

### **General Terms and Conditions of Sale**

By placing an order on the online shop [www.scuolascicentrale.it](http://www.scuolascicentrale.it) or a booking via email or by phone, the Customer declares to have read all the information provided during the purchase or booking process and to fully accept the general and payment terms.

In the event of unexpected unavailability of the service and the non-acceptance of the order, no charge will be made to the Customer.

The Ski School is exempt from VAT and is therefore not required to issue an invoice pursuant to Article 36/bis of Presidential Decree 633/1972 and subsequent amendments. An invoice is issued only upon the Customer's explicit request, which must be made at the time of payment.

### **Methods of Purchase and Bookings**

The correct receipt of the order or booking is confirmed by the system via an email sent to the email address provided by the Customer.

This confirmation message will include the purchased service and the features selected during the purchase process.

It is the Customer's responsibility to register using accurate data.

### **Payment Methods**

Purchases through the online shop must be paid by credit card.

Credit card transactions are processed via the Acepta S.p.A. Virtual POS system using the Phey platform. At no point during the purchase process is the e-commerce platform or any staff member able to access the Customer's credit card number, as it is provided directly to the Secure Server of the Credit Institution over a secure, encrypted connection in accordance with current online payment standards.

Currency: All amounts displayed on [www.scuolascicentrale.it](http://www.scuolascicentrale.it) are in Euros.

### **Right of Withdrawal and Cancellation Policy**

In accordance with current legislation (Art. 59 of the Consumer Code), the right of withdrawal is excluded for leisure services when the contract includes a specific date or period of execution.

Specifically, there is no right of withdrawal for purchases made online, via email, or by telephone when the booking includes a fixed date or period.

Nevertheless, we allow customers to withdraw without having to provide any explanation and without any penalty **up to one week before the start** of the booked or purchased service.

Cancellations must be submitted in writing via email to [info@scuolascicentrale.it](mailto:info@scuolascicentrale.it) within the above-mentioned timeframe.

For online purchases, once the withdrawal notice is received, the School will provide the Customer with instructions for the refund process. The refund will be issued using the same payment method used for the purchase.

Refunds are only granted in the case of injuries occurring during our lessons or courses, and must be supported by a valid certificate issued by a local doctor.

No refunds will be given for delays or absences, bad weather, illness, early departure, or lift closures.

### **Privacy**

Personal data requested during the order process is collected and processed solely to fulfill the Customer's requests. The School ensures compliance with personal data protection laws, as per the Italian Privacy Code. Data Controller: ASSOCIAZIONE CENTRALE SCUOLA SCI E SNOWBOARD Via Plan, 273 - 23041 Livigno (SO), Italy Phone: +39 0342 996276 Tax Code: 92001520144 Email: info@scuolascicentrale.it

### **Complaints**

Any complaints should be addressed to: ASSOCIAZIONE CENTRALE SCUOLA SCI E SNOWBOARD Via Plan, 273 - 23041 Livigno (SO), Italy Email: info@scuolascicentrale.it

### **Applicable Law**

The sales contract between the Customer and the School is concluded in Italy and governed by Italian law. For the resolution of civil and criminal disputes arising from this distance sales contract, if the Customer is a consumer, the territorial jurisdiction lies with the court of their municipality of residence. In all other cases, jurisdiction is exclusively with the Court of Sondrio.

### **Customer Obligations**

The Customer is required to present either a printed or digital copy (via smartphone or similar device) of the order confirmation directly at the meeting point for their lesson or course at the scheduled time.

### **Useful Information and Regulations**

A lesson hour is intended to be 50 minutes. Prices do not include skipass or accident insurance, which can be requested during the online booking process in the "requests/notes" field, or directly at the sales desk before lessons start.

Lessons and courses are held in all weather conditions; therefore, no refunds or rescheduling are provided in case of bad weather

Group courses will take place only with a minimum of 4 participants with a similar skiing level. If the minimum number is not reached, the School reserves the right to issue refunds or adjust course duration.

Equipment rental can be included upon customer request or in specific packages.

Wearing a helmet is mandatory in Italy for all skiers, regardless of age or skiing discipline.

Skiers are required by law to have valid liability insurance covering damage or injuries caused to third parties (pursuant to Article 30 of Legislative Decree No. 40/2021).

Through the online sales platform, special discounts are available to our partners. These discounts can be activated using promo codes provided by partners in the "coupon code" field. Discounts cannot be applied retroactively to services already purchased.

Ski schools do not fall under the category of amateur sports associations as defined by Article 90, paragraph 17 and following, of Law 289/2002.

Lessons for children aged 5 to 18 are not eligible for the tax deduction set out in Article 15, paragraph 1, of Presidential Decree No. 917/86.