

7.2 – CANCELLATION BEFORE COLLECTION OF EQUIPMENT

Cancelling a booking cannot be done on the Website.

Only our customer services department is authorised to cancel bookings at the Customer's request. This can be achieved by sending an email to info@skihigher.com with the following details:

- "Cancellation of booking" in the subject of the email,
- the booking number and reason for cancellation in the body of the email.

The cancellation is subject to the conditions set out in the table below:

Details of cancellation	The Company retains	The Company refunds to the customer
If the Client cancels his reservation after the withdrawal period (14 days) but more than 30 days before the collection/delivery of the rental equipment	Administrative fees of €10.00 inc tax	The balance of the amount paid within 30 days maximum
If after the withdrawal period (14 days) the Customer cancels the booking between 30 days and 3 days before the collection/delivery of the rental equipment	Administrative fees of €10.00 inc tax 50% of the rental equipment amount	The balance of the amount paid within 30 days maximum
If the Customer cancels the booking less than 3 days before the collection/delivery date of the rental equipment	The company will retain 100% of the rental equipment amount	No balance to be paid.

Nevertheless, if the cancellation is the consequence of a case of force majeure (force majeure means any event that is beyond the control of the party, unforeseeable, and irresistible) suffered by the Client, which he must prove in writing, the Company will retain the processing fee of 10.00€ including VAT and will reimburse the remainder of the amount paid by the Client within a maximum period of 30 days.

When the Customer receives a refund for a cancelled booking, this refund shall be paid by:

- Crediting the card used for the transaction.