

## Booking the Lessons

Before you start your booking, we recommend you to create an account. This step will make it easier for you to make each new booking by automatically filling in some fields. You can register using the link provided in the bottom left corner.

During the booking process, you will take a few steps to gradually refine the parameters of the lessons you want to learn. Before you start your booking, consider the parameters the lessons should have; especially:

- **What type of lessons do you need** – private, family, group.
- **Who will participate in the lessons** – the person's name, age, and riding experience.
- **How many persons will participate in the lessons** – private 1-2 persons, family 3-6 persons, group – reservation is made for each person extra.
- **Length of the lesson** – we offer lessons which last for 1 hour, 2 hours, or 4 hours (2 hours in the morning and 2 hours in the afternoon). 1-hour lessons are not available for some classes or age groups.
- **Starting date** – private and family lessons can start anytime and group lessons start on Sunday or Monday.
- **Starting time** – 1 hour lessons start every hour, 2-hour lessons start every odd hour, 4-hour lessons start at 9:00 or 11:00.
- **Number of days** – private and family lessons last for 1-6 days, group lessons from Sunday last for 3-6 days, and group lessons from Monday last for 3-5 days.
- **What would you like to learn** – ski or snowboard.

## Recommendations and Help for Booking

- **Riding experience:** When you click the "Save the reservation", you will be prompted to choose your riding experience. Read the help you can find under the "?" icon. Proper selection is important for assigning the appropriate instructor to the skill level of the client. In group lessons, the skill level determines the assignment of the client to the appropriate group. You can see the skill levels used in the Skischool Lipno in the table below.
- **Your reservation – "Shopping cart":** You will find it in the middle of the right column. All your unfinished bookings can be found there. From within the basket, it is possible to delete the booking or proceed to finish the booking.
- **Instructor guarantee:** If you would like to have a specific instructor guaranteed, write his name in the comment box in the final review of the booking (before clicking the "Confirm Reservation" button). If you do not remember the name of your favourite instructor, try to describe at least who and when was taught by the instructor in the past. You can also choose the instructors from the web. <https://www.lipno.info/en/skischool-lipno/our-team/instructor-team.html>.
- **Lessons for more persons:** If you wish to book lessons for more persons at one time (typically for family lessons), make a reservation for the oldest one. Then enter names, age, and riding experience of all the people in the comment field during the final review of the booking (before clicking the "Confirm Reservation" button).
- **Special requests:** If you have a special request that affects the assignment of an instructor in any way, please tell us the comment field during the final review of the booking (before clicking the "Confirm Reservation" button). A special requirement may be the physical or mental handicap of the child, gender of the instructor, the desire to train the carving, etc.

- **Booking for several lessons.** After saving your first booking, you will be able to book the same lesson again, just for another person, or you will be able to choose any other lesson. It is also possible to book rental equipment. Each saved booking moves into your shopping cart, where you can then complete the booking process.
- **I don't see the starting date:**
  - Please check at the top of the page, if you are choosing the correct period.
  - It is possible that the capacity of the ski school is exhausted and it is no longer possible to book it for that day. This is often the case with the lessons from 11:00, which is the most popular and therefore the first filled time. In this case, you need to try changing the time or even the length of the lesson until the desired date is displayed.
  - If you want to book your lesson for the next day, it is too late. Such booking can only be made by phone, e-mail or personally at the Lipno counter. Ski school until 17:00. You will be offered lessons that are still available.
  - If you book a group lesson, keep in mind that the starting day may be only Sunday or Monday.
  - For Saturday group lessons only Saturday is available.
- **Correctly finished booking:**
  - You clicked the "Confirm Reservation" button and a green rectangle with the "Process completed!..." text is displayed. If not, your booking is still in your shopping cart.
  - You have also received an email with a summary of your order. If not, you have probably entered a wrong email address. In that case, contact us immediately.
  - The staff of Skischool Lipno now has 48 hours to process and confirm your booking. So wait for the confirmation email from Skischool Lipno. Upon receiving it, your booking is complete.
  - If you have included equipment rental in your booking, you will also receive a separate receipt from Intersport Rent for these items.
- **Packages:** This is a package that includes booking of all-day group lessons lasting for 4 or 6 days + equipment rental for 6 days + ski passes for 6 days. Everything is combined together at a discounted price. During the booking process you will be asked to fill in the details needed for the equipment booking (weight, body height, shoe size). Processing of your booking may be delayed due to the involvement of several entities in the booking confirmation process. Your booking is complete when you receive a confirmation from Intersport Rent Lipno. The Skischool will then send you an email with the information about your lessons booking and a request to confirm your riding experience.
- **Rental shop:** Ski and snowboard equipment can be booked here. We recommend starting with a choice of skis or snowboards, either in a set with boots and poles, or separately, as you will be able subsequently offered to book a Skipass at a discounted price with a 15% discount. Upon completion of the booking, please wait for your booking confirmation from Intersport Rent.
- **Payment in advance:** During the booking process, you will never be prompted to pay in advance. Don't be afraid to click on the "Proceed to checkout" and similar buttons whose meaning calls for payment. You will pay all your bookings personally at the counter of the Skischool Lipno.

