



Terms and Conditions

Reservation & Payment

Most activities require pre-booking, and some activities require a minimum number of guests to run. Minimum of 7 riders per one Snowcat are needed per week in order for Nord Freeride to start operating, therefore we initially book accordingly through our booking system before we move on to the reservation stage

To confirm your reservation, a 25% non-refundable deposit is required on booking. To fully reserve your space, the final payment of the remaining 75% is required 60 days prior to commencement of your package. If booking less than 60 days prior to start of the ski package, full payment is due to confirm and secure the space. There is also a possibility to fully book the reservation by paying the full amount with one bank transfer, the full amount for 8 days package as described on the website

For full group bookings, we will accept either a group deposit & final payment, or an individual deposit and final payment from each group member.

All our rates are quoted in Euro and include all applicable levies and taxes. Payments are made by bank transfer, only payable to: Beneficiary 'Nord Freeride'.

Anyone with food concerns or a medical condition we should be made aware of, should let us know prior to their arrival.

Cancellation Policy

By booking and paying for your trip, you are accepting cancellation terms and policies as set out below:

All cancellations must be made by email, and it is affective only when this email is received at Nord Freeride office and when our office will have confirmed the email.

If you cancel your reservation and we are able to sell your spot to another person at full price then payment will be refunded to the guest once the seat has been filled and payment has been received.

If you are unable to come at the last minute due to injury, travel complications, inability to enter the country, etc... there will be no refunds or ski credits given. If cancellations are made 60 days prior (or less) to the start date of the package then there would be no refunds of the package.

Cancellation from Nord Freeride

If a tour is cancelled prior to the start (full 8 days package) from Nord Freeride due to extreme weather conditions, lack of snow, mechanical or safety reasons, we will issue a credit forward towards your tour in the following weeks or in the following year equal to 100% of the value of payments received. The guests reserves the right to ask for a full refund back upon this case, in this case Nord Freeride will issue a full refund.

If a tour is partially cancelled after the start of the tour, due to the Snowcat mechanical failure, we will issue a prorated credit equal to the cancelled days, however there would be no refund for the accomodation part (Lodge, food). The daily refund to the guest's for the Snowcat failure part would be 150 Eur. We have 2 Snowcats therefore there would be the second Snowcat that will come to the rescue, so these accasions would be very very rare in this case.

There would be no refunds after the tour has started, also no refunds if we might have a high level of fog, however in such occurrence we will try to Catski close to our lodge (4. Nord's Ride 1550m to 2100m) where there are some trees around, or even find some spots close by to jump etc.

Please keep in mind that although the Sharr mountains are an excellent location, especially at Nord Freeride 90%+ runs are faced north side, for over 90% of the time we have good or excellent powder snow conditions, it is possible that conditions during your ski trip will disappoint you. Please accept the fact that we have no control over the weather and will not give refunds due to poor conditions. Unlike day operations, our policy is to ski every day and make a big effort to have fun – even if the conditions are not terrific. Guests must accept that “you win some, and you lose some” when it comes to weather.

Trip Insurance

We recommend purchasing trip insurance for guest-initiated trip cancellations or delays, and for sickness or injury. You will not receive a refund from Nord Freeride if you do not attend or complete your trip for these reasons. Guests should also carry adequate medical insurance to cover unforeseen costs in the event of injury

Required Level of Skill

Guests should have a good fitness level and an intermediate or advanced ability to powder ski or board. If you are not confident that your skiing & snowboarding ability or your fitness is at the required level, please let us know in advance before booking your trip. If you are unable to keep up with your snowcat group, your guide may ask that you sit out for one or multiple runs. Guests will not be reimbursed for any missed time that arises due to a lack of basic fitness or powder skiing ability.

A snowcat can only move as fast as the slowest participant in the group. While our booking team always attempts to put skiers of like ability together when booking participants into a mixed snowcat, the only way to guarantee the speed and ability of your group is to book the entire snowcat with like minded friends.

Lodge (Accommodation) & Safety

Nord Freeride Lodge was newly build in 2018 and is Wifi included, it is a small 2 floor private lodge with a huge garden, please see some pictures on our website.

First floor is our Restaurant including the cooking room and a washroom. On the 2nd floor there are a total of 6 rooms where each room has their private bathrooms with shower. Two of the rooms are much bigger and can take 3 guests with 3 private beds and the rest of the 4 rooms are a normal size rooms with two private beds. The lodge currently can take a maximum of 14 guests.

On the the first day of your trip the guide will spend some time with talking about safety. It will also be an opportunity to familiarize yourself with your transceiver.

Avalanche Air Bag Guest Packs & Radios

Each guest at Nord Freeride will be provided with an Air Bag and a transceiver

Liability

All guests must read, understand, and sign the Nord Freeride Catskiing participant waiver (sent over by email) together with a final booking, note that you cannot participate on our tour without Waiver signature.

Nord Freeride reserves the right to require a guest to sit out from skiing/snowboarding for one or multiple runs if they deem that the guest's ability or fitness does not meet the basic required level and/or poses a safety risk to themselves or the snowcat group.

Nord Freeride reserves the right to terminate a guest's stay without refund should the behaviour of a guest compromise the general safety of staff or

other lodge guests, and/or constitute sexual harassment of a staff member or lodge guest.

Waiver (A must sign Document)

Prior to your trip you will be asked to accept these risks in writing by signing the "Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement". A properly and fully completed waiver is required from each guest prior to your trip.

Nord Freeride Inc
Deshmoret e Kombit 72/7
Prishtina, Kosovo
Email: info@nordfreeride.com
Web: www.nordfreeride.com



NORD
FREERIDE