
- Ski school reception phone line may be busy prior to lesson start.
- For special requests, please contact the Ski School directly.

### Cancellation policy

- Lessons will not be extended, rescheduled or refunded due to the late arrival of guests, for any lesson.
- Lesson cancellations due to bad weather will not be refunded. Lessons will only be refunded if less all lifts are operational.
- If a lesson cancels between 7 days to 48 hours in advance 20% of the lesson price will be charged.
- If a lesson is cancelled within 48 hours or no shows, the full lesson price will be charged.
- Any reduction in number of lessons, number of hours will constitute as a cancellation.
- Lessons will not be extended, rescheduled or refunded due to the late arrival of guests, for any reason.
- Changes to lesson start date must be confirmed 24 hours in advance of the designated start time.  
For changes via email please allow 48 hours. All changes subject to availability.
- If you are late for more than 30 minutes after the course starts, you will not be able to join the course and will not be refunded.

### Private Lessons

- Private lessons for guests aged 4 years old and above.
- Private lessons are limited to the same ability level and discipline for more than 2 participants.
- It's prices doesn't inclusive ski/snowboard equipment.
- It's prices include lift-pass at the lesson.
- Lessons are available in English only. Please contact us if you want in Chinese.

### First time ski experience

- It's program for guests aged 7 years old and above.
- It's program is for never skied before.
- It program will be conducted in mixed groups of about 10 persons.
- It's prices inclusive ski equipment.
- It's prices include lift-pass at the lesson.

## **TEINE OLYMPIA SKI SCHOOL**

Tel : +81-(0)-11-685-7000 (Operatin : 9:00 - 17:00)

inquirie via Email : [school@sapporo-teine.com](mailto:school@sapporo-teine.com)