## The entire booking process looks the following way

1. Selection of the lesson type in the left column.
2. Specification of the learning parameters by selecting the category, item, and starting day.
3. Completion of the number of days and number of persons (only for private and family classes)
4. Saving your booking
5. Booking confirmation
6. Entering the address of the client placing the order, including e-mail and at least 1 phone number
7. Overview of the booking
8. Completion of booking

The result of the booking process is the **booking** of the lesson. For operational reasons, it is not possible to make the payment in advance. All your reservations must **always** be paid **personally** at Skischool Lipno counter, no later than 20 minutes before the start of the first lesson (otherwise the entire booking will be automatically cancelled). Until then, the booking can be changed or cancelled any time over the phone, via SMS (+420 731 410 812) or over the e-mail ([skischool@lipnoservis.cz](mailto:skischool@lipnoservis.cz)). Changing the booking at the counter will result in the loss of the discount obtained during the online booking. You won't be charged any fee for booking cancellation.

### *Distribution of skill levels in the Skischool Lipno:*

Kids 3-5 – Ski	
Level 1	I have no experience
Level 2	I can almost stop, but I am not feeling comfortable about applying the brakes
Level 3	I can stop and perform a little bit of turning, but I am not feeling comfortable about the turns
Level 4	I can safely stop and turn on the blue slope, but I am slightly afraid on the red slope
Kids 6-15 – Ski	
Level 1	I have no experience
Level 2	I can stop, but I can't turn
Level 3	I can stop and turn on the blue slope, but I am afraid on the red slope
Level 4	I can stop and turn on the blue and red slope, but I can't ski with poles, I have problems with short turns and keeping the ski next to each other
Adults – Ski	
Level 1	I have no experience
Level 2	I can curb and turn on the easy blue slope, but I am not sure about turning
Level 3	I can safely curb, turn on the blue slope, I can manage the red one with difficulties, I can't use the poles, I am not feeling comfortable while turning on the red slope
Level 4	I can safely curb, turning with the ski next to each other (parallel ski position) on the blue and red slope, but I cannot carve
Kids 6-15 – snowboard	
Level 1	I have no experience
Level 2	I am able to snowboard sidelong the slope, but I am not comfortable with turning
Level 3	I can turn on the blue slope, but I am not feeling safe and confident on the steeper slopes
Level 4	I can perform slide turns also on the steeper slopes, I can't perform carving turns
Adults – snowboard	
Level 1	I have no experience
Level 2	I have some turning ability, I am comfortable with the blue slope, I am not feeling safe and confident whilst turning
Level 3	I can perform slide turns also on the steeper slopes, I can't perform carving turns
Level 4	I can perform slide and carving turns, I cannot jump and I can't perform even easy tricks