

## Terms & Conditions

### Booking Conditions

Our aim is to provide you with the best possible holiday and in order to do so we must stipulate certain booking conditions. The following terms and conditions apply to all holidays sold by us and you should therefore read them carefully.

### Booking contract and payment

No contract exists between us until we are in receipt of the agreed deposit or the full amount if the booking is made within 8 weeks of the departure date and a confirmation email has been issued by us. The person booking the holiday is responsible for the total cost of the holiday booked and any other services booked through us and books on behalf of and with the consent of all persons for whom the booking is made.

Full payment of the balance due must be paid at least 8 weeks prior to the departure date, if we do not receive the balance by this date, we reserve the right to cancel the booking and charge the applicable cancellation fees as shown below.

### Cancellation by you

If you or any member of your party needs to cancel your booking or part of it you must notify us in writing. The following cancellation fees will apply depending on when the notification of the cancellation is received by us:

Departure Date	Cancellation Charges
More than 8 weeks	Deposit only
Within 8 weeks	Deposit + 100% of the balance
Departure date or after	Deposit + 100% of the balance

### Cancellation by us

We reserve the right in any circumstances to cancel your holiday. If this has to be done, we will return to you all money you have paid or offer you an alternative available holiday of comparable standard

### Alterations by you

If you wish to make any alteration after booking then you should do so in writing, we are not bound to comply with any such requests. Where we are able to comply with such a request made more than 8 weeks before the departure date, we will issue a revised confirmation. Any alteration within 8 weeks of the departure date will be treated as a cancellation by you and the appropriate cancellation charges as shown above will be payable before the alteration will be confirmed.

**Alterations by us**

In the unlikely event of us having to alter your holiday we reserve the right to do so although we will notify you as soon as is reasonable if there is time before the departure date. In the event of a major alteration to your holiday arrangements you may a) accept the alteration, b) accept an alternative holiday offered by us, or c) cancel your holiday. If you cancel the holiday, we will refund all monies paid.

**Insurance**

All persons must be covered by insurance. It is your responsibility to ensure that the insurance cover you purchase is adequate for the particular needs of you and your party.

**Responsibility for damage and behaviour**

The person who makes the booking shall be responsible for and shall indemnify us against all actions, loss, damages and costs whatsoever arising in consequence of any claim by any person arising out of any act of default on the part of any member of the party. We reserve the right to terminate without notice the holiday of any person whose conduct or behaviour in our opinion justifies such action. If we do so we will have no further responsibility or liability for the provision of any further accommodation or any other services to that person and no liability to refund any part of the price paid for that person's holiday.

**Website description**

All information published in our brochure has been compiled from up to date details and we have taken care to ensure that it is correct, and it is given in good faith. Nevertheless, there may be occasions when an advertised facility is either altered or not available due to circumstances beyond our control.

**Our liability**

We accept responsibility for those arrangements which are wholly within our control. We do not, however, accept any liability for the actions or omissions of anyone not directly employed by us. If you have any dispute with such persons, we will offer such reasonable help as we can to resolve the dispute.

**Travel delays and snow conditions**

We do not accept any responsibility for delays caused by weather conditions, technical difficulties or transport strikes, industrial action or to other circumstances beyond our control which either affect your holiday arrangement or the availability of skiing.

**Disputes**

All claims or complaints must be notified to the resort representative during the period of the holiday. If the claim or complaint is not resolved it should be made in writing to us within 28 days from the end of the holiday. No claims or complaints can be dealt with if notified outside this period. If a dispute cannot be amicably settled, then you may refer the dispute for decision to an arbitrator appointed by the Institute of Arbitrators. This scheme provides a simple and inexpensive method of arbitration on documents alone and is administered independently by the Chartered Institute of Arbitrators. Full details of the scheme will be supplied upon request. The scheme does not apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness nor to claims for an amount greater than £1,500 per person or £7,500 per booking.

**Jurisdiction**

These booking conditions form a contract between us which will be construed in accordance with English Law and it is agreed that we will submit to the jurisdiction of the English Courts