

General Terms and Conditions

1. General Information

The German General Terms and Conditions (GTC) apply to all transactions between the arranged ski guide and the customer. Whiteguides is a marketing platform for self-employed, fully licensed ski guides to make use of the marketing synergies and visibility provided by a shared community. Each member is free to participate in the joint appearance with the same corporate design, corporate identity, and visual presentation. Every member remains independent and economically autonomous; no shared income or profit is generated. The shared statutes provide guidelines for dealing with assigned guests in order to increase the safety of all parties involved in winter sports activities. Our ski guides offer services related to winter sports. This includes learning, applying, and perfecting skiing and snowboarding techniques on the slopes, ski race training, demo and formation training, steep-slope, mogul and off-piste coaching, as well as freestyle and freeride instruction. Instruction is offered not only in skiing but also in snowboarding, cross-country skiing and telemark within the mentioned areas. In addition, ski guides lead our guests off-piste and on ski tours. They instruct them in necessary safety measures and point out dangers and risks. For a complete list of service providers see item 11. The service providers are not responsible for the content, web design, or copyright of the platform and are not owners of the Whiteguides platform.

All ski guides have the highest level of training in these fields and are state-certified ski instructors/guides, mountain guides, or snowboard instructors/guides.

Main Contact:

Operator: Whiteguides Lech
Phone: +43 660 934 2120
E-mail: office@whiteguides-skiing.com

Responsible for content, web design, copyright and ownership:

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Legal form: Association
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E-mail: office@whiteguides-skiing.com

2. Conclusion of Contract

Reservations can be made via email or phone directly with one of our ski guides. Reservations are only valid upon receipt of the guest's full name and address and after written confirmation by the ski guide. The contract is concluded directly with the ski guide before the start of the service, and the ski guide is responsible for this. General inquiries sent to the office email address or hotline are forwarded to all ski guides available for booking. The available ski guide will then contact the guest to clarify all further steps. In this case as well, the contract is concluded between the guest and the ski guide.

3. Contract Fulfillment

The assessment of the guest's abilities for the planned course lies with the booked ski guide. If safety cannot be guaranteed- e.g., due to weather or snow conditions, avalanche risk, missing equipment, or insufficient skill level of the guest- the ski guide may offer alternatives. The wishes of the guest are respected and fulfilled as far as safely possible. The ski guide decides which safety aspects must be considered and informs the guest accordingly. The guest is not entitled to withdraw from the contract or demand a refund of course fees due to the above-mentioned reasons. The safety of our guests is the top priority.

4. Prices

Prices for the services of our members are set individually by each ski guide. The guides are not bound to any price guidelines. All quoted prices are in the respective national currency (Euro) and include legal VAT. The daily rate covers the entire activity of the ski instructor, ski guide, or mountain guide and typically includes 4 hours of instruction for classic ski lessons. The duration is communicated to the guest prior to booking. For ski tours, the daily rate includes a day tour, usually also lasting around 4 hours, depending on external conditions and the guest's physical abilities. Final decisions regarding the duration are made by the ski guide. Lift tickets, ski equipment and safety equipment are not included in the price.

5. Payment Terms

For bookings more than 30 days in advance, a 30% deposit of the total amount is due immediately after written confirmation. Final billing generally occurs after the service has been completed or, in the event of cancellation, once the cancellation deadlines specified in these GTCs have been exceeded. The ski guide will inform the guest of the available payment methods- cash, credit card, or bank transfer. In case of cancellations, the outstanding amount may be charged to the credit card by the ski guide.

6. Withdrawal / Cancellation

Cancellations up to 21 days before the first booked ski day are free of charge. For cancellations from the 20th to the 14th day before the first ski day, 50% of the total price is due. For cancellations within the last 14 days (from the 13th day) before the first ski day, 100% of the total price is due. In case of withdrawal during an ongoing service or non-appearance at the agreed appointment, the full price will be charged. Poor weather conditions are not a valid reason for cancellation. In the event of illness or injury before or during the ski course, cancellation is only possible if a medical certificate from a local doctor confirms this. We recommend taking out travel cancellation insurance.

