

Dear Valued Guest,

Thank you for your booking with NISS. Please refer below for our Terms and Conditions, which apply to all NISS Lesson reservations. If you have any queries about these terms, please do not hesitate to ask.

#### **PAYMENT**

- Full payment of the reservation must be made no later than 14 days prior to the commencement date of the booking.
- Where full payment is not received 14 days prior, the reservation will be automatically cancelled.
- Reservations made within 14 days of the product must be paid in full at the time of booking.

#### **CANCELLATION OF RESERVATION**

- Cancellations of fully paid reservations made more than 14 days prior to the commencement date will receive full refund.
- Cancellations of fully paid reservations made more than 48 hours prior to the commencement date will be refunded 80% of the paid value.
- Cancellations of fully paid reservations made within 48 hours of the commencement date will not be refunded.
- Cancellations of fully paid reservations made within 48 hours of the commencement date will only be refunded in the event of illness or injury whereby the guest must present a medical certificate from a local hospital or local physiotherapist stating the dates the guest was incapacitated. The refund will be offered only to the guest whose name appears on the medical certificate.

#### **CHANGES TO BOOKINGS**

- Requests for booking alterations made more than 48 hours prior to the commencement date is possible but subject to availability.
- Requests for booking alterations made within 48 hours of the commencement date is not possible. These alterations include:
  - ✦ Changes to lesson start time or date
  - ✦ Transferring lesson to other guests
  - ✦ Changes to lesson meeting point

#### **GENERAL**

- NISS lessons will operate regardless of weather conditions and lift operations. Compensation cannot be made for weather or operational conditions outside the control of NISS. In the case of inclement weather, the instructor will choose suitable terrain which may require travel by shuttle bus to other parts of the resort or remaining in flat, sheltered areas.
- NISS will not be held liable for any accidents that occur before, during or after the lesson/ tour.
- NISS lessons will not be extended or rescheduled due to the late arrival of the guest for any reason.
- Group lessons commence at 10:00am at Hanazono. Guests arriving after 10:00am may not be able to join the group or reschedule their lesson.
- Lift passes are obligatory for all guests and are not included in the lesson price.
- Requests for particular instructors cannot be guaranteed. In the event that a requested instructor is not available, NISS/HPG reserves the right to allocate another instructor without providing notice to the guest.
- NISS reserves the right to place guests into the group that best suits their ability level.
- Multi-day lesson packages must be taken on consecutive days. Guests will not be granted a break day during a multi-day package.
- Extension rates are only available for lessons taken within 24 hours of the completion of a 4 or 5 day package. Additional lessons purchased after a 1, 2 or 3 day package will be charged at the original price with no discount offered.
- NISS strongly recommends guests have comprehensive travel insurance to cover unexpected costs incurred by travel delays, injury or illness.

Kind Regards,

Andrew Peppard  
Snowsports School Director - Niseko International Snowsports School