

Pulse Snowsports - Terms & Conditions

Booking & Payment

Bookings can be made by submitting a booking request on the website, by email, telephone or WhatsApp. Once reviewed and instructor availability confirmed, you will receive a booking reservation email with an invoice and payment instructions.

You can pay with a secure online payment link (we use SumUp) or by simple bank transfer.

Full payment is required at the time of booking (unless agreed otherwise in writing). Full payment confirms the booking and creates a contract between you, Pulse Snowsports, and your instructor.

Once full payment is received you will receive a Booking Confirmation email with all the details.

Cancellation Policy

Our cancellation policy is different for Switzerland, France & UK. Please refer to our full cancellation policy on the website.

Insurance

Insurance is not included in the price of Pulse Snowsports lessons. It is the client's responsibility to have appropriate coverage, including:

- Third-party liability insurance
- Health insurance
- Accident and rescue insurance (mandatory for off-piste skiing)

Liability

Pulse Snowsports cannot accept liability for accidents that occur during ski or snowboard lessons. Clients are strongly advised to have their own personal accident insurance.

For those in Verbier, you can also take out accident insurance at the Televerbier ticket office when purchasing your lift pass. The insurance costs 5 CHF per day and covers:

- Refund of lift passes
- Ski lesson costs
- Equipment rental in case of illness, accident, or lift closure

Off-Piste Lessons

Clients are responsible for ensuring they have the appropriate equipment for off-piste skiing. At a minimum, this includes a transceiver, shovel, and avalanche probe.

Avalanche safety equipment can be arranged for hire before the lesson. Clients without the required safety equipment will not be permitted to ski off-piste. Please also ensure that your insurance covers off-piste skiing.

Video & Photo Consent

During lessons, activities, or events, our team may occasionally take photos or videos for promotional and marketing purposes. These images may be used on Pulse Snowsports' official channels, including our website, social media platforms, and other marketing materials.

By participating in our sessions, you give your consent for Pulse Snowsports to capture and use such content, unless you have specifically requested otherwise.

If you do not wish to appear in any photos or videos, please let your instructor or a member of the Pulse Snowsports team know before your session begins, or email us in advance at general@pulsesnowsports.com

We fully respect your privacy, and we will always honour any request not to be included in visual content.

Data Protection

We only collect the information necessary to process your booking and arrange ski lessons. The email address provided at the time of booking may also be added to our mailing list to share newsletters and future offers. If you prefer not to receive these, please let us know when booking and we will exclude you from the list. All personal information is kept secure and confidential and will never be shared with third parties.

For our full privacy policy please refer to the link on our website.

Cookies

Cookies are small text files stored on your device when you visit a website. They hold bits of information that help the website operate effectively. Cookies allow us to ensure the site functions correctly, enhance its security, improve your overall user experience, and gather insights into how the site is performing—so we can identify what’s working well and where improvements are needed.

How We Use Cookies

Like most websites, we use both first-party and third-party cookies:

First-party cookies are essential for the website to function properly. They do not collect any personally identifiable information.

Third-party cookies help us understand how visitors interact with our website, maintain security, deliver relevant advertising, and improve user experience. They also help us speed up future visits by remembering your preferences and activity.

Managing Cookies

Most web browsers allow you to block or delete cookies through your settings. You can adjust your settings at any time to control how cookies are used in your browser settings.