Skischule PFLUG Zauchensee
Skischule Balla GmbH
Zauchensee 25
5541 Altenmarkt im Pongau

Cancellation and withdrawal conditions

The following cancellation conditions apply when booking a service from Skischule Balla GmbH. As a rule, refunds are made by issuing a voucher (valid for 1 year) or by rebooking to a new date.

CANCELLATION CONDITIONS

- **Up to 7 days before the start of the service:** The full amount (of all services) will be refunded.
- **Less than 7 days before the start of the service:** No refund will be made. Upon presentation of a written medical certificate, the full amount will be refunded, minus a processing fee of € 20.
- **In the event of non-attendance and unjustified absence up to the start of the course,** there is no retroactive entitlement to a refund of any kind.
- **Cancellation during ongoing services:** Cancellation of a course or private lessons due to illness, injury or accident: A refund will only be made in the form of a voucher (valid for 1 year), minus a processing fee of € 20,- after receipt of a medical certificate (within 7 days). Cancellations will only be considered if they are announced and approved at the ski school office immediately after the cancellation.
    - There is no entitlement to a refund if the course is canceled during the course (other reason) or during private lessons (other reason) or if the medical confirmation deadline is not met (within 7 days).
- Price refunds in the form of a voucher (valid for 1 year) will only be made for services that have not yet been used.
    - Services not yet used:
        - Course operation: course days not yet started
        - Private lessons: private lessons not yet started
- Skischule Balla GmbH requires the medical certificate, the IBAN, the name of the course participant and the course dates in writing, within 7 days of termination or withdrawal, by e-mail to: info@skischule-balla.at for a legitimate price refund or the issue of a voucher (valid for 1 year).

The presentation of a medical certificate is a prerequisite for the assertion of this right.
The booking of a ski school article (courses and private lessons) is not transferable!
Vouchers that were not issued by “Skischule Balla GmbH” are no longer valid as of 1.05.2025.

WEATHER-RELATED CANCELLATION CONDITIONS

Lessons take place in all weathers. Cancellations due to weather conditions on the part of the contractual partner will not be refunded.

- Weather-related breakdowns of the entire lift facilities due to force majeure will result in the course units being canceled. Course days or private units already completed will not be refunded. However, course days or private units that have not been completed will be refunded.
- Courses may be canceled by the ski school if the number of participants in group courses is too low. Cancellations will be announced as soon as possible before the start of the course. If possible, the contractual partner will be rebooked for another course date. If a rescheduling is not possible, the amount of all services not yet rendered will be refunded.