



**PROFESSIONAL
SKI INSTRUCTORS
OF EUROPE** EST
2024

PSIE BOOKING TERMS & CONDITIONS

Thank you very much for your interest in training and certifying with the Professional Ski Instructors of Europe (PSIE). We take great care to provide you with a quality of service that exceeds your expectations. We hope that you enjoy your journey with us as you develop your skills as a ski instructor.

Here is the inevitable small print. Please read carefully and print off a copy if you so require.

For PSIE organised courses bookings are made with the Professional Ski Instructors PSIE, registered in France, [Immatriculation au RCS, numero 984 805 697](#) and subject to the terms and conditions as described in this document.

However, if you are booking a course with one of our Licensed Course Providers (LCPs) www.psie.pro/psie-training-course-providers then you are subject to their booking terms and conditions.

Insurance:

The Professional Ski Instructors of Europe (PSIE) does not insure its students (whether for medical or rescue costs, against cancellation losses, against the clients' own liability to third parties, or any other type of insurance). Most sporting activities have an element of danger and skiing is no exception. Please ensure that you have suitable insurance cover in respect of medical and rescue costs, cancellation, and liability to third parties. We recommend that you are adequately covered by a comprehensive winter sports insurance policy from a licensed agent. Some insurance may also cover lift closures due to adverse weather conditions. For Big Mountain courses and Backcountry Education courses, please ensure you have a policy that covers skiing off piste with the trainer/guide. You may be asked to provide a copy of your insurance policy before the start of the course. The PSIE does have Public Liability Insurance.



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Trainers:

All PSIE Trainers are suitably qualified, experienced professionals and trained to deliver our products. All our trainers are self-employed and deliver for us under their self-employed status. All are fully qualified to work in the country/jurisdiction where they are delivering the course.

Payment:

All students attending our courses must be paid up/active members. All payments are made as part of the registration process through the SnowReg portal and via our payment processor Stripe. Only when full payment has been made will your booking be confirmed.

Prices:

Course prices may be subject to revision from time to time but are clearly stated on the PSIE website. The prices listed are ex VAT and VAT (TVA) @20% is added at checkout.

Course Confirmation Policy:

PSIE Courses are confirmed 4 weeks prior to the date of commencement. Before the 4-week deadline PSIE reserve the right to cancel courses if minimum numbers cannot be reached or due to other unavoidable circumstances.

In the event that we cancel a course we will offer a full refund of the course fee or transfer your booking to another suitable course.

Please note that PSIE licensed course providers may have their own separate policy that may differ from the above and should be checked prior to making a booking.



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Course Cancellation Policy:

Life happens, and sometimes plans change—we get it. If you need to cancel or transfer your course registration, please reach out to us in writing [via email](#). Give us a couple of business days, and we'll get your request sorted.

Cancellation Terms:

- Up to 14 days before the course starts: We can refund 75% of your registration fee.
- Within 14 days of the start day: We'll refund 50% of your fee.
- No-show: We miss you, but we can't offer a refund.

Transfer Terms:

- We'll always try to accommodate transfer requests for our courses. Please note that each transfer incurs a 40€ administrative fee per course.
- Transfers depend on available space, and any difference in course price will need to be covered by you.
- We can only transfer enrolments within the same season.
- If we're unable to transfer you to another course, our cancellation policy will apply.

For cancellations or transfers due to medical reasons, we'll take a look at your situation individually—just provide a medical note.

Please be aware:

The above cancellation policy refers to courses that are directly organised and run by PSIE. In other words, your payment when booking will be to the **Professional Ski Instructors of Europe (PSIE France)**. If your booking is with one of our licensed course providers, then please refer to their booking terms and conditions and cancellation policy.

Health Information:

To ensure that we can provide the best, most enjoyable and safest training for you please provide us with any relevant health & injury information which can enable the trainer to look after you and all within the group. This information should ideally be provided by email before you arrive in resort, but if you have not done so, please provide it directly to the trainer on the first day (please help us to help you).



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Equipment:

Please note that helmets are compulsory for all courses. For specific advice on skis, boots etc. please refer to the specific course information or contact us for advice.

Photos:

From time to time, we place photos we take during courses on our website or on social media, if you would rather stay anonymous then please let us know.

Quality of Service/Complaints:

If our service does not meet your expectations, please speak with your trainer and contact the office when you are in resort to see if we can resolve the situation for you.

Thank you for taking the time to read through our booking terms & conditions. Should you have any further questions regarding the above please contact us directly on info@psie.pro

Booking terms & conditions updated 24/10/2024 by PSIE Leadership Team.