

Please read the following terms and conditions before you make your booking with us. They form the basis of your contract with us and set out our respective rights and obligations. When you confirm your reservation with us, we assume that you and all travellers on whose behalf you have confirmed the reservation have carefully read and agreed to our terms and conditions.

In these booking conditions, “you” and “your” mean all people named on the booking (including anyone who is added or substituted at a later date). “We”, “us” and “our” mean SNOWFLAKE CHALETs.

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## 1. Making your booking and payment

To make a booking, we invite you to contact us by telephone or e-mail and complete our booking form. A non-refundable deposit of 25% of the price must be paid at the time of booking with credit card over the phone, by cheque sent to our address or by bank transfer (our bank account information is available upon request).

Once we have received your booking and deposit, we will confirm your holiday by sending you a booking confirmation letter and invoice. The final balance can be paid by credit card, cheque or bank transfer and must be received by us not less than 10 weeks before the start date of your holiday.

If your booking has been made less than 10 weeks prior to the start date of your holiday, we require full payment at the time of booking.

If you have not paid the balance by the time it is due, and failed to respond to requests for payment, we reserve the right to cancel your booking and keep the deposit.

Customers who choose our self-catered option must provide us with a cheque of 1000 euros at their arrival as a security deposit. We do not cash this cheque, unless there is some damage caused to the chalet or if the chalet has not been left clean after your departure.

## 2. Holiday insurance

You must be adequately insured for your holiday. **Your insurance must, as a minimum provide cover for cancellation by you and the cost of assistance**, including repatriation to your country, in the event of emergency or illness. Please note, pregnancy and ill health may affect insurance cover. We strongly advise you to read your insurance policy document as soon as you receive it and take it on holiday. It is your responsibility to ensure the insurance cover you purchase is suitable and adequate for your particular requirements, and **eventually includes winter sport cover. No liability will be accepted for anyone travelling without adequate travel insurance.**

## 3. Price

Prices are accurate at the date of publication, however we reserve the right to increase or decrease our brochure prices at any time. Once you have booked, the price of your holiday is guaranteed, except that we may pass on to you any increases due to Government levies, tax or fuel surcharges. On any surcharges imposed, we will absorb an amount up to 2% of the holiday cost.

#### 4. Self-Catered option

The price of our self-catered option includes the following:

- 7 night accommodation
- Linen

We also offer the following extra services upon request. If there is any service not listed and you are interested in, we would be happy to discuss it with you.

- Transfert from Geneva airport
- Ski lessons
- Ski passes
- Ski equipment
- Childcare
- Cleaning

#### 5. Catered option

The price of our catered option includes the following:

- 7 night accommodation
- Breakfast 7 days / 7
- Afternoon tea 7 days / 7
- Dinner 6 days / 7
- Transfer from Geneva airport
- Towels and linen
- Local tourist tax
- Cleaning of communal areas of the chalet 6 days / 7
- Cleaning of the rooms the day of the departure

We also offer the following extra services upon request. If there is any service not listed and you are interested in, we would be happy to discuss it with you.

- Transfert from Geneva airport
- Ski lessons
- Ski passes
- Ski equipment
- Childcare

#### 6. Brochure/ Website / advertising material accuracy

The information contained in our brochure /website and other advertising material is believed correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur especially due to translation and information may subsequently change. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

#### 7. Cancellation or alteration by us

Whilst we always work hard to avoid making changes or cancellations to your holidays, we must reserve the right to do so. In the unlikely event where this happens, we shall offer an alternative or a full refund of all money paid.

We regret we cannot accept liability or pay any refund where the performance or prompt performance of our contractual obligations under our contract with you is prevented or affected or you otherwise suffer any loss, damage or expense of any nature as a result of '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, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

#### 8. Cancellation or alteration by you

Should you wish to make any changes to your arrangements after they have been confirmed, you must advise us in writing. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests.

Should you wish to cancel your holidays after they have been confirmed, you must advise us in writing too. The following cancellation charge will apply:

Period before scheduled departure date when your cancellation notification is received	Cancellation charge expressed as a percentage of total holiday cost
70 days or more	Deposit
57 – 69 days	30%
43 - 56 days	40%
29 – 42 days	60%
15 - 28 days	80%
0 – 14 days	100%

Your travel insurance may cover the cancellation charge if the reason is within their terms and conditions.

