



TERMS AND CONDITIONS

Freeride Albania

Address: Doberdol, Albania

E-mail: info@albanianfreeride.com

Website: www.albanianfreeride.com

GENERAL BUSINESS TERMS AND CONDITIONS

Freeride Albania is the organizer of the ski packages described on our websites. Note: The term Skiing shall also include snowboarding, snow surfing, and telemark skiing.

REGISTRATION POLICIES AND CONDITIONS

By submitting a registration form and paying a deposit, the client has entered into an agreement with Freeride Albania. The completed registration form, along with the terms and conditions, ski trips or quotes, and the rates and dates, constitute a legally binding agreement between Freeride Albania and the client.

PRICES

Prices are in Euro (EUR). All prices are subject to change without prior notice. If you have already booked the trip and paid the deposit/full payment, any changes in price cannot be applied.

DEPOSITS, REGISTRATION, AND PAYMENT

Each guest should familiarize themselves with these terms and conditions and the information on our website. This will ensure that they have a full understanding of what a ski trip/ski package entails. Please contact us by e-mail to reserve a space on one of our ski packages. A non-refundable deposit and a completed registration form are required within 7 days of the reservation date to confirm your reservation. The deposit is 30% of your total package price. The exact amount will be calculated and sent back to the guest in the reply to their initial booking request. Remaining balance payment is required at least 60 days prior to the commencement of your package. If booking less than 60 days prior to the start of the ski package, full payment is due to confirm and secure the space.

REFUNDS

All ski packages start and finish on the specified dates and have been offered as a complete package. There are no refunds, partial or full, for any of the following reasons:

- Late arrival or early departure for any reason
- Missing flights
- Lost or destroyed travel documents



- Lost or destroyed personal gear
- Sickness or injury
- Lack of skier ability or fitness
- Severe and risky weather conditions
- Any reason beyond the control of Freeride Albania

CANCELLATIONS

Cancellations by the Client

Clients can cancel the trip at any time. Cancellations must be made by e-mail. Cancellations are only effective once your notification is received by the office of Freeride Albania. We ask that you thoroughly understand and consider the booking and cancellation policy prior to booking, as we make financial commitments to our staff and other providers once you have booked and we have confirmed a trip. We take your booking in good faith and begin incurring costs upon confirmation. Cancellation more than 60 days prior to the start date of the package will result in the loss of the non-refundable deposit. If cancellation is received 60 days or less, prior to the start of the confirmed package, then the entire trip price is owed and non-refundable. If you are unable to attend your ski package after the final payment date, then the ski package is transferable to another person. Clients who cancel have the option of finding a replacement to fill their seat. We will accommodate this at no charge if the guests transfer funds among themselves.

Cancellations by Freeride Albania

Freeride Albania has the right to hold up or stop participation in the program in case of improper participant behavior, in particular: systematic breaking of the guide's safety instructions or improper behavior, which decreases the group's safety. No refunds are given in this situation. Freeride Albania reserves the right to cancel any trip at any time, for essential reasons. Your full payment will immediately be refunded. But we are not responsible for any expenses incurred by the client-side.

Cancellation by Freeride Albania due to extreme weather or snow conditions

In case of any cancellation from our side, due to bad weather or snow conditions (lack of snow, extremely high avalanche risk, etc.), Freeride Albania will transfer your total deposit payment to any available date within 2 years of the affected ski dates and as mutually agreed upon by the guest(s) and Freeride Albania. If the guest has already paid the full amount of the package price, then, upon their request, Freeride Albania will transfer 70% of the full amount back to the guest while the 30% deposit will be transferred as mentioned above. In case of any returning transfer, the client will also cover all the transaction fees.

FORCE MAJEURE

Except where otherwise expressly stated in these terms and conditions, Freeride Albania regrets it cannot accept liability or pay any compensation where the performance or prompt performance of its contractual obligations are prevented or affected by "Force Majeure". In these conditions, "Force Majeure" means any event which Freeride Albania or the supplier of the service(s) in question could



not, even with due care, foresee or avoid. Such events may include war, or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, avalanches, fire, and all similar events beyond the control of Freeride Albania.

