

**Personal Details:**

First Name: ..... Family/Surname: ..... Sex: .....

Address: .....

City: ..... County: ..... Country: .....

Post Code: ..... Tel. Home: ..... Tel. Other: .....

Email: ..... Date of Birth: .....

**Current Membership No:**

Your Membership must be up-to-date.

**Membership Password:****No Membership - No Course!***This is not applicable to Entry Level Courses.***Existing Snow Qualifications:** .....**How did you hear about us?:** .....**Course:** (✓) CSIA ☐ CASI ☐ Other ☐ **Course Nos:** **Resits:** (✓) Teaching/Coaching ☐ Evaluation Skiing/Riding ☐ Evaluation Course Setting ☐**Payment Details:**

When you have completed, signed and returned the Booking Form, the Academy Office will confirm your Booking and send you a link to our secure payment options.

**Insurance & Membership Declaration: (X)**

☐ I have made my own Insurance arrangements and the details listed below are accurate and true

Policy Details / Number: .....

☐ I confirm my CSIA/CASI Membership is paid and up to date for the Season. I understand I will not be allowed to participate in a Course unless my Membership is current and paid up.

Signed: .....

**Booking Declaration:**

I hereby declare I have read and understand and accept the Terms and Conditions 2021-22 as published on the website [www.instructor-academy.com](http://www.instructor-academy.com) and that the Insurance Declaration (left) is accurate and true.

Date: .....

Signed: .....

Printed: .....



# TERMS & CONDITIONS

**NOTE:**

All CSIA Ski Instructor courses and CASI Snowboard Instructor courses, provided by Instructor Academy in Andorra, are delivered in English. Prospective candidates must be fluent in the English language, spoken and written, to be able to grasp all teaching and theory aspects of the courses.

**PANDEMICS**

All parties acknowledge and agree that COVID-19 pandemic has affected travel throughout the world and we all have responsibilities to comply with various laws, regulations and guidance issued by governmental or regulatory authorities that seek to manage the risks caused by COVID-19. In the light of these risks, it is a condition of making your Course booking that you obtain travel insurance which includes cover against any Pandemic issues or incidents which may affect your Course booking. Travel, Hotels etc are all risks which you must protect against through obtaining a comprehensive travel insurance. We strongly recommend that you familiarise yourself with the advice from your national authority for overseas travel before departing. In the UK, the Foreign, Commonwealth & Development Office's latest advice for travel to other countries is available [HERE](https://www.gov.uk/foreign-travel-advice):-

<https://www.gov.uk/foreign-travel-advice>

Instructor Academy cannot accept liability for any refunds, compensation or losses, costs, expenses or damages you incur in connection with any travel delays, changes or restrictions imposed by any relevant country's government and regulatory authorities. In the event that you cannot attend a Course booking, then contact the Academy Office and we will endeavour to postpone or defer your booking to a later date. We cannot make any guarantees but will always do our best to accommodate any late changes due to COVID-19 or other Pandemic travel restrictions that affect you attending your booked Course.

**INSURANCE**

For all Courses, Candidates are advised to take out travel and personal insurance that covers them for Course activities they will be undertaking. An insurance policy should include cover for cancellation, curtailment, loss or damage to personal property and equipment, personal accident and personal liability. It is your responsibility to ensure that you are adequately covered by insurance in case you have an accident while on the Course, also for travel, Course cancellation, adequate medical cover, equipment and skiing/snowboarding. You will not be allowed to participate in a Course without adequate insurance cover. Please supply full details of your insurance cover to Academy Office. This is your responsibility to ensure you have the right insurance cover. For guidance and suggestions please go to the 'Insurance' page. Please also see our Pandemic guidance in these Terms and Conditions. The Foreign & Commonwealth Office Travel Advice Unit may have issued information about your travel destinations. You are advised to check the FCO Website:-

<https://www.gov.uk/foreign-travel-advice>

We accept no liability for the costs associated with a candidate failing to take out adequate travel insurance.

**PAYMENT**

£100 deposit is due on booking a Course that has not yet been confirmed (£250 for a Fastrack Gap Course). 25% due with Booking Form by way of deposit for a Course that is confirmed. All deposits are fully refundable should a course not be confirmed for any reason. Final payment is due 1 month prior to the Course start date (or on Course confirmation). All payments by Credit Card or Bank Transfer for deposits and/or final payments will be converted from Euros into £ Sterling using the published exchange rates on the day of the transaction (or converted on the date of the transaction where we have bought in extras for you i.e. bus tickets, lift pass, hotel etc so you may have

varying exchange rates depending on the date your extras are booked). Any outstanding payment for a Course will invalidate the Booking in resort. All payments must be made prior to arrival.

**PRICES AND PAYMENT METHODS**

We do our best to ensure that prices listed on our Website and in all correspondence are accurate. Prices are subject to change until full payment is received. We reserve the right to amend advertised prices at any time prior to a final Course confirmation. We are a UK based company and all prices and services are published in Euro but converted into £ Sterling on the date of any transaction. We accept most major credit cards (there are some exceptions that our Payment Gateway in the UK will not accept). We accept Bank Transfers to our UK Bank and total amount owing in £ Sterling needs to be transferred in full (check with the Academy Office before making a Bank Transfer). If you pay by cheque there will be a £2.50 administration fee (per cheque).

**COURSE CONFIRMATION**

After receipt of your Deposit and Booking you will receive a Provisional Confirmation. Please do not book any travel arrangements until you receive Course Confirmation from the Academy Office. Receipts for a deposit payment do not represent Course Confirmation. When we have reached minimum numbers (i.e. deposit paid Course bookings) we will confirm your Course and you will then be able to book travel.