## 9. Snow conditions

Whilst we obviously cannot guarantee snow, our resort is chosen for its reliable snow records.

Snow conditions can change dramatically and will not be accepted as a valid reason for you to cancel your holiday. If there is such poor snow that the lift company and ski school in your booked resort decide that you are unable to ski, we will endeavour to transport you daily to another ski area.

## 10. The Chalet

Chalets are not always built with child safety in mind. Parents must be aware there are greater risks than in a normal home environment, and extra care should be taken at all times.

Furnishing may vary from that shown or described, and rooms may not be lockable.

Facilities including internet connection, TV, DVD player... may break down and it can take time to get them fixed in a ski resort. We cannot guarantee them to be in working order.

## 11. Arrival and departure

We will endeavour to have your room ready by 2pm on the day of your arrival. Your room must be vacated by 10am on the day of departure, regardless of the time of transfer. We will however provide space for the storage of baggage, should you either arrive before 2pm, or wish to leave after 10am.

## 12. Cleaning and hygiene

In the self-catered option, cleaning is your responsibility. At the end of your stay, the chalet must be left clean and tidy. Otherwise, we will have to deduct the cleaning fees from the security deposit cheque that you had given us at your arrival. The amount of these cleaning fees is at our discretion, depending on the state in which the chalet has been left.

In the catered option, cleaning is our responsibility. However, with the constant movement of people in and out, it is an uphill task to keep the accommodation, particularly floors, clean. Your bedroom and bathrooms will be clean and tidy for your arrival. Otherwise their state is left to you. The chalet staff will normally empty your accessible waste bins (if available) and clean all communal rooms each day, except on their day off.

## 13. Catering

**Drinks:** All drinks consumed will be charged at the end of the stay.

**Breakfast** is run on a self-service basis normally between 8 and 9am and typically comprises: fruit juice, cereals, eggs, croissants or bread and cheeses. There is of course unlimited tea and coffee. The milk supplied is likely to be UHT.

With a full quota of children present, breakfast can be a crowded and somewhat chaotic affair, so a degree of patience may be needed!

**For afternoon tea** our chalet staff provides a cake. The first guest back brews the tea.

**Evening meals** are provided for 6 days on a 7 night holiday. They are served around 8pm and are a three-course meal. They include complimentary soft drinks and coffee. On the first evening, the problem of different arrival times can mean that dinner is a somewhat haphazard affair, fitted round the convenience of the majority.

#### 14. Special diets and food allergies

**Vegetarian meals** can always be served, though **we do need 14 days notice in writing**. For any guests who advise us on arrival that they require a vegetarian diet, a £25 charge will be payable in resort.

**Other special diets (e.g. vegan, gluten-free, low fat/cholesterol)** can often be provided, but must be discussed with our reservations team before booking, and will incur a supplement of £35 per person, to cover additional administration costs and ingredients/menu changes. **All such dietary requests and/or food allergies must be confirmed to us in writing by email or registered post at least 14 days prior to departure.** For any guests who advise us on arrival of a special dietary requirement, a £60 charge will be payable in resort to cover additional catering costs.

We endeavour to avoid any allergic reaction incidents, and shall exercise reasonable care to avoid specified food and drink ingredients if special diets are agreed at the time of booking and confirmed in writing as above. However, in choosing to travel with us, you accept the following facts:

- that staff involved in catering, including children's meals, are generally not qualified catering professionals;
- that no food allergy system can ever provide a 100% guarantee against any contact with a specified foodstuff;
- that items such as eggs, dairy products and nuts are constantly present in chalet kitchens and dining areas, so cross-contamination cannot be eliminated;
- that our staff cannot police what snacks third parties, including other guests' children, may bring into contact with the allergic person;
- that staff may not be aware of precise food contents (where they do not speak the language in which the ingredients are labelled, for example);
- our staff cannot police lunches provided by ski-schools.

