



BOOKINGS: Snozone reserves the right to refuse admission without refund or transfer. If you need to cancel or alter your booking, we require a minimum of 72 hour's notice to allow for a refund.

ARRIVAL TIME: Snozone asks you to arrive 1 hour before your activity starts. If you are not ready with your clothing and equipment within 5 minutes of the activity start time Snozone reserves the right to refuse you admission as you will miss the health & safety briefing.

We will do everything that we possibly can to accommodate your late arrival but sometimes this may not be possible. Our programme times are fixed so that we can let our Coaches know their working patterns.

MAIN SLOPE USE: We require everyone who wishes to use the main slope to be of a minimum standard unless attending a lesson or accompanied by a Snozone Coach.

You should be able to control your speed, confidently link your turns and fit your boots correctly. If you are unsure about your ability or have any questions regarding minimum standards please visit our website under the "lesson section" where this is defined in full.

Snozone accept no responsibility for damage to equipment or clothing or personal injury whilst undertaking any activity within the Snozone building.

If your visit overlaps between off-peak and peak times your pass price will be reconciled so that you are charged the peak rate.

TEACHING: To ensure the safety of all slope users, no-one other than our fully qualified Snozone Coaches are permitted to teach or provide coaching on our slope.

CLOTHING & EQUIPMENT: Ski's, sledges, snowboards and boots are included within the ticket price of your activity and helmets are provided for all our guests. It is compulsory for all guests aged 16 and under to wear a helmet at all times.

All guests must wear helmets at all times when undertaking any form of coaching, sledging, ice sliding or any high impact activity.

For safety & comfort, gloves, full length trousers & long sleeve tops **must** be worn at all times on the slope. We advise that you wear waterproof jackets & trousers, which can be hired from our reception desk. For hygiene reasons, gloves & socks are not available to hire, but can be purchased at our on-site shop for a very reasonable price!

PHOTOGRAPHY / CCTV: There is no dedicated spectator area on the slope, but we do have an excellent viewing area in our restaurant.

Photography within the Snozone area is only permitted with prior consent - please ask a team member for details/permission.

Please be advised that we have CCTV throughout the centre for the purposes of crime prevention which complies with the Data Protection Act 1998. In addition, we may record your images for advertising &/or marketing purposes.

It is sometimes the case that third parties - including the media - record images of events at Snozone. In such circumstances notices will be displayed to advise guests of any filming / photography to be carried out where your image may appear.

MEDICAL CONDITIONS / REQUIREMENTS: If you have a medical condition or a disability that may affect your safety or the safety of other slope users, you must inform a member of the Snozone team prior to booking.

For the safety of our guests, Snozone reserves the right to ask anyone to leave the slope if we believe them to be under the influence of drink or drugs, behaving irresponsibly, causing disharmony or endangering other slope users. In such cases no refund will be given.

SPECIAL EVENTS / SLOPE CLOSURES: Parts of the slope may be sectioned off at times for special events, sledging/ice slide activity or essential maintenance work. Please check before booking for up to date information on forthcoming activities or closures. Details are also listed at www.snozoneuk.com

All activities and prices are correct at time of going to press, however Snozone reserves the right to make changes at any time.

CHILDREN: Children under the age of 16 must not be left on the premises by themselves at any time. If this is found to be the case, Snozone may inform the police immediately. Children under the age of 12 participating in snowsports activities must be supervised on the slopes by an adult at all times - please note that minimum standards apply for main slope use.

For the safety of children, if ski or snowboard proficiency has not been attained, parents and/or guardians will need to be available to collect from the slope immediately. Snozone will only allow children on their sites without a parent/guardian, in Snozone's designated SnoCamps and SnoAcademy.

FOOD & BEVERAGE: Only food & beverage bought from Snozone's own café bar is allowed on the premises. All other food & beverage must be consumed away from Snozone's premises. Guests will be asked to leave if this request is not adhered to.