**TRAVEL**

Candidates are responsible for their own travel arrangements. It is the course candidate's responsibility to get to resort and the Course location on the date and time specified. Instructor Academy cannot accept any liability for any refunds, compensation or losses, costs, expenses or damages incurred in connection with any element of your personal travel arrangements.

**EARLY BOOKING DISCOUNT**

Course prices include an Early Booking Discount. The Early Booking Discount ceases on the dates noted on each Course. Any deposit paid before the discount date deadline will secure the total Course price at the Early Booking Discount rate. Any bookings with deposit received after the Early Booking Discount period has finished will not be eligible for any Early Booking Discount.

**OUR COMPLAINTS POLICY**

We are committed to providing a high-quality pathway to all our students. If something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us with the details. You can write to us at:-  
Snowsports Instructor Academy, c/o Suite 6 Sabrina House, Sabrina Court, Longden Coleham, Shrewsbury, Shropshire, United Kingdom, SY3 7BF Or you can email us at [info@instructor-academy.com](mailto:info@instructor-academy.com)  
We will send you an acknowledgement of receipt of your complaint and a copy of our Terms and Conditions. We will then investigate your complaint. This will normally involve passing your complaint to all parties concerned, who will review your complaint. We will respond within 21 days of receiving your complaint, confirming our final position on your complaint and explaining how the decision was reached.

**REFUNDS (see also Administration Fee)**

The following Refund Policy will apply to any Course booking cancelled by Academy Students:-

Within five weeks (or longer period) of Course start date - 100% refund of any deposit/course fees or hotel deposits paid (less one £25 Admin Charge)

# TERMS & CONDITIONS

**...CONTINUED**

Within four weeks of Course Start date 75% refund of any course fees paid (less £25 Admin Charge)

Within 3 weeks of Course Start Date 50% refund of any course fees paid (less £25 Admin Charge)

Within 2 weeks of Course Start Date 15% refund of any course fees paid

Less than one week's notice or a no show on Course – no refund. If you cancel due to a ski or snowboard related injury either before or during a Course, then no refund will apply as your Insurance Cover should be adequate to cover your Course costs. Hotel and Accommodation - Refund for a cancellation at any time of any hotel booking made through the Academy Office will be made at the discretion of the Hotel concerned. You should however make sure you have adequate insurance cover in the event you change your plans and cancel your accommodation. A £50 deposit is required on booking Hotel accommodation which is non refundable in the event you change your mind or cancel your accommodation booking. An administration charge of £10 will apply to all hotel booking changes.

## ADMINISTRATION FEE

In consideration of the administration support provided by the Academy and any third party payment processing service fees incurred by the Academy, there will be a £25 administrative charge payable by a Course candidate to cover costs associated with maintaining, cancelling or changing any Course booking whether by the Course candidate, or for any reason that is out of control of the Academy (force majeure, Pandemic etc).

## LIABILITY CLAUSE

At any time the CSIA/Academy have the right to cancel any course, module, etc. without prior notice, and will not be responsible for any expenses incurred by the participant. Course fees will be refunded at 100%.

## MARKETING INFORMATION

The information contained on our Website or any other advertising material is believed correct to the best of our knowledge at the time of publication. However, errors may occasionally occur and information may subsequently change. Instructor Academy will always use their best endeavours to keep everyone informed of any changes.

## CHANGES BEYOND OUR CONTROL

Instructor Academy cannot be held responsible for any unforeseeable changes and events beyond our or beyond the CSIA's control. Such events may include but are not limited to war or threat of war, riots, civil strife on any scale, actual threatened terrorist activity, industrial dispute, man-made or natural disaster, technical problems, adverse weather conditions, pandemic, lack of snow, poor snow conditions, resort closure due to lack of snow and any or similar event or circumstance that is beyond our control.

## ASSUMPTION OF RISK, RELEASE OF LIABILITY AND WAIVER

Whilst participating in a Training Course or other activity I agree to conduct myself with propriety. Any behaviour which harms the reputation of the Instructor Academy or the CSIA or breaches the acceptable standards of conduct of any host country, it's associated services, hotels etc. will result in me being withdrawn from the Course.

## HELPFUL NOTES

NB: All CSIA Ski Instructor & CASI Snowboard Instructor courses, provided by Instructor Academy in Andorra, are delivered in English. Prospective candidates must be fluent in the English language, spoken & written, to be able to grasp all teaching & theory aspects of courses.

- To help us help you, book as soon as you can. It is impossible for us to organise schedules and travel for our Canadian colleagues without loads of prior knowledge.
- Please ensure all admin, course, accommodation, et al queries come through this office, it's the only way we can keep things running smoothly.
- Don't hesitate to call the office even if you have the tiniest query - we really do want to help.
- If you took a course last season and failed either the skiing or teaching, indicate which one you failed and therefore which one you need to take again this year.
- The rules and regulations regarding which course you can take, depend entirely on on your current Canadian qualifications. However, we have arranged courses to allow experienced instructors with other recognised qualifications to 'fast-track' via back-to-back courses.
- Euro/Sterling currency Exchange Rates will be calculated using the published rate on the date of booking Course & Extras.
- Any outstanding payment will invalidate this Booking in resort. Payment must be made prior to departure. Our UK office is open long hours and you can pay securely via the website or over the phone for last minute bookings.

The Instructor Academy, Suite 6, Sabrina House, Longden Coleham, Shrewsbury, Shropshire, SY3 7BF. UK

t: +44 (0)1743 270000 e: mail@instructor-academy.com

**www.instructor-academy.com**