



General conditions

All our guides are UIAGM and UIMLA qualified and are authorized to work year-round.
In general, poor snow conditions and / or bad weather are not a valid reason for a cancellation.

Cancellation by a guide: a cancellation is only justified if the risk is deemed too high for the group or for the roped-up party. In this case, no costs are to be borne by any of the parties and the outing/tour is postponed to a later date.

The operator - les Guides de Verbier – reserves the right to modify a booking or, exceptionally, to replace the chosen guide.

Cancellation by the client : Fees apply for all cancellations !

Cancellation fess payable :

- If cancelled 60 days before the tour : 25% of total booking cost
- If cancelled 30 to 11 days before the tour : 50% of total booking cost
- If cancelled 10 days or less prior to the tour : 100% of total booking cost

If a multi-day trip is **cancelled 90 days or less before** the start date, the deposit and the balance will **only be reimbursed if the space can be filled by another customer.**

Liability

The aim of the Verbier Mountain Guides cooperative (“les Guides de Verbier”) is solely to connect customers and with an independent professional mountain guide. The Verbier Mountain Guides cooperative is not liable in the event of an accident. **Accident liability is the responsibility of the mountain guide hired directly by the customer.**

Training

In accordance with our quality charter, please note that for all our off-piste trips or tours, we insist on a regular training in the following areas:

- Appropriate ski technique
- Use of safety equipment (avalanche transceiver, shovel, probe)

ELVIA insurance - reimbursement and / or cancellation

If you hire a mountain guide for 1 or more days, we recommend you to take out the ELVIA insurance that covers you in case of illness or accident.

Insurance Policy Conditions :

- The insurance premium amounts to 4% of the total sum paid for the mountain guide.
- If you book a guide on various non-consecutive days, please indicate the exact dates under "Remarks"
- The client has read and understood the UIAGM conditions stated on our website
- Cancellations due to bad weather are not possible

To contract your insurance only by phone **+41 44 283 32 22**