

1.0 AGREEMENT

1.1 The terms and conditions of this document comprise the agreement between Alpine Escape and all those listed on the booking form, on whose behalf the group leader has signed.

1.2 "The group" refers to all persons booked to stay in the accommodation listed on the booking form and also includes any subsequent changes of names to the original booking.

2.0 BOOKING AND DEPOSIT

2.1 Once availability has been confirmed by Alpine Escape a booking will be held for five working days, pending receipt of the appropriate deposit (£150 per person) and completed booking form.

2.2 Thereafter the booking will be deemed cancelled and Alpine Escape reserves the right to re-book the week without notification.

2.3 The total amount outstanding on your holiday must be paid nine weeks from departure therefore if you have booked within this limit the full balance will be payable.

2.4 The first name entered on the booking form will be deemed to be Group Leader thus he/she will be personally liable for all monies outstanding from the remainder of the guests.

3.0 PRICES

3.1 The prices stated within the brochure are for one week (7 nights) accommodation and include dinner on 6 nights, breakfast on 7 mornings (with a light breakfast on day of departure if departure is earlier than 8am) and drinks. Prices do not include travel, holiday and medical insurance, ski pass, childcare, equipment hire, ski lessons, lunches and evening meal on chalet host night off.

3.2 Alpine Escape guarantees the price of the holiday as quoted at the time of booking and reserves the right to increase or decrease the price of unsold holidays at any time.

4.0 PAYMENT

4.1 The balance of your holiday will be due nine weeks before departure. If the final balance is not received nine weeks prior to the day the holiday commences we reserve the right to cancel the booking and any deposits paid will be forfeited. Alpine Escape then reserves the right to re-book the chalet without further notice.

4.2 Every effort will be made to contact the client to remind them of payment dates.

4.3 Preferred payment types are as follows: Bank Transfer (any charge for which to be incurred by the client) and credit card, Visa or Mastercard can only be accepted. Credit card payments are taken in euros and incur a 1.5% bank charge. Any fluctuations in currency must be absorbed by the client.

4.4 Late payment of your final bill that incurs any charges or loss of revenue on our part will be added to your balance. This does not affect booking made within the nine weeks of holiday departure.

5.0 CANCELLATION BY ALPINE ESCAPE

5.1 If through circumstances beyond our control Alpine Escape is forced to cancel your holiday a full refund is payable. This does not include events amounting to Force Majeure (Force Majeure meaning war, political unrest, weather, strikes, acts of God, epidemics, riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters) or unless the client defaults in the payment of the final balance of the holiday cost.

6.0 CANCELLATION BY CUSTOMER

6.1 You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person on the booking form in writing.

6.2 Alpine Escape takes no responsibility for non-delivery or non-receipt of the written cancellation.

6.3 Your deposit will be retained for administration costs and we will apply cancellation charges up to a maximum as follows: More than 56 days: Deposit. 36-55 days: 50% of total. 21-35 days: 75% of total. 20 days or less: 100% of the total.

6.4 Non receipt of the balance of the cost of the holiday will not be taken as notification of cancellation; clients will still be liable for cancellation charges as shown above if they subsequently cancel the holiday.

7.0 LIMITATION OF LIABILITY

With the exception of death or personal injury of guests, Alpine Escape's liability is limited to the invoiced holiday cost and under no circumstances extends to the additional costs incurred by guests in taking the holiday such as travel to and from the resort, pre-booked services, tuition or ski passes.

8.0 WHOLE CHALET AND GROUP BOOKING

8.1 The chalets must be taken on a whole chalet booking basis only (part bookings may only be accepted at the discretion of Alpine Escape).

8.2 Any empty beds will be charged at full price, this does not include bunk beds.

8.3 If for any reason part of the group cancels, the whole chalet booking price still stands and must be paid by the remaining client. If the client does not wish to pay the whole chalet price the chalet booking will be deemed cancelled and cancellation charges as set out in these terms and conditions will apply for the whole chalet. Alpine Escape then also reserves the right to re-sell the holiday without further notification.

8.4 Alpine Escape also reserves the right to have other parties stay in the chalet unless the whole chalet is taken or paid for.

