

## Terms and Conditions for Booking with snowchateaux

(snowchateaux is a trading name of ChaletRetreats Ltd.)

Tel. 0800 066 4996 Fax. 0870 068 0568 Email. [info@snowchateaux.co.uk](mailto:info@snowchateaux.co.uk)

SnowChateaux ('We' or 'The Company') is governed by English Law and the exclusive jurisdiction of the English courts. The contract between the clients and SnowChateaux will only come into place when the confirmation of the deposit having been received is sent to the client.

### Booking and Deposits

A booking is secured when a non-refundable deposit of 25% of booking value to a minimum of £150 per person has been received by the company and we then send confirmation of booking to the client. We reserve the right to cancel the booking if a deposit is not paid.

### Balance of Payment

All balances must be paid in full at least 12 weeks before the day of arrival in resort. If the payment of the balance is paid after the aforementioned date a fee of up to £30 per person may be liable at the sole discretion of the company, and in extreme cases the holiday will be cancelled with the loss of the deposit. If holidays are booked less than 13 weeks before the day of arrival in resort, the cost of the holiday must be paid in full upon booking.

### Party Leader

The Party Leader is the person who returns the completed booking form (emails with the 'completed booking form' amount to a binding contract between both parties). This person enters into this contract on behalf and with the consent of all persons named on the booking form. The party leader accepts responsibility for all persons included in the booking in relation to payment and these terms and conditions. The Party Leader must be at least 18 years old.

### Chalet facilities

We accept private chalet bookings or mixed group bookings where guests may not know each other. The Sauna floor (with shower, changing area, pool table, darts board & table football) is treated as a shared facility for all SnowChateaux chalet guests (except for Chalet Peisey which has no sauna).

### Amendments to a booking

SnowChateaux will attempt to accommodate any request for changes to a booking once it has been confirmed. However we do not guarantee that any change will be possible. The client will be liable for any increased costs resulting from any change. All requests for amendments to the booking must be made in writing (email or post) by the Party Leader.

### Cancellation

If you wish to cancel a confirmed booking for any or all of your party, the Party Leader must advise us in writing (email or post) as soon as possible. The amount of notice given will be calculated from the date the notification is received by us. It is the responsibility of the party leader to make sure we receive this. We are not liable for any cancellations getting lost in the post or an error when sending. In the event of any cancellation of a confirmed booking the following cancellation charges will apply.

Number of days before the commencement date of your stay with us and the percentage of the total cost of your intended stay with us that is charged.

More than 84 days (12 weeks) – loss of deposit

42 - 84 days – loss of 60%

29 - 41 days – loss of 80%

0 - 28 days – loss of 100%

In addition to the above charges additional costs may apply to the remainder of the group in relation to group discounts or room occupancy.

### Force Majeure

We regret we cannot accept any liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Booking Conditions, 'force majeure' means any event, which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity and industrial dispute, natural or nuclear disaster, adverse weather conditions, closure of ski lifts for part of the season or for all the season, fire and all similar events outside our control.

### Insurance

A condition of booking with SnowChateaux is that you have adequate travel insurance for your stay with us. Please provide details of your insurance cover on the booking form.

### **Credit Cards**

On accepting credit or debit cards for payment we do not store or hold this information once payment is authorized.

Also no customer information including credit card information, names and contact details is passed on to or communicated to any third party in any way whatsoever.

### **Travel**

Clients are responsible for their own travel to resort and SnowChateaux accepts no responsibility for any delays or cancellations.

### **Weather**

We accept no responsibility for any delays or losses suffered as a result of adverse weather conditions.

### **Passports and Visas**

All clients must be in possession of a valid passport and non EU passport holders may require a visa (please check with your consulate). We are not responsible for any clients who do not possess the correct documentation and the resulting costs to the clients to get to or from resort.

### **Baggage**

Clients are responsible at all times for their own personal documents, baggage and equipment, including any hired equipment and lift passes. We accept no responsibility for, and not limited to, losses suffered due to loss, theft, damage.

### **Included in the price;**

7 nights accommodation – unless otherwise stated (based on 2 persons sharing a room).

Breakfast and afternoon tea on 7 days and 3 course dinner with local wine on 6 days - unless otherwise stated.

### **NOT included in the price;**

Travel to France

Insurance

Ski School

Ski Hire

Lift Pass

Other services / facilities not mentioned in the paragraph titled 'Included in the price' above.

### **Damage to the chalet**

The party leader is responsible for any damage caused by members of their party. Payment must be made to cover any damage before departure. If the damage is covered by insurance it will be the responsibility of the party leader to recover the sum paid from the insurance company.

### **Chalet Facilities**

SnowChateaux is committed to keeping all the chalet facilities in working order wherever reasonably possible. However we cannot be held liable if the sauna, wi – fi, or DVD player (not exhaustive) are not in working order due to reasons outside our control.

### **Behavior**

If any guest behaves in a manner that causes distress, danger or annoyance to another guest, employee or business associate or harms the reputation of SnowChateaux, we have the right to terminate the contract with the guest immediately. We will not be liable for any compensation or additional costs that this action may cause to the guest.

Guests are in charge of both their own conduct and the conduct of any minors in the booking party. A high level of care and preparation is provided in making the chalets ready and operational for guests, and likewise a high level of care is expected in looking after yourselves and any minors in your charge in order to avoid unnecessary accidents and damage. Due care and attention is required in respect of the property and the fair and reasonable use of the chalet and its facilities.

### **Accompanied Skiing / Snowboarding**

When skiing with any member of staff please remember that they are not instructors or guides and have no authority or qualifications. The accompanied skiing service is to show you the different pistes available to you and all guests must be proficient skiers and able to comfortably tackle a red run with confidence. It is the guests responsibility to use their own judgment when skiing. SnowChateaux will not be held responsible where a client does not show due regard for the terrain, conditions or other skiers.

### **Complaints**

In the case of a complaint, it must be reported to the staff immediately as we would rather solve the problem whilst you are still with us. We commit to do as much as is reasonably possible resolve it. If however you have a complaint that was not resolved to your satisfaction you must write to us within 28 days of the end of your stay with us.

SnowChateaux are the sole decision makers for compensation resulting from a complaint

#### **Our responsibilities to you**

We have taken every care to ensure the accuracy of the details set out in our website. However if there is any change we will endeavour to bring these to your attention as early as possible. We are responsible for ensuring the accommodation you book with us is as described in our website and the service provided is of a reasonable standard. We make every effort to provide the services promised as booked, but if for reasons outside our control we cannot deliver this we will provide alternative solutions as described below.

#### **Financial Protection**

If for reasons within our control Snowchateaux is unable to provide you with the accommodation you booked you will receive an alternative of similar or higher standard.

If for reasons outside of our control Snowchateaux is unable to provide you with the accommodation you booked, we have chalet operator insurance in place that covers loss to the company through reasons outside of our control.

Should any particular chalet not be in working order for your stay with us, we will be able to house you with alternative accommodation due to our loss of revenue being insured by this policy and hence used for your re-allocation to alternative accommodation.