



# **The Regulations for the Provision of Instructor Services**

**Ski School Department**



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## **1. General Terms**

- 1.1. The Regulations for the Provision of Instructor Services (hereinafter referred to as the Regulations) shall apply without exception to all citizens (guests, consumers) using instructor services within the premises of the Shahdag Tourism Center, including ski and snowboard instructors and guides. The instructor services are intended to equip the guests of the Shahdag Tourism Center with the skills necessary for safe skiing and/or snowboarding.
- 1.2. These Regulations also apply and are mandatory in cases where services are ordered for individuals using group or subscription-based services provided by organizations or individual entrepreneurs.
- 1.3. Instructor services are provided exclusively within the territory of Shahdag Tourism Center.
- 1.4. Each guest has the opportunity to use the instructor services in accordance with these Regulations during the working days and hours of Shahdag Tourism Center, based on the instructor schedule displayed on the relevant information boards (or announcements).
- 1.5. Any guest without medical contraindications for skiing (snowboarding) has the right to use the instructor services.
- 1.6. The following services are provided by ski instructors within the Shahdag resort area:
  - 1.6.1. Individual lessons for adults;
  - 1.6.2. Individual lessons for children;
  - 1.6.3. Group lessons for adults;
  - 1.6.4. Group lessons for children;
  - 1.6.5. Children's club services

## **2. Guidelines for Using Instructor Services**

- 2.1. By paying for the instructor services and/or directly using the instructor services, the guest confirms that they have fully read and agreed to these Regulations and certifies that they have no medical contraindications for skiing and/or snowboarding. The guest assumes the risk involved in the lessons with the instructor, understanding that skiing (snowboarding) carries an increased risk of injury and harm to health. The guest should independently assess their physical capabilities and fitness level in relation to the conditions for physical activity, their current skiing skills, weather conditions, and the overall skiing conditions on the slope.
- 2.2. If the guest feels unwell during the lessons, they must inform the instructor, suspend the lessons, and immediately contact the rescue service personnel or the administrator.

- 2.3. To use the instructor services effectively and safely, each guest must strictly adhere to the requirements of these regulations, as well as follow the instructions provided by the instructors.
- 2.4. Within the territory of Shahdag Tourism Center, only employees of the Shahdag Tourism Center Ski School and authorized individuals have the right to provide ski and snowboarding instruction services.
- 2.5. The use of instructor services is not recommended for elderly individuals, those in poor health or experiencing pain (weakened, fatigued), individuals with chronic conditions where intensive physical activity is contraindicated, or those with untreated injuries, wounds, fractures, or musculoskeletal disorders.
- 2.6. The enrollment of children under the age of 4 in lessons with an instructor is solely the responsibility of the parents or a legally responsible accompanying adult, and is subject to the approval of the Department Head of the Shahdag Tourism Center Ski School. The presence of the parents or accompanying adult is required during the lesson.
- 2.7. Guests are responsible for ensuring, in accordance with the applicable laws of the Republic of Azerbaijan, that they have valid compulsory health insurance or supplementary health insurance coverage.
- 2.8. Instructor services are not provided to individuals under the influence of alcohol. The administrator has the right to refuse to provide skiing or snowboarding instruction to any guest who is intoxicated.
- 2.9. Any guest wishing to use the instructor services at Shahdag Tourism Center must make payment for the services, either through electronic or non-cash methods, in accordance with the current pricing schedule displayed at the information stand for the respective class (individual or group) at the Ski School cashier. Services will be provided only upon receipt of full payment (100%).
- 2.10. If the guest wishes to cancel the lesson with the instructor, they are required to inform the Ski School at least 30 minutes prior to the scheduled start of the lesson.
- 2.11. In the event of unfavorable weather conditions or other factors preventing the conduct of lessons, the Ski School of Shahdag Tourism Center reserves the right to reschedule the lesson to a different time or day, notifying the guest via phone or other available means. If the proposed lesson time is declined, the guest will be entitled to a refund.
- 2.12. The service fees for lessons with an instructor do not include the cost of renting sports equipment within the territory of Shahdag Tourism Center. The payment for sports equipment rental services is separate and is made by the guest in accordance with the current price list.
- 2.13. The administrator of the Shahdag Tourism Center Ski School has the right to inform the guest that instructor services will not be provided in the absence of an instructor and to refuse the service accordingly.
- 2.14. The guest must arrive 15 minutes before the scheduled start of the lesson. At the designated time, the guest should be ready for the lesson (dressed in appropriate attire and wearing ski boots). Any delay by the guest will be deducted from the lesson time.

