

Sport Aberdeen - Snowsports Terms & Conditions

Customers paying by Direct Debit

- You are committing to a contract with a minimum period of one month.
- Please refer to Sport Aberdeen's Direct Debit Terms & Conditions for further details: <https://www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions/>
- If you wish to cancel your Snowsports lessons following the one-month minimum period, one month's written notice is required from the renewal date (1st of every month).
- If you no longer wish to continue with lessons, please complete [this form](#) to begin the cancellation process.

Customers paying in pre-paid blocks

- Classes can be paid in blocks of 6 sessions. Payment for the next block should be made towards the end of the current 6-week block.
- Blocks are paid upfront in advance.
- The payment of block classes will automatically take into consideration any credits, cancelled sessions, bank holidays and school holidays.
- If the next block's payment is not received by the start of the last paid class, the participant will automatically be removed from the class and the space will be opened for other customers.
- If you no longer wish to continue with lessons, please complete [this form](#) and cancellation will take effect from the end of your current pre-paid block.

Refunds

- Once payment has been made for Snowsports lessons, refunds or credits will only be considered under exceptional circumstances: for example, where a participant suffers a substantial period of illness or hospitalisation that can be supported by medical evidence. In such cases, all credits due will be offered as a discount on the next set of course fees. No refunds / credits will be backdated beyond the date of notification.
- Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk where each case will be considered. Requests should provide a detailed explanation of the circumstances surrounding the pupil's inability to attend lessons and must be accompanied by medical evidence wherever possible.

Booking and Administration

- Most of our Snowsports lessons operate as a 50-week continuous programme, with a two-week break over the Christmas period.
- It is the responsibility of the parent / adult participant to ensure that Sport Aberdeen holds up to date contact details. Payment / change of class correspondence is primarily through email, so it is extremely important that we have a current email address to benefit from this correspondence. If you need to update your details, please contact coachedprogrammes@sportaberdeen.co.uk.

- If a participant has been allocated into a class level that we determine is not suitable for them, the team will decide on the appropriate action to take. This may involve moving to an alternate class, a temporary freeze on attendance while an alternate class is found or cancellation of the membership.

Cancellation of classes by Sport Aberdeen

- If a class has been cancelled in advance, notice will be given via email or text alert.
- It is very important that you take your child/ren into the building to confirm that lessons are going ahead. It is also essential that we have an up to date contact telephone number and email address.
- While every effort will be made to contact participants prior to travelling, if this has not been possible the team apologise in advance for the inconvenience caused.
- In the event of the classes being cancelled due to severe weather please also check for updates on the Sport Aberdeen website and social media.
- In the unfortunate event of classes being cancelled, the lesson block will be extended by an additional week for those paying in pre-paid blocks. For those paying by Direct Debit, quarterly checks on cancellations will be carried out and participants with more than one cancellation per quarter will be refunded accordingly from their next Direct Debit payment.

Expected General Behaviours & Standards

Clothing

- Suitable outdoor clothing must be worn by participants. There is a sprinkler system in operation on all our slopes so there is a chance of getting slightly wet so waterproofs are recommended but not essential. The slope surface is quite abrasive so we recommend wearing older clothes.
- Long sleeved top or t-shirt, trousers and a pair of gloves must be worn during the lesson. We will provide a helmet, boots and skis/snowboard. You are welcome to bring your own equipment if you wish.
- No jewellery (with the exception of stud earrings) or watches are to be worn.
- Coaches are not responsible for personal belongings and no items of value should be brought to the sessions.

Behaviour

- All participants must behave in a way that is not disruptive to other customers, teachers or facility staff.
- Any conduct that is deemed disruptive or which affects the safety of others will result in the individual being removed from the lesson and potentially from the Snowsports programme.

Supervision

- All children should be accompanied into the facility to confirm that lessons are going ahead.
- Parents / guardians of children under the age of 8 years old must remain at the facility while lessons are taking place. The child must always be supervised throughout the building.
- Parents / guardians must ensure that any siblings of participants are always fully supervised within the facility.

- Parents / guardians must ensure they are on time to collect their child after lessons: children will make their own way from the slopes to the ski hire where they should be collected / supervised as necessary. Snowsports instructors are only responsible for participants during their lesson which does not include the changing rooms before or after lessons.

Illness

- If a child has had sickness or diarrhoea within the previous 48 hours, they must not attend Snowsports lessons.
- You do not need to report absence due to illness to us, unless it is likely to be a long-term absence.

Health & Safety

- Parents / guardians are respectfully requested not to walk onto the slopes during their children's lesson.
- Participants should not go onto the slopes prior to their instructor's arrival.
- Parents or adult participants must inform the Snowsports team of any conditions which may affect the enjoyment or safety of the participant.

General Guidance

- Parents, relatives or friends of the participant are permitted to spectate however, should a spectator be distracting a participant the spectator may be asked to leave the lesson area.
- Please do not distract the coach while they are teaching. If you would like to discuss your snowsports lessons please wait until the class has finished to speak with the instructor.