

DSUK HOLIDAYS AND ACTIVITY WEEKS TERMS AND CONDITIONS

holidays@disabilitysnowsport.org.uk
www.disabilitysnowsport.org.uk

These Terms and Conditions apply to all Disability Snowsport UK (DSUK) holidays and activity weeks.

By submitting a booking and paying the required deposit, you confirm that you have read, understood and accepted these Terms and Conditions for yourself and any other members of your booking.

Our aim is to make our holidays as accessible, enjoyable and safe as possible. These Terms and Conditions explain what you can expect from DSUK, what we need from you before and during your holiday, and what happens if circumstances change.

Booking and Membership

All participants must be current members of Disability Snowsport UK at the time of booking and throughout the duration of the DSUK holiday.

If you are not a current member, the appropriate annual membership fee will be added to your booking.

Submitting a booking form does not guarantee a place on a specific DSUK holiday. While we will always do our best to accommodate your preferred holiday, places are subject to availability and our ability to safely support the needs of all participants.

We will contact you directly to confirm whether your booking has been successful.

Payment and Booking Confirmation

A deposit of £300 per person is required to secure your place on a DSUK holiday.

The remaining balance must be paid no later than 12 weeks before the date of departure.

If the remaining balance is not received by the payment deadline, DSUK reserves the right to cancel your booking and apply the cancellation charges set out in these Terms and Conditions.

The £300 deposit is non-refundable, except where DSUK cancels the holiday and no suitable alternative is offered.

Cancellations

If you need to cancel your holiday, please contact DSUK as soon as possible.

The following cancellation charges apply:

Cancellation timescale	Cancellation charge
More than 12 weeks before departure	Loss of deposit
8 – 12 weeks before departure	50% of full invoice
4 – 8 weeks before departure	75% of full invoice
Less than 4 weeks before departure	100% of full invoice

We strongly recommend arranging comprehensive travel insurance at the time of booking, including cancellation and curtailment cover, so that you are protected should you need to cancel or change your plans before travelling.

You should refer to your personal travel insurance policy and contact your insurer directly if you need to make a claim.

Insurance

All participants must have comprehensive travel insurance that includes winter sports cover for the full duration of their DSUK holiday.

Your insurance details, including your policy number and emergency assistance telephone number, must be provided to DSUK at holidays@disabilitysnowsport.org.uk before travel. These details will be stored securely and may be provided to the DSUK Holiday Leader attending your holiday in the event of an emergency.

We recommend bringing a copy of your insurance policy and emergency contact details with you during your holiday.

We strongly recommend arranging your insurance at the time of booking, or immediately afterwards, so that you are covered for cancellation or changes to your booking before departure.

Traveller Information and Medical Requirements

All participants must complete and return the relevant DSUK paperwork and provide accurate and complete information about their circumstances, medical needs, support requirements and emergency contacts.

This applies even if you have previously travelled with DSUK. We review participant information regularly to ensure that we have the most up to date information and can safely support you during your holiday.

You are responsible for ensuring that all information provided to DSUK is accurate, complete and not misleading. If important information is withheld or incorrect information is provided, DSUK may be unable to safely provide the holiday or snowsport activities.

DSUK reserves the right to refuse participation where essential information has not been provided or where we believe we cannot safely meet a participant's needs.

DSUK cannot accept responsibility for difficulties or risks arising from inaccurate, incomplete or misleading information provided by a participant.

All required paperwork must be returned within 14 days of receiving your DSUK holiday registration information, unless otherwise agreed with you.

A £50 administration fee per person may be applied where paperwork is not returned within this timeframe.

Accessibility, Support and Safety

Our priority is to make our holidays as accessible and enjoyable as possible while ensuring that we can safely support everyone taking part.

Weight restrictions

For safety reasons, DSUK operates a maximum weight limit of 100kg for bi-ski and mono ski instruction.

If a participant exceeds this limit at the time of the holiday, our instructors may be unable to provide instruction, and the participant may not be able to take part in snowsport sessions.

It is the participant's responsibility to ensure that they meet this requirement before travelling.

Transfers and mobility

If you are unable to get yourself up after falling, or cannot transfer independently, you must contact DSUK before booking or as soon as your circumstances change.

This allows us to discuss your requirements and establish whether we can safely support you during the holiday.

You can contact us at holidays@disabilitysnowsport.org.uk or on 01479 788 770.

Care and support

DSUK staff and volunteers are not able to provide personal care services.

If you normally require assistance with personal care, transfers, dressing, medication management or other daily living activities, or if your support needs have changed since booking, you must arrange for an appropriate carer or support person to accompany you.

We will always do our best to support participants within the scope of our snowsport and holiday programme, but DSUK is not a professional care provider.

If the information provided about your care or support requirements is incomplete or misleading, DSUK reserves the right to refuse participation where we cannot safely meet your needs.

Travel and Documentation

It is your responsibility to ensure that you have all the documentation required for your holiday.

