



MOUNTAIN GOAT

TERMS AND CONDITIONS

For ski and snowboard lessons, ski guiding, guided hiking and mountain bike/e-MTB tours | Updated 8 October 2026

Contracting company: Mountain GOAT STP GmbH (Italian limited liability company / S.r.l.)

Registered office: Via Paese 27/A, S. Andrea, 39042 Bressanone (BZ), Italy

Tax / Companies Register no.: 03213050218 · REA: BZ-241492

Directors and legal representatives: Ivan Stuffer and Fabian Stuffer

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1. Scope

These Terms and Conditions apply to bookings of services provided by Mountain GOAT STP GmbH ("Mountain GOAT") as the contracting party: private ski and snowboard lessons, ski/snowboard guiding, guided hikes and guided mountain bike and e-mountain bike tours. Individually confirmed agreements take precedence. Section 17 also applies to third-party services arranged through Mountain GOAT.

2. Bookings and formation of contract

Enquiries are non-binding. A contract is formed when Mountain GOAT confirms the booking in writing (for example by email), specifying the service, date, number of participants and price, or when a binding booking is completed through the booking system. The person making the booking confirms that they are authorised to register the named participants. Changes require confirmation.

3. Services and duration

The service, location, meeting point, start time, duration and participant number are specified in the booking confirmation. Lesson or tour time includes agreed breaks and necessary safety or organisational interruptions insofar as agreed in advance; travel and transfer times are included only where expressly stated. Routes, mountain huts and intermediate destinations are indicative and may change for safety reasons. No specific learning outcome or summit achievement is guaranteed.

4. Prices, additional costs and payment

The prices agreed at the time of booking confirmation apply. Ski passes, lift tickets, rental equipment, transfers, parking, food and third-party services are included only where expressly specified. Payments are due as stated in the booking confirmation or payment link. Where specified in the confirmation, a booking becomes firmly reserved only once the agreed advance payment has been received. Additional services will be agreed in advance and charged separately.

5. Cancellation by guests – services provided by Mountain GOAT

Cancellations must reach Mountain GOAT in text form. The time of receipt and the start time stated in the confirmation determine the applicable period. At least 240 hours (10 full days) before the start, the amount paid will be refunded less a €50 administration fee, capped at the amount paid. With less than 240 hours but more than 72 hours' notice, 50% of the price will be refunded. With 72 hours' notice or less, no refund is generally available. For multi-day packages, the first service day counts as the start unless the confirmation separately lists individual services and prices. Guests may demonstrate that Mountain GOAT suffered no loss or a substantially smaller loss; mandatory statutory rights remain unaffected.



6. Illness, accidents and exceptional hardship

If illness or an accident prevents participation, Mountain GOAT may, as a goodwill measure and upon receipt of suitable, verifiable medical documentation, refund the affected services not yet provided, less a €50 administration fee. Services already commenced or fully performed are not refunded. Documentation should be submitted promptly after the event; health information is processed only as necessary. This does not create a general contractual right to cancel for any travel disruption, such as late arrival. Mandatory statutory rights concerning objective impossibility or other extraordinary circumstances remain unaffected.

7. Rescheduling

A request to reschedule free of charge may be made up to and including 72 hours before the start. Changes become effective only after written confirmation by Mountain GOAT and are subject to availability; times, guides or meeting points may differ. There is no entitlement to rescheduling with less than 72 hours' notice. If the requested rescheduling is not possible, the cancellation policy applies. Any price differences will be communicated before confirmation.

8. Late arrival, no-shows and voluntary early departure

Participants must arrive on time at the agreed meeting point with suitable equipment. Late arrival attributable to the participant does not entitle them to extra time or a price reduction; Mountain GOAT will seek a practical solution where possible. Failure to attend without valid cancellation is generally treated as an unused booking. A voluntary early departure for personal reasons generally does not entitle the guest to a refund, subject to mandatory legal rights.

9. Weather, lift operations and safety decisions

Lessons and tours generally take place in normal, variable weather. Mountain GOAT may adjust the programme, route, location or timing for objectively justified safety reasons. If performance becomes impossible or objectively unacceptably dangerous, Mountain GOAT may cancel or stop the service. The corresponding price of Mountain GOAT services not actually provided will be refunded in full, without an administration fee; any additional statutory rights remain unaffected. Partial closures of individual lifts or adverse weather alone do not automatically justify free cancellation if reasonable performance is still possible.

