

HOUSE RULES

Pasaréti Ski School & Normafa Ski School

To ensure a safe, respectful, and enjoyable learning environment, we kindly ask all participants to follow the rules below.

1. General Rules

- By using the ski school's services, participants agree to the current Terms and Conditions and Privacy Policy.
- All participants must follow the instructions of ski instructors and ski school staff.
- The ski school reserves the right to exclude participants who violate safety rules from a lesson or the entire program. Exclusion does not entitle the participant to a refund.

2. Safety

- Wearing a helmet is mandatory for all participants under the age of 18 during every lesson.
- Helmet use is strongly recommended for adults.
- Participants may only move around the ski slope in accordance with their instructor's directions.
- Ski lifts and magic carpets may only be used with the instructor's permission.
- Clothing or accessories that could become caught in the ski lift (e.g. long scarves or loose drawstrings) are prohibited.
- Using the ski slope under the influence of alcohol or any mind-altering substance is strictly prohibited.

3. Conduct

- Always be mindful of the safety of others.
- Treat instructors and fellow participants with respect.
- Vandalism, aggressive behavior, offensive language, and disturbing others are prohibited.
- The ski school's facilities and equipment must be used properly and for their intended purposes.

Failure to comply with these rules may result in exclusion from the lesson.

4. Children

- The ski school provides supervision for children only during the official duration of their lessons.

- Parents are kindly requested to arrive no earlier than 10–15 minutes before the lesson begins.
- Parents are asked to collect their children promptly after the lesson ends.

5. Bookings and Cancellations

- All lessons must be booked online in advance.
- Booked lessons may be cancelled free of charge up to 12 hours before the scheduled start time.
- If a lesson is cancelled less than 12 hours before its start time, or if the participant fails to attend without cancelling, 50% of the lesson fee must be paid.
- In the event of late arrival, the lesson will not be extended to compensate for the time missed.

6. Lesson Passes

- Private lesson passes are valid from September 1 to August 31.
- Group lesson passes are valid from September 1 to April 30.
- Unused lessons cannot be carried over to the following season.
- Lesson passes are non-transferable.
- Passes may only be used by the person(s) whose name(s) appear on the pass.
- Passes for two, three, or four participants may only be used when all registered participants are present. If one or more participants are absent, the attending participants must pay the standard single-lesson fee for that session.
- Lesson passes may be used on consecutive days; however, from a professional teaching perspective, attending at least one lesson per week is recommended.

7. Equipment

- Equipment rental fees are not included in the price of private or group lesson passes.
- Ski equipment is available for rent at the ski school.
- Rented equipment must be used properly and returned in full at the end of the lesson.
- In the event of intentional damage or damage caused by negligence, the person responsible must cover the cost of repair or replacement.

8. CCTV Surveillance

CCTV cameras operate on the premises of both ski schools for security and property protection purposes.

9. Personal Belongings

Please do not leave valuables unattended.

The ski school accepts no responsibility for personal belongings left unattended.

10. Thank You!

Our goal is to provide a safe, friendly, and enjoyable environment where everyone can learn and develop their skiing skills.

Thank you for helping us achieve this by following our rules!