COVID-19 RELATED POLICY

If you need to cancel or if we have to cancel your trip due to a Pandemic Travel or Operation Restriction, Freeride Albania will transfer your deposit payment to any available date within 2 years of the affected ski dates and as mutually agreed upon by the guest(s) and Freeride Albania. If the guest has already paid the full amount of the package price, then, upon their request, Freeride Albania will transfer 70% of the full amount back to the guest while the 30% deposit will be transferred as mentioned above. Outside of pandemic-related travel restrictions, our standard policy applies.

PASSPORTS AND HEALTH REQUIREMENTS

It is your responsibility that passports and other travel documents are in order before departure. Your physician must clear any health problems that may affect your participation in any program. It is imperative you disclose any medical condition that could put you, your guide, or others' safety at risk.

TRAVEL INSURANCE

In the unlikely case of an emergency, participants may, depending upon the program location, be liable for any rescue or evacuation costs incurred either on their behalf or as a result of their actions. To avoid these costs, each participant must have emergency medical expenses insurance. This insurance should cover the practice of sport activities, which include skiing, snowboarding, cat skiing, ski-mountaineering, hiking, etc.; and cover emergency helicopter evacuation.

TRIP CANCELTION/INTERRUPTION INSURANCE

For your tranquility, and to avoid any financial difficulties that an unexpected cancellation or interruption could cause, we strongly recommend purchasing trip cancellation/interruption insurance.

WEATHER AND MOUNTAIN CONDITIONS

Mountain weather is unpredictable in all seasons and is a constant factor that shapes the decisions we make before and during our programs. It would not be practical for us to refund every situation where our guests do not get the weather conditions they hope for, and we make every effort to develop alternative plans. If you have a single objective in mind (such as a peak or route) we cannot guarantee that the conditions or weather will allow an attempt of that objective. We will work diligently to give you the best experience with the conditions we face at the time.

LIABILITY

Participation in wilderness activities involves many risks, dangers, and hazards. Avalanches occur frequently in the terrain used for wilderness activities and may be caused by natural forces or by



persons traveling through the terrain. Clients should be aware that Freeride Albania and their guides and employees may fail to predict whether the terrain is safe or whether an avalanche may occur. The terrain used for wilderness activities is uncontrolled, unmarked, not inspected, and involves many risks, dangers, and hazards in addition to that of an avalanche. These may include, but are not limited to: cornices; crevasses; cliffs; trees, tree wells; tree stumps; forest deadfall; creeks; rocks; rockfall; boulders; holes and depressions on or below the snow surface; variable and difficult snow conditions; effects of high altitude including pulmonary edema and cerebral edema; equipment failure; encounters with dangerous or poisonous flora and fauna; impact or collision with other persons; becoming lost or separated from one's party or guide; negligence of other persons; negligence on the part of the operators or their guides and employees, including the failure of the operators or their guides, pilots, and employees to safeguard or protect the client from the risks, dangers, and hazards of wilderness skiing. Communication in the alpine terrain may be difficult, and in the event of an accident or illness, rescue, medical treatment, and evacuation may not be available or may be delayed. Alpine weather conditions may be extreme and can change rapidly and without warning. The client should be aware of the risks, dangers, and hazards associated with wilderness skiing, and freely accept and fully assume all such risks, dangers, and hazards and the possibility of personal injury, death, property damage, or loss resulting therefrom.

PROBLEMS & COMPLAINTS

If you are unhappy with a service or facility provided in our programs, you should address your complaint immediately to the Freeride Albania local representative and, if relevant, to the management of the hotel or other supplier whose services are involved, so that Freeride Albania will have an opportunity to correct the matter during the program. If the problem cannot be solved locally, however, you must write to us within 30 days of your return to the country of residence, giving your booking information and full details of your complaint.