



Covid-19 Policy

Whilst we are confident that we will not experience any issues with our 2020/21 winter programs we are offering a peace-of-mind service to reduce safety concerns and remove the financial burden for our customers.

We will be evaluating our current safety measures and also implementing any reasonable policies which could help reduce the risk of Covid-19 related issues. Whilst assessing these new measures, in addition to keeping our customers safe, one of the priorities we will be considering will be ensuring that the integrity and experience of our courses are not affected, and that your program will not be fundamentally different from our normal services.

Should our resorts or courses be affected prior to the start of the scheduled course date due to Covid-19 resulting in the course not being able to commence, our new Covid-19 Policy will allow anyone booked onto a course to transfer to a future course without penalty or request a full refund. This means you can [book and plan your instructor course](#) and your winter season with confidence knowing you have full SIA support.

Should the program you are enrolled on be cancelled mid-course then SIA will offer customers two options to choose from;

Option One will allow customers to return during the same season to complete the remainder of their program at no additional course cost*. If a customer chooses to return during a different season, then additional costs maybe incurred e.g. new lift pass costs.

The second option available would see SIA endeavour to refund any unused, recoverable costs from its suppliers on a pro-rata basis including accommodation, meals, exam fees and training costs. With the exception of unused training costs, SIA's own internal costs will be excluded from any refunds.

It is worth noting that a number of insurance providers are now including Covid-19 cover in their policies, two of which have been added to our [Winter Sports Insurance Guide](#) to offer you additional protection - MPI Brokers and Trailfinders Insurance**. Having appropriate insurance cover is an essential requirement for your course anyway, but even more so this season it is recommended that you find a policy that you feel offers you the cover that you are comfortable with.

*Assuming no additional options are requested by the customer, any additional options requested will be payable. Any external costs incurred by customers will not be covered by SIA's Covid policy including, but not limited to, flights, transfers or insurance.

**Ski Instructor Academy can not recommend any insurance products. Our Partner Programme Insurers simply offer options for our customers, it is your responsibility to check you have suitable cover for your trip and your activities.