- 2.15. In case of delay, the guest must notify the instructor or administrator in advance via phone.
- 2.16. In the event of a delay (exceeding 10 minutes), the administrator reserves the right to either reschedule the lesson with the designated instructor to another time within the same day or offer the guest a lesson with an alternative instructor. Should the guest refuse the administrator's proposals, or if rescheduling or alternative instructors are unavailable, no refund will be issued.
- 2.17. If the guest utilizes the instructor's services for less than 1 (one) hour due to their own actions or fault, no refund will be provided for the unused service time.
- 2.18. Fifteen minutes before the end of the lesson paid for by the guest, the instructor notifies them of the remaining time, concludes the session, provides recommendations, and, if necessary, suggests extending the lesson for better results. If the guest expresses a desire to continue, the instructor informs the administrator responsible for managing the instructor's schedule (in person, by phone, or through another method). If the instructor's schedule allows for an extension, they proceed accordingly. If not, the administrator can offer the guest an alternative instructor free of charge or reschedule the session with their current instructor for a later time or date. In the event of a lesson extension, the guest must pay the difference between the actual cost of the additional instruction time and the amount already paid, based on the current pricing schedule. Once the lesson concludes, the instructor accompanies the guest to the administrator.
- 2.19. If the guest decides to cancel the instructor's services in advance, they must submit a written request to the management of the Shahdag Ski School, including the payment receipt for the services, along with a valid ID, in order to request a refund for the services rendered.

### **3. Guest Responsibilities**

#### **3.1. The Guest's Duties:**

- 3.1.1. Familiarize yourself with these Rules, the Code of Conduct within the Shahdag Tourism Center, and other applicable regulations in force at the Shahdag Tourism Center before utilizing any services;
- 3.1.2. Conduct yourself in accordance with public order and discipline. Strictly adhere to these Rules, the Code of Conduct at the Shahdag Tourism Center, and any other regulations in force at the Shahdag Tourism Center;
- 3.1.3. Treat the property of Shahdag Tourism Center with care and respect;
- 3.1.4. Follow all instructions given by the instructor during lessons.
- 3.1.5. Adhere to the lesson schedule in accordance with the prior registration;
- 3.1.6. Keep the payment confirmation documents (receipt) until the end of service usage;

- 3.1.7. Do not receive instructor services from third parties without official payment at the Shahdag Tourism Center Ski School cash desk;
  - 3.1.8. Do not use services of instructors who are not part of the Shahdag Tourism Center Ski School's structure and do not hold an instructor certification within the Shahdag Tourism Center's premises;
  - 3.1.9. Ensure that your equipment is in proper condition and that bindings are properly adjusted before starting the lesson with the instructor;
  - 3.1.10. For any inquiries regarding the use of instructor services, please contact the Ski School administrator.
- 3.2. The guest is prohibited from:
- 3.2.1. Using the services of instructors while under the influence of alcohol, drugs, toxic substances, or other intoxicants. Disregarding the instructors' instructions during lessons, as well as showing disrespect or rudeness to instructors, service personnel, or other guests of the Shahdag Tourism Center;
  - 3.2.2. Entering and staying in the utility, work, or auxiliary buildings designated for the rest of the instructors and service staff of the Shahdag Tourism Center;
  - 3.2.3. In the event of violating the provisions outlined in this section of the rules, the guest's access to services may be revoked. Additionally, the guest may be removed from the premises of the Shahdag Tourism Center, without any refund of the paid service fee, based on the initiative of the management of the Shahdag Tourism Center.
  - 3.2.4. Guests using the services of instructors should not interfere with third parties, endanger their life and safety, or restrict their freedom in any way. For the actions mentioned above, guests will be held accountable in accordance with the current legislation of the Republic of Azerbaijan.

## **4. Instructor Responsibilities**

- 4.1. Before starting the service, the instructor must assess potential risks for the guests along the route, ensure the safety of tourists' lives, health, and property, and provide necessary information to the guest to prevent injuries.
- 4.2. When providing services, instructors must ensure the following:
  - 4.2.1. The safety of the guest's life, health, and property;
  - 4.2.2. The accuracy and timeliness of the service;
  - 4.2.3. Ergonomics;
  - 4.2.4. The informational standards of the training;
  - 4.2.5. Instructional capabilities;



- 4.2.6. In the process of providing services, instructors must ensure an acceptable level of risk for the tourists' lives, health, and property;
- 4.2.7. Upon the guest's request, the instructor must present documents confirming their qualifications.

## **5. Ski School Service Regulations**

- 5.1. The Ski School accepts participants from 4 years of age and older.
- 5.2. Shahdag Tourism Center's Ski School provides group lessons for both adults and children to learn skiing or snowboarding.
- 5.3. If guests decide to use the services for less time than paid, no refund will be issued for the unused portion of the service.
- 5.4. The services of the Ski School will only be provided after 100% advance payment is made.

## **6. Liability**

- 6.1. The management of Shahdag Tourism Center is not responsible for any accidents that may occur during the use of the instructors' services (such as injuries, bruises, etc. during skiing), unless there is direct fault on their part.
- 6.2. The management of Shahdag Tourism Center is not responsible for guests using the services of instructors without paying the corresponding fee to the Ski School's cash register, nor for the consequences of such use.
- 6.3. The responsibility for evaluating the health condition of children before engaging in instructor services lies with the child's legal representatives (parents, guardians, etc.) or any other individual over the age of 18 accompanying the child.
- 6.4. In the event of accidents involving minors using instructor services, except when the instructor is found to be at fault, the responsibility falls on the child's legal representatives (parents, guardians, etc.) or any individual over the age of 18 accompanying the child.

