



Canadian Rockies Academy

BOOKING CONDITIONS

1. BOOKING CONFIRMATION

- a) All bookings are made with The Academy of International Sport Limited ('The Company') registered in Companies House, Cardiff, No. 5327191. Registered office: Church Farm, Clemenstone, Vale of Glamorgan. CF71 7PZ. The Company is licensed by the Civil Aviation Authority, ATOL 6715 and is bonded to protect holiday payments and repatriation. The Company is also a member of ABTA, no. W 9773.
- b) A contract exists once the Company has received a signed booking form with payment of the initial registration fee or first deposits.
- c) This contract is governed by and construed in accordance with English law and is subject to the jurisdiction of the Courts of England and Wales.

2. PAYMENT SCHEDULES

- a) An initial registration fee of £250 must be made with the booking form. Confirmation of your booking will then be sent to you by return of post.
- b) No later than 6 weeks after confirmation of your booking, the Company must receive the second deposit of £750. A third deposit of £750 must be paid 6 weeks later. The final deposit of £1000 to be paid 6 weeks later again. (Monthly payment plans available. Please contact our office for further details).
- c) The final balance payment must be received by the Company no later than 12 weeks prior to departure.

3. PRICING POLICY

- a) The following exchange rates as at 10th Jan 2008 apply: £1 – Can dollar \$2
- b) Changes in transportation costs, (including the cost of fuel) dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges.

We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

- c) Value Added Tax has been included in the prices to comply with HM Customs and Excise regulations in force as at 1st October 1998.

4. CANCELLATION BY COURSE DELEGATE

- a) Notification of cancellations must be made by recorded letter or fax as soon as possible by the person signing the booking form.
- b) All deposits are non-refundable (unless reclaimable from insurance company).
- c) The following scale of charges are payable for cancellations made later than 12 weeks prior to departure:

84 to 15 days prior to departure 60% of the total invoiced price

14 to 1 day prior to departure 80% of the total invoiced price

Departure day or after date of travel The total invoiced price

5. CANCELLATION/ BY THE COMPANY

- a) The Company reserves the right to cancel your course. In the highly unlikely event of your course being cancelled, you will have the choice of accepting an alternative arrangement or a full refund of the monies paid. We guarantee that we will not cancel your course after the final balance has been paid, except in the case of Force Majeure, war, threat of war, political crises, civil commotion or strife, terrorist activity, strikes or industrial action, natural disasters, fires, technical problems to transport, closure of airport or other Force Majeure making it impossible or unreasonable for you to travel.
- b) The Company will ensure that any alternative arrangements offered are of at least equivalent standard to those originally booked. If you are advised of a significant change to your course you have the choice of accepting these revised arrangements or a full refund of your monies paid. Should you choose to accept the revised arrangements the Company will pay compensation as per the following schedule:



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More than 70 days Nil

69 to 35 days £10

34 to 15 days 15

Important Note: Compensation will not be payable if we are forced to cancel, or in any way change your course due to the events mentioned in Section 5a. In no cases other than circumstances beyond our control (see Section 5a) will the Company change your arrangements less than 14 days prior to departure.

6. VISA AND PASSPORT

It is your responsibility to be in possession of a valid 10 year passport and an appropriate visa if required.

