

## **General Terms and Conditions**

### **Ski Rental**

The General Terms and Conditions (GTC) apply to all business relationships between the company SPORT MICHL and the customer. The renter bears full responsibility for the rental equipment. When picking up the rental item, the customer must present an official photo ID (e.g., driver's license, identity card, credit card) for identification purposes.

The rental item may be collected from 4:00 p.m. on the day before the rental period without incurring additional costs. The latest return time is 10:00 a.m. on the following day. After this time, the customer must pay the full rental price for that day. Exchange of the rental item for equivalent products is possible at any time during the rental period. An exchange for products of a higher category is available for an additional fee.

In the event of early return of the rented equipment, no refund will be issued. Refunds are granted exclusively in cases of illness and/or accident, upon presentation of a medical certificate from a local doctor.

All rental skis are equipped with high-quality safety features. All ski bindings are regularly checked with an electronic device to ensure that the release values correspond to the binding's scale. Based on this, the individual setting value is manually adjusted according to age, gender, weight, height, skiing speed, and skill level. An electronic measurement of the final settings is not carried out. Snowboards, cross-country skis, and snowshoes are not equipped with safety bindings.

All rental items are insured against breakage and normal wear and tear. In cases of theft or grossly negligent damage, a deductible must be paid: €400.00 for the highest class, €250.00 for the middle class, and €150.00 for the lowest class.

We kindly ask guests to treat the equipment with care, thank you for your trust, and wish you pleasant days of skiing. Any attempt to steal rental equipment from our shop will result in criminal charges being filed—without exception and in the interest of our honest customers.

### **Warranty**

The contractual partner must report any complaints immediately on site in order for corrective action to be taken. Failure to report issues during the service period voids any claim for a reduction of the fee. Claims against SPORT MICHL must be submitted in writing and substantiated no later than 4 weeks after they arise.