10. Participation requirements and disclosure

All participants must have the health, fitness and technical ability appropriate to their booked activity. Relevant limitations, lack of experience and particular needs of children must be disclosed in advance insofar as necessary for safe performance. Mountain GOAT may exclude participants where there is a specific safety risk or adapt a tour. Any exclusion due to circumstances attributable to a participant will be handled under applicable law.

11. Ski and snowboard lessons and guiding

Participants must follow slope rules, instructor/guide directions and the regulations of ski areas and lift operators. For participation in Mountain GOAT ski and snowboard activities in Italy, a suitable approved helmet is mandatory regardless of age. Participants are responsible for the third-party liability insurance required to use alpine ski slopes; this may be available with the ski pass. Suitable ski/snowboard equipment and required ski passes must be provided by participants unless expressly included.

12. Guided hiking

Participants must bring suitable hiking footwear, weather-appropriate clothing, sufficient water and any additional equipment announced by Mountain GOAT. Weather, terrain and physical condition may require changes to the planned hike. Participants must communicate their limitations and comply with safety instructions.



13. Mountain biking and e-mountain biking

Helmets are mandatory on all Mountain GOAT guided mountain bike and e-MTB tours. Participants need a correctly sized, roadworthy and trail-suitable bicycle with working brakes, as well as appropriate riding skills. Mountain GOAT may object to unsuitable equipment or insufficient riding ability on safety grounds. Rental arrangements, deposits, damage and rental bike insurance are also governed by the rental provider's conditions disclosed before booking.

14. Minors

Minors may participate only with the consent of a parent or legal guardian. Children's names and ages and the necessary contact details must be provided when booking. Parents or guardians must drop off and collect children in accordance with the agreed arrangements and at the agreed times. Special care or health-related needs must be discussed in advance.

15. Liability and personal responsibility

Mountain GOAT is liable under applicable law, including for its own fault and that of persons for whom it is legally responsible. Liability for wilful misconduct, gross negligence or personal injury is not excluded or restricted where doing so is prohibited by law. Winter sports, hiking and mountain biking involve inherent residual risks even with professional guidance. Participants must follow safety instructions and act responsibly within their abilities. Statutory rules on the burden of proof remain unchanged.

16. Insurance and personal belongings

Participants are responsible for obtaining legally required insurance. We additionally recommend appropriate accident, medical and, where relevant, travel/cancellation insurance, including mountain rescue and repatriation expenses. Mountain GOAT does not accept custody of personal belongings unless expressly agreed. Mandatory liability rules remain unaffected.

17. Independent third-party providers and referrals

Activities such as paragliding, helicopter flights, via ferrata, special transfers and other services carried out by independent external businesses may be arranged on request. Before the contract is concluded, the operator and contractual counterparty will be identified, and the provider's terms, cancellation policies and safety rules will be made available; they apply where validly incorporated into the contract. Merely referring to a provider's terms does not release Mountain GOAT from its own responsibilities if it is itself the contracting party or organiser. Where an offering legally qualifies as a package travel arrangement or linked travel arrangement, the applicable mandatory legislation also applies.

18. Data protection

Personal data is processed to answer enquiries, manage bookings, deliver services and meet legal obligations under Mountain GOAT's privacy notice and applicable data protection rules. Special categories of personal data, such as health information, are collected only where lawful and necessary for the specified purpose. The privacy notice is available on the website.

19. Complaints and contact

Guests are encouraged to report concerns during the activity or promptly afterwards so that Mountain GOAT can consider a remedy. Contact: info@mountaingoat.it, tel. +39 347 661 3808 or certified email (PEC) mountaingoat@pec.it. This recommendation does not restrict statutory rights or time limits.



20. Governing law, jurisdiction and final provisions

Italian law applies, without prejudice to mandatory consumer protection provisions, including any applicable mandatory laws of the consumer's country of habitual residence. For consumers, courts with jurisdiction under applicable law remain competent; no exclusive forum is imposed to their detriment. If a provision is invalid, the remaining provisions continue to apply insofar as legally permitted. The version provided to the guest before the contract is concluded governs.