

Frequently Asked Questions : INTERSPORT Rent online skis and snowboards hire

You will find here replies to the questions we are most often asked about the reservation of ski equipment through the INTERSPORT Rent web site. For all other questions you may use the site's [contact section](#).

Procedure for reservation of equipment:

I have reserved one or more pieces of ski equipment and I haven't been able to print out the voucher.

You can access your reservation and print out your voucher by going to the 'CUSTOMER AREA' section of the menu of the INTERSPORT Rent site and entering your e-mail address and the password that you chose when making your order.

I have paid the account relating to my reservation and I have received my voucher but I wish to modify the size of one of the skiers for a piece of ski or snowboard equipment. How can I do it?

In the 'CUSTOMER AREA' of the INTERSPORT Rent site, you can modify the parameters of your order (measurements, sizes, ski levels, etc.).

I have reserved ski equipment and I made a mistake about the dates of my stay, so I wish to receive my equipment on Sunday rather than Saturday. How can I do it?

There is no point changing your reservation for one day's delay. We advise you to contact the resort shop a few days before your arrival and let them know about your request.

Why can't I select the start date for my stay, which is a Wednesday in February ?

In most of the shops, the dates of stays begin only on Saturday or Sunday during French school holidays.

I have reserved equipment and I would like to know if there is a document to present to the resort's ski shop?

Once your reservation is confirmed, you must print out your voucher. This document is indispensable, and you will be asked for it when you arrive in the shop to collect your equipment.

Is it possible to hire ski equipment by the day?

No. On our Internet site, the minimum duration of rental is 2 days (6 days during the French school holiday periods). However, rental by the day is certainly possible by presenting yourself directly in the shop.

If I make a reservation and then change my mind, may I then cancel one or several items of equipment from my reservation?

If you have taken out the ELVIA cancellation insurance when making your order and you meet the [conditions for cancellation](#), you may contact MONDIAL ASSISTANCE (tel: +33 (0)1.42.99.03.95, e-mail: reglement.assurance@elviatravel.com or fax: +33 (0)1.42.99.03.25). They will do what is necessary to reimburse you for the sum already paid and will cancel your file.

If you have not taken out the cancellation insurance, the sum cannot be reimbursed to you (cf [INTERSPORT Rent General Conditions of Sale](#), article 10).

However, if you have chosen payment by cheque and you have not yet sent your payment, the reservation will effectively cancel itself since it will not be confirmed by payment.

I have been asked to pay the charge on reserving the equipment. To whom should I make payment for the rental?

The payment for your ski rental should be made to the resort shop when collecting the equipment.

The equipment (Skis, Snowboards, Ski-Boards, Shoes, Sticks):

If I notice, once I have arrived, that my shoes are too small and that I need a larger size, is it possible to change them?

You should try the ski or snowboard shoes before leaving the shop, which will allow you to change them immediately if they are not the right size.

Generally speaking, the ski shops have sufficient equipment to allow you to change them if necessary.

You will not have any supplement to pay as long as the category of equipment in fact hired corresponds to what you have reserved. However, if you change the category, the shop may demand that you pay an immediate supplement.

Can you guarantee the availability of a particular model of skis or shoes?

No, unfortunately we cannot guarantee the availability of a particular model. The models on offer are those in the graphics appearing on the site or equivalents..

Are the sticks included in the rental of the equipment?

Yes, the sticks are always included in the rental for the skis.

Is it possible to hire skis without shoes?

Yes, you can certainly hire any kind of skis or snowboard without the shoes. Since the equipment is by default presented in a pack, if you do not want to hire the shoes, all you have to do is un-mark the shoe box by clicking on it..

Is it possible to rent a helmet alone?

No, it is not possible to reserve a helmet without ski equipment by Internet. This type of rental, however, is certainly possible directly in the shop.

Is the equipment insured against theft or an equipment accident?

No, but most INTERSPORT shops can offer you a theft/breakage guarantee. This guarantee is to be agreed on the spot at the time of picking up the equipment.