

GENERAL CONDITIONS

The Arosa Music Course Weeks are organised by AROSA KULTUR with the aim of enriching Arosa's cultural scene. The event is non-profit making. Most of the annual deficit is covered by Arosa Kultur; further financial support is provided by the course hotels, Arosa Tourism and the canton of Grisons (department for the promotion of culture). In order to keep costs to a minimum, Arosa Kultur operates a small office and relies mainly on voluntary work, which explains the rather irregular opening hours. We are grateful to applicants/participants for their understanding.

Participation in the Music Courses is subject to the following conditions:

- 1. Application/Enrolment Fee**
Closing date for registration is 31st May (autumn courses: 31st July). For later registrations we charge an enrolment fee of CHF 50.–.
- 2. Discounts and Reductions**
See «Conditions of participation» in the brochure or on the internet site www.musikkurswochen.ch.
- 3. Confirmation of participation**
Applicants will receive confirmation of their registration within three weeks, as well as an invoice and payment slip. Registration is from then on considered as definite and binding for both parties!
- 4. Documents**
In June you will receive all the necessary course documents and the invitation to the opening of your course (or at the end of August for the autumn courses). Should you have any questions in the meantime please contact your course leader (address in course brochure or via internet) or the Arosa office.
- 5. Cancellation insurance / Refunds**
We recommend taking out insurance to cover the costs of cancellation in the event of your being unable to participate due to illness, accident or pandemic for example by ALLIANZ insurance (https://www.allianz-travel.ch/en_CH/travel-insurances/cancellation-insurance-seminar.html). For any enquiries in this connection please contact Mrs Seraina Pagnotta, Allianz Suisse, by phone +41 (0)58 357 06 05, or by email seraina.pagnotta@allianz-suisse.ch. Arosa Kultur reimburses course fees already paid as follows: 100 % if cancellation is registered before 30th April (autumn courses: before 30th June); 50 % if cancellation is registered before 31st May (autumn courses: before 31st July). If cancellation is received after the closing date for application fees will not be refunded.
Fees outstanding at the time of cancellation remain due at the same rates. The enrolment fee will not be refunded.
- 6. Accident insurance**
It is the responsibility of participants to arrange for accident insurance.
- 7. Under age participants**
Parents are also responsible for their children throughout the course. Arosa Kultur declines all responsibility. Parents are held liable for any damage caused by their children. Participants must arrange their own insurance. If your child is staying in a hotel overnight on their own, we kindly ask you to discuss and arrange for their care with the hotel in question. Arosa Kultur declines any responsibility for under-age participants during free time outside course sessions.
- 8. Cancellation of courses**
In the event that there is not a sufficient number of participants by the official closing date for registration (31st May for the summer courses, 31st July for the autumn courses) or in exceptional circumstances (such as the sudden illness of a course leader) Arosa Kultur may have to cancel a course. Participants will be informed immediately and in this case any course fees paid and the enrolment fee will be fully refunded. The premium paid for cancellation insurance is not refundable. Wherever possible Arosa Kultur will put forward alternative course options. Arosa Kultur cannot be held liable for any other claims or refunds.
- 9. Payments from abroad**
We kindly request you to settle the course fees via SEPA. Transfer costs using this method are very low (approx. 30 cents). For further information please consult your bank. **IMPORTANT:** Please ensure that we receive the equivalent of the amount billed in Swiss Francs (CHF), bearing in mind that exchange rates are variable. In the event of too high a loss being incurred on the exchange rate for foreign currency payments, we may have to charge the difference in a separate bill.
- 10. Days of arrival and departure**
The dates shown refer to the arrival/departure days. The course introduction generally takes place late in the afternoon on the arrival day, following which participants have the opportunity to get to know each other. The actual course work begins on the next day and ends at the earliest in the late afternoon before the day of departure. On some courses there is a concert or a final round on the day of departure. However, the course work ends at noon at the latest.
- 11. Hotel reservations**
Your hotel reservation request will be forwarded by Arosa Kultur. You will receive confirmation of your reservation directly from the hotel by June at the latest. If the hotel is already fully booked we will suggest alternative accommodation.
- 12. Hotel bookings through another agent (such as BOOKING.COM etc.), via Hotelcard or direct booking at the hotel**
Participants who book through another agent (such as booking.com etc.), or book direct at the course hotel at special prices, or via Hotelcard - instead of via Arosa Kultur - must pay the higher course fees and must indicate that this is the case when booking a course. If this information is passed to us by the hotel at a later date, the outstanding difference in fee will be invoiced.
If hotel bookings made through Arosa Kultur are cancelled in favour of accommodation that is not in one of our course hotels, the higher course fee will apply. In this event the difference in price will be charged to the applicant. The same applies if we discover this discrepancy after the course has finished, at which point a bill will be issued to the participant for the difference in price.
When booking a **holiday apartment** the higher course fee also applies, even if the holiday apartment belongs to one of our course hotels.
- 13. Legal domicile**
In the event of any dispute, AROSA KULTUR will seek an amicable settlement. Should this not be possible, the legal domicile for all parties will be Arosa.