

Pulse Snowsports - Booking and Cancellation Policy

Applies to all services in Verbier, Switzerland

1. Booking & Payment

Full payment is required at the time of booking (unless agreed otherwise in writing).

Payment secures your spot and creates a contract between you, Pulse Snowsports, and your instructor.

2. Cancellation & Refunds

We understand that plans can change. If you need to cancel, the refund amount depends on how much notice you give and whether we can rebook your spot.

- More than 14 days before: Full refund* or free reschedule
- 7–14 days before: 50% refund or free reschedule
- Less than 7 days before: No refund; rescheduling possible with a 25% rebooking fee
- Less than 48 hours before: Neither refund nor reschedule available

*If your payment was made with a secure online payment link, it is subject to a 2.5% administration fee.

3. What if Pulse Snowsports cancels?

- Instructor unavailable: Full refund or free reschedule offered
- Full mountain closure: No refund; please claim via your personal insurance

4. No Shows & Missed Lessons

- No-shows: No refund or reschedule unless you notify us in advance
- Missed Lesson: Unfortunately, we're unable to offer refunds or reschedule lessons you miss, regardless of the reason.

5. Lift closures & Poor Weather Conditions

- Full lift closures do not entitle you to a refund directly from Pulse Snowsports. Please make claims via your personal insurance provider.
- Partial mountain closure due to poor weather conditions: Lessons take place in all weather conditions and will continue where possible

Applies to all services in France & the UK (Morzine + Other French Locations)

1. Booking & Payment

Full payment is required at the time of booking (unless agreed otherwise in writing).

Payment secures your spot and creates a contract between you, Pulse Snowsports, and your instructor.

2. Cancellation & Refunds

- More than 50 days before: 100% refund*
- 50–12 days before: 50% refund
- 12–8 days before: 20% refund
- 7 days or less: No refund
- All deposits are non refundable upon cancellation

*If payment was made with a secure online payment link, it is subject to a 2.5% administration fee.

3. Missed Lessons

No refunds or rescheduling for missed lessons, regardless of reason.

4. What if Pulse Snowsports cancels?

- Instructor unavailable: Full refund or free reschedule offered
- Partial mountain closure: Lessons continue where possible
- Full mountain closure: No refund; please claim via your personal insurance

5. How Your Payment is Used

- 80% goes directly to your instructor/guide
- 20% is retained by Pulse Snowsports for admin & operations

6. Participant Age Requirements

All participants must meet minimum age requirements for the chosen session

Proof of age may be requested; failure to verify may result in removal from the session without offering a refund.

7. Lift closures & Poor Weather Conditions

- Full lift closures do not entitle you to a refund directly from Pulse Snowsports. Please make claims via your personal insurance provider.
- Partial mountain closure due to poor weather conditions: Lessons take place in all weather conditions and will continue where possible