This includes ensuring that your passport is valid for travel and that you have any required visas, permits or other travel documentation.

For travel to Europe, your passport must meet the validity requirements for the country or countries you are visiting. These requirements can change, so you should check the latest requirements before travelling.

You are also responsible for ensuring that you meet any vaccination, testing or other entry requirements that apply at the time of travel.

Flights and Travel Providers

Where flights, transfers or other travel services are provided by a third-party supplier, such as TUI or Crystal, those services are subject to the supplier's own terms and conditions.

DSUK is not responsible for delays, cancellations or disruption caused by airlines, airports, travel providers or other transport operators where these are outside DSUK's reasonable control.

If travel disruption occurs, we will do our best to keep participants informed and provide support with communication and practical arrangements where possible.

Any additional costs arising from travel disruption should be considered in line with the terms of your travel insurance policy and, where appropriate, the terms and conditions of the relevant travel provider.

Changes to Your Holiday

We plan our holidays carefully, but occasionally changes may be necessary before or during your trip.

DSUK may need to make changes to accommodation, transport, staffing, instructors, lesson structures, activities, resort facilities or other elements of the programme due to operational, safety or supplier requirements.

We will always aim to minimise the impact of any changes and will communicate significant changes to participants as soon as reasonably possible.

Minor changes to the programme or arrangements will not normally entitle participants to a refund or compensation.

Where a significant change is required, DSUK will consider the circumstances and available options and communicate these with affected participants.

Travel Disruption and Exceptional Circumstances

DSUK is not responsible for cancellation, delay, alteration, loss or additional expenses caused by circumstances outside our reasonable control.

These may include, but are not limited to:

- Severe weather or snow conditions
- Avalanche risk or avalanche activity
- Lift or resort closures
- Airport disruption
- Industrial action or strikes
- Natural disasters
- War, terrorism or civil unrest
- Government restrictions or requirements
- Public health emergencies
- Transport disruption
- Other exceptional or unforeseen circumstances

Where possible, DSUK will work with our suppliers and affected travellers to find a practical alternative.

However, we cannot guarantee that the original accommodation, transport, activities, resort or programme will always be available.

Participants should ensure that their travel insurance provides appropriate cover for disruption and additional costs.

Snowsport Activities, Weather and Slope Conditions

Snowsports are weather dependent and conditions can change quickly.

The DSUK Holiday Leader may suspend, alter or cancel snowsport activities if weather, snow, avalanche risk, lift operations or slope conditions mean that participation is considered unsafe.

These decisions will be made carefully, with the safety of participants, staff and volunteers as the priority.

We will always do our best to deliver the planned sessions wherever it is safe and practical to do so. However, adverse weather and slope conditions are an inherent risk of snowsports.

If sessions are reduced, suspended or cancelled due to weather, snow, slope or safety conditions, refunds or compensation will not be available.

FCDO and Government Travel Advice

DSUK monitors relevant travel advice, including advice issued by the UK Foreign, Commonwealth & Development Office (FCDO).

If FCDO advice or other government guidance changes and this affects the destination you are due to visit, DSUK will contact affected travellers to discuss the available options.

If DSUK determines that the holiday must be cancelled as a result of government travel advice and no suitable alternative can be provided, you will receive a full refund of amounts paid to DSUK for the holiday.

Traveller Conduct

We want our holidays to be enjoyable and welcoming for everyone.

All travellers are expected to behave respectfully towards other travellers, DSUK staff, volunteers, instructors, suppliers, accommodation staff and members of the public.

DSUK reserves the right to remove a traveller from an activity or require them to leave the holiday if their behaviour is unsafe, abusive, discriminatory, threatening or seriously disruptive, or if they are under the influence of alcohol or drugs in a way that affects their own safety or the safety of others.

Where a traveller is required to leave a holiday as a result of their behaviour, no refund will be provided and any additional costs arising from their departure will be their responsibility.

Personal Belongings and Equipment

Participants are responsible for their own personal belongings and equipment throughout the holiday.

This includes personal adaptive equipment, mobility aids and wheelchairs.

DSUK is not responsible for loss, theft or damage to personal belongings or equipment unless this has been caused by DSUK's negligence or other circumstances where DSUK is legally responsible.

We strongly recommend that valuable, specialist and adaptive equipment is appropriately insured, including during travel.

Photography and Media

Photographs and videos may be taken during DSUK holidays for promotional, fundraising, reporting and other communications purposes.

Your preferences regarding photography and media use will be recorded through the relevant DSUK consent process. DSUK will respect the choices you make regarding the use of your image.

Data Protection

DSUK will process personal information provided by participants in accordance with applicable UK data protection legislation and DSUK's Privacy Policy.

Information may be used to administer your booking, provide appropriate support, manage your safety during the holiday and communicate with you about your participation.

Medical and other sensitive information will be handled securely and only shared where necessary for the safe and effective delivery of the holiday.