Adventure Aberdeen Snowsports – Membership Terms, Conditions & Customer Information

For full details of Sport Aberdeen's general **Direct Debit Terms & Conditions**, please visit: www.sportaberdeen.co.uk/sport-aberdeen/terms-conditions

1. Membership Commitment

- By enrolling in Snowsports classes, you are entering into a **minimum contract of one month**.
- To **cancel your snowsports lessons** after the minimum contract period, one calendar month's **written notice** is required from the renewal date (1st of each month).
- If you wish to cancel, please complete the **Coached Programmes Cancellation Form** to begin the process.

2. Booking and Administration

- Our Coached Programmes operate as a **continuous 50-week programme**, with a two-week break over Christmas.
- Details of any additional cancellation dates will be communicated to participants.
- It is the responsibility of the parent or adult participant to ensure Sport Aberdeen holds up-to-date contact details, particularly a current email address.
- If a participant is allocated to a class level deemed unsuitable, the team may recommend moving to an alternate class, temporarily freezing the membership, or cancelling it if no suitable option is available.
- Once payment has been made, refunds or credits will only be considered in exceptional circumstances — for example, where a participant experiences a significant illness or hospitalisation, supported by medical evidence. Approved credits will be applied as a discount on future course fees. Refunds or credits cannot be backdated beyond the date of notification. Requests must be made in writing to coachedprogrammes@sportaberdeen.co.uk , including a detailed explanation and supporting medical evidence where possible.

3. Class Cancellations by Sport Aberdeen

- Programmes operate 50 weeks per year, and your membership price entitles you to a minimum delivery of **46 classes**. This allows for one class cancellation per quarter without affecting your payment.
- If more than one cancellation occurs within a quarter, the value of any additional cancellations will be **credited against a future month's payment**.

- Advance notice of cancellations will be provided via email or text alert.
- As venue closures can occur unexpectedly, please always accompany your child into the venue to confirm lessons are running. Ensure Sport Aberdeen has your current phone number and email address.
- In the event of severe weather, please check the Sport Aberdeen website and social media for updates.

4. Block Payments, Private Lessons and Holiday Camps

- Payments for one-off private or group lessons, holiday camps and other short-term programmes must be paid in full at the time of booking to secure a place and are non-refundable and non-transferable.
- Refunds or credits will only be considered in exceptional circumstances, such as serious illness or injury that prevents participation. Any request must be supported by appropriate evidence (e.g. medical documentation).
- Where a refund or credit is approved, this will apply only to unused sessions and will not be backdated beyond the date Sport Aberdeen is notified in writing.
- Approved credits will be applied as a discount against future snowsports bookings and have no cash value.
- Requests for consideration must be submitted in writing to coachedprogrammes@sportaberdeen.co.uk, as soon as possible, including a detailed explanation and supporting evidence where applicable.
- In the event that Sport Aberdeen cancels a private lesson, block-booked session, holiday camp day, or other one-off snowsports session, customers will be entitled to a refund of the value of the cancelled class or session.
- Refunds will be processed to the original payment method wherever possible.
- Where appropriate, Sport Aberdeen may offer the option of a credit or rescheduled session as an alternative to a refund.
- This policy applies only to cancellations initiated by Sport Aberdeen and does not apply where a participant is unable to attend for personal reasons.

5. General Behaviour and 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.
- Venue staff are not responsible for personal belongings and items of value should not be brought to the venue wherever possible.

Behaviour

- Participants must behave respectfully and in a way that is not disruptive to other customers, coaches or venue staff.
- Disruptive or unsafe behaviour may result in removal from a lesson or from the programme entirely.

6. Supervision

- Parents / guardians must accompany children into the facility to confirm lessons are running before leaving.
- 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 of children under the age of 8 years should remain at the viewing area at the bottom of the slopes in case your child needs assistance.
- All siblings of participants must be supervised at all times.
- 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. It is advised that children under 8 years are collected at the bottom of the slope by a parent / guardian. Snowsports instructors are only responsible for participants on the slope during their lesson which does not include any other area before or after lessons.

7. Illness

- Participants must not attend their lesson if they have experienced sickness or diarrhoea within the past 48 hours.
- Absences do not need to be reported unless long-term, i.e. 3-weeks or longer.

8. 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 / Guardians or Adult participants should notify the Coached Programmes team of any medical conditions or additional needs that may be relevant to their participation in the class.

9. General Guidance

- Parents, relatives or friends of the participant are permitted to spectate however, should a spectator be distracting to a participant, the spectator may be asked to leave the viewing area.
- Parents / guardians should 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, or speak to reception staff.