9.0 RESPONSIBILITY AND BEHAVIOUR

9.1 Alpine Escape reserve the right to deal with or settle any such claim as we in our absolute discretion think fit should any damages occur to any of the chalets and their contents including the outdoor furniture and hot tub during the stay of the customer by way of instant cash settlement for the said damaged goods.

9.2 All guests should act and behave in such a manner as to not affect or disrupt the enjoyment of other guests in any of the chalets, the local residents or have a negative effect on the reputation of Alpine Escape.

9.3 Guests will realise that Chalets Johanna and Rachael are adjoined and that excessive noise inside or within the chalet grounds also comes under this clause.

9.4 Any persons not booked into an Alpine Escape chalet can only visit guests with prior notification and permission of chalet staff, with chalet staff being present at all times.

9.5 Guests of Alpine Escape clients should also adhere to the terms and conditions of the chalet.

9.6 The holiday of any client that is in breach of the terms and conditions may have their holiday and Alpine Escape's responsibility to them terminated immediately.

10.0 GUEST COMPLAINTS

Should you have any complaint with any part of your holiday you should complain immediately to the chalet staff. No complaints can be accepted for snow conditions, weather, closures of ski lifts and lack of ski companion services caused by injury, sickness or shortage of staff.

11.0 HOT TUB

11.1 Guests should adhere to the rules and regulations regarding the outside hot tub, a full description of these can be found in the chalet information pack upon arrival at the chalet.

11.2 Due to health and safety guidelines children under the age of 12 are not permitted in the hot tub and children between the ages of 12-17 must be accompanied by an adult.

11.3 Alpine Escape reserves the right to carry out any maintenance and draining/ refilling needed that might render the hot tub unusable to ensure all health and safety regulations are met.

12.0 THIRD PARTY ACTIVITIES

12.1 Alpine Escape can assist in sourcing and booking many of the extra services you need when on a winter holiday, these services are subject to the terms and conditions of the individual companies and our help does not constitute an approval and we take no responsibility or liability for the service.

12.2 Any grievance with a third party service should be taken up with the provider and client directly.

13.0 LOST AND STOLEN PROPERTY

13.1 In the event that guests lose or leave items in the chalet, no responsibility will be accepted if the property is not recovered or returned.

13.2 Alpine Escape cannot accept any responsibility for theft either from the chalet or at any other time during your holiday.

13.3 Any client not properly securing the exits and windows after leaving the chalet will be liable to any property taken as a result of that negligence.

14.0 SKI/SNOWBOARD COMPANIONS

14.1 A ski/snowboard companion service around the Three Valleys is available to guests of Alpine Escape (please note this is NOT ski guiding) It must be noted that this free social service may have to be withdrawn due to Force Majeure e.g. hangovers, bone idleness or ski companion stating "if you think I am going out in this!"

15.0 ARRIVAL/DEPARTURE TIMES

15.1 The chalets will be available to incoming guests after 3pm on day of arrival, although we will endeavour to have the chalet ready earlier only if previously requested for and agreed by Alpine Escape.

15.2 The chalet must be vacated on day of departure by 10am.

16.0 OUTDOOR SHOES

16.1 It is important that a pair of slippers or indoor shoes are included in your packing as outdoor shoes are strictly forbidden within the chalets and don't forget your swimming gear for the hot tub!

17.0 SMOKING

17.1 For health and safety reasons smoking is strictly prohibited within the chalets.

18.0 CHILDREN

18.1 No matter how much care is taken skiing chalets are not child proof. We will not be held responsible for any accidents occurring within the chalets, it is the parent's responsibility to ensure their children are supervised at all times.

19.0 DIETARY REQUIREMENTS

19.1 Guests must inform Alpine Escape of any special dietary requirements before their holiday commences.

20.0 TRAVEL INSURANCE

Skiing can be a dangerous pursuit both on and off piste, therefore you MUST be fully insured before partaking in a skiing holiday and we will therefore need evidence of this upon arriving at the chalet. Below is one example of the many winter travel insurance companies.

Fogg Travel Services are available to book online.

Online: www.fogginsure.co.uk

Telephone: 01623 631331

Fax: 01623 420450

The contract is with Fogg Travel and it is for the purchaser to satisfy him or herself that it matches their requirements.

TERMS OF CONTRACT

The contract is made on the terms of these booking conditions, governed by English Law. Both parties shall submit to the jurisdiction of English Courts at all times.