7. Liability

The arranged ski guide is liable according to legal regulations. Participants are not insured against accidents during activities; accident insurance is recommended. The ski guide informs the guest about the service offered, the costs, the risks, and the General Terms and Conditions. The Whiteguides marketing platform assumes no liability for the actions of the ski guides or for resulting consequences, injuries or damages. Liability cannot be transferred to other members of the Whiteguides platform.

8. Place of Jurisdiction

All disputes arising from this contract fall under the exclusive jurisdiction of the court at the course location.

9. Choice of Law and Legal Validity

Austrian law applies to all services provided in Austria, and German law applies to all services provided in Germany. Should individual provisions of these terms and conditions be invalid, the validity of the remaining provisions and the entire legal transaction remain unaffected. The invalid provision shall be replaced by one that most closely reflects the economic intent of the invalid provision.

10. Service Providers

Berg- und Skiführer:	Baum Esther
Form:	Einzelunternehmer
Telefon:	+43 680 1177 608
E- Mail:	baumesther@gmail.com
Adresse:	Dr. Anton-Bruckner-Straße 33, AT- 4840 Vöcklabruck
UID- Nummer:	Kleinunternehmerregelung, umsatzsteuerfrei nach § 6 Abs. 1 Z27 UStG 1994
Gerichtstand:	Vöcklabruck
Aufsichtsbehörde:	Amt der Oberösterreichischen Landesregierung
Berufsverband:	Salzburger Bergsportführerverband
Zuständiges Finanzamt:	Finanzamt Vöcklabruck
Snowboardlehrer/-führer:	Wouter Broersma
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Gerichtstand:	Bludenz
Aufsichtsbehörde:	Amt der Vorarlberger Landesregierung
Berufsverband:	Vorarlberger Skilehrerverband
Zuständiges Finanzamt:	Feldkirch
Skilehrer/Skiführer:	Gabrielli Marco
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Gerichtstand:	Feldkirch
Aufsichtsbehörde:	Amt der Vorarlberger Landesregierung
Berufsverband:	Vorarlberger Skilehrerverband
Zuständiges Finanzamt:	Finanzamt Feldkirch
Skilehrer/Skiführer:	Gantner Manfred
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Gerichtstand:	Feldkirch
Aufsichtsbehörde:	Amt der Vorarlberger Landesregierung
Berufsverband:	Vorarlberger Bergführerverband
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Aufsichtsbehörde: Amt der Vorarlberger Landesregierung
Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Graz

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Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Klagenfurt

Berg- und Skiführer, Skilehrer: Kärle Marvin
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Gerichtstand: Reutte
Aufsichtsbehörde: Amt der Tiroler Landesregierung
Berufsverband: Tiroler Bergsportführerverband
Zuständiges Finanzamt: Finanzamt Landeck Reutte

Snowboardlehrer/-führer, Skilehrer: Kristoferitsch Lisbeth
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Aufsichtsbehörde: Amt der Vorarlberger Landesregierung
Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Feldkirch

Skilehrer/Skiführer: Natter Gabriel
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Berufsverband: Vorarlberger Skilehrerverband
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Aufsichtsbehörde: Amt der Vorarlberger Landesregierung
Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Klagenfurt

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Aufsichtsbehörde: Amt der Vorarlberger Landesregierung
Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Bregenz

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Gerichtstand: Zell am See
Aufsichtsbehörde: Amt der Salzburger Landesregierung
Berufsverband: Bergsportführerverband Salzburg
Zuständiges Finanzamt: Zell am See

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Aufsichtsbehörde: Amt der Vorarlberger Landesregierung
Berufsverband: Vorarlberger Skilehrerverband
Zuständiges Finanzamt: Finanzamt Bregenz