7. COMPANY LIABILITY

- a) The Company has taken all reasonable steps to ensure that the suppliers contracted for services during your course are efficient and reliable. Every booking is accepted subject to the conditions imposed by the companies concerned. We take all reasonable steps to ensure that such organisations maintain high standards and conform with the laws and regulations of the country in which they operate.
- b) The Company accepts responsibility for ensuring the course which you book with us is supplied as described in this brochure and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you appropriate compensation. We accept responsibility for the acts and/or omission of our employees, agents, suppliers save where they lead to death, injury or illness excepts as provided in Section 6c below.
- c) We accept responsibility for death, injury or illness caused by the negligent acts and/or omission of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment. We will accordingly pay to our clients such damages as might have been claimed in respect of death, illness or injury caused by negligence, as accepted under English Law, of our employees, agents or suppliers contracted or sub-contracted by us to provide any part of the arrangements for your course.
- d) If any client suffers death, illness or injury whilst overseas arising out of activity which does not form part of the course, we shall, at our discretion, offer advice, guidance and assistance to help you in resolving any claim you have against a third party, provided we are advised of the incident within 90 days of its occurrence. Where legal action is contemplated, our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. Our costs in respect of the above on behalf of you and your party shall not exceed £5,000 in total.
- e) The availability of some facilities advertised cannot be guaranteed as these are entirely dependent on local weather conditions. Facilities may also close without prior notice due to public holiday, festivals and routine maintenance. In these instances no refunds can be given. However, if we are aware of any services not available prior to departure we will endeavour to advise you accordingly.
- f) Occasionally photographs used on resort pages are general photos and may not be specific to that resort.

8. COMPLAINTS

- a) If you wish to make a complaint during your courses you should inform us as soon as possible. We will investigate any complaints and try to resolve them as quickly as possible. If the matter cannot be resolved satisfactorily during your course, please write to our office within 28 days of your return to the UK.
- b) The Company will only deal with correspondence from the person signing the booking form or his or her authorised nominee.
- c) The Company will investigate complaints thoroughly and report back to you and hopefully settle the issue satisfactorily. Disputes arising out of, or in connection with this contract, which cannot be amicably settled, may (if the customer so wishes), be referred to arbitration under a special scheme which is administered quite independently by the Chartered Institute of Arbitrators. The scheme, details of which can be supplied on request, provides for a simple and inexpensive method of Arbitration on documents alone with restricted liability greater than £1500 per person or £4,999 per booking. Neither does it apply to claims which are solely or mainly in respect of death, physical injury or illness or the consequences of such death, injury or illness.

9. BEHAVIOUR

- a) The Academy of International Sport Ltd expects its participants to maintain a decent standard of behaviour and respect for others for the duration of the course. Complaints received about an individual from other course participants or staff members or suppliers in resort will be taken very seriously and could lead to the individual being expelled from the course and accommodation.

10. CHANGES

If you want to change any of the details of your booking after we have sent you confirmation, we will do our best to help. However, we have no obligation to make any change. You must advise of any change in writing and we recommend that letters are sent by recorded delivery.

11. PUBLICATION DATE

The brochure was produced for publication on 1st May 2008.



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INCLUDED IN THE PRICE

- Return airfare from the UK to Canada
- Airport transfers in Canada
- Accommodation in twin share, ensuite rooms at the Amethyst Lodge for the duration of the course
- Breakfast and evening meals 7 days per week for the duration
- Transfers to the slopes 7 days per week
- Ski pass for the duration (can be extended for free if staying on after the course)
- All level 1 and level 2 CSIA/CASI training course fees (Level 1 training only on the 4 week course)
- Built in work experience
- Examination fee for level 1 CSIA/CASI
- Registration and memberships with CSIA/CASI
- Official CSIA/CASI training manuals
- First Aid Training and certification
- Avalanche Awareness course
- Equipment tuning course
- Mountain Resort Customer Service module
- Canadian Rockies Academy quality training jacket
- Services of an on site Canadian Rockies Academy Course Manager
- 24/7 back up in Canada and the UK

NOT INCLUDED IN THE PRICE

- Insurance (approx. £350. We will provide you with a list of insurance companies on registration)
- Lunch (Our lift pass entitles you to the full time staff discount of 50% off food purchased on the mountain)
- Spending money
- Level 2 CSIA/CASI exam fees (if applicable). Approx. £300
- Optional sight seeing excursions

INSURANCE

Insurance is compulsory for everyone attending a Canadian Rockies Academy course. We require a copy of your policy documentation along with proof of cover for the entire duration of the course.

Canadian Rockies Academy

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