**We therefore cannot and do not guarantee the avoidance of specified ingredients, and you accept that in the event of any dissatisfaction with special dietary arrangements, including the occurrence of an allergic reaction, our liability, if any, shall be limited to a refund of the special diet supplement paid.**

**Extreme Food Allergies:** where a food allergy is so severe that the slightest exposure to the substance in question could cause a life-threatening anaphylactic reaction (for example where a reaction may be triggered other than by actually eating the foodstuff - such as by smell alone, or by minute trace elements on the hands of a staff member or another person), you must advise us in writing of the severe nature of the allergy at the time of booking. We then reserve the right to advise you that, in our considered view, the controls we are able to implement in the ski chalet environment are insufficient to guarantee your or your child's safety, in which case, should you choose to proceed with the booking, you do so entirely at your own risk, and would be asked to confirm this in writing in order to confirm the booking. If you fail to advise us of a known extreme allergy at the point of booking, you will be in breach of contract, and we will therefore have no liability to you at all in the event of any incident.

#### 15. Transfers

Transfers are included in your holiday price from and to Geneva Airport only. These may be in private or shared minibuses with guests of other companies going to other chalets. There may be a wait at the airport for other guests to arrive before your transfer departs. The times are at our discretion, if you would like another time then you would need to arrange and pay for that yourself. We take no responsibility for any loss or costs incurred to you due to the actions or omissions of any third party suppliers including transfer companies.

## 16. Third party services

We may make bookings on your behalf with third parties, for example ski schools, ski hire providers, the lift pass office, childcare providers, restaurants and transfer companies. All third party bookings are subject to the terms and conditions of the provider. All contracts made are between you and the third party provider. We do not enter into any contract with third parties, and do not have obligation for any matter arising from a third party provider. We do not offer any comment on the standard of services they may provide. All disputes must be taken up with the provider directly, including requests for refunds, even if we have paid the supplier on your behalf.

## 17. Special request

We will pass on any special requests and try to meet them but cannot guarantee to do so. Any special requests you have such as vegetarian or other special dietary meals, special facilities, specific room allocations or any other requirements you consider important, should be made known to us at the time of booking and advised to us in writing promptly. If you require the fulfilment of your request to be a condition of your contract with us, this can only be done if you advise us in writing and our suppliers agree they can meet your request and we confirm this to you in writing.

## 18. Complaints by you

In the event that you have reason to complain whilst on holiday with us, you should immediately notify your Chalet Manager. By raising complaints early, they can often be dealt with quickly so the rest of the holiday can continue to your satisfaction.

## 19. Our liability to you

Where you do not incur death or personal injury, our liability is limited to the full monies paid to us for our services. No extra costs, for example travel from your country, are liable to us. We take no responsibility of any actions or omissions of staff outside normal working times, including voluntary skiing with guests and socialising with guests. We take no responsibility for any persons not employed by SNOWFLAKE CHALETs, even if they are a third party supplier connected to us.

## 20. Your liability to us

We expect all clients to have consideration for other clients and staff. When a client behaves inappropriately, we reserve the right to terminate the holiday of the person concerned without notice or refund of any part of the holiday.

## 21. Damage/Theft/Loss

We are not responsible for any theft, loss or damage to any belongings of the clients, money included. You need to make sure these situations are covered by your travel insurance.

When damage has occurred to the chalet by a client, the chalet we will charge the cost of the damage to the person concerned.

## 22. Ski Hosting

We are not ski instructors. In the event that a staff member suggests ski hosting, it is a service only to show you which are the most enjoyable runs in our opinion. All issues of safety are your own responsibility. You must make all decisions as to whether the terrain is suitable for your own ability. We have no liability for any accidents or losses, no matter how they occur or what terrain they occur on. Under 18's may only come if supervised by a responsible adult who can make the safety decisions for them.

### 23. Visas, Passports and Health requirements

Your specific passport, visa and immigration requirements, including any minimum required validity period beyond holiday dates, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We accept no liability if you cannot travel or re-enter your country due to non-compliance.

**High altitude resorts:** You should be aware that some people experience difficulties in high altitude resorts and it may be advisable to seek advice from your doctor before travel if you have any medical conditions which this may exacerbate.

**Special Needs:** If you have any special requirements, it is essential you bring these to our attention at the earliest opportunity and before choosing your holiday, as some accommodation may be found unsuitable. It is therefore important you provide us promptly with written details of your requirements in order that we can help you find a suitable holiday.

### 24. Smoking policy

It is illegal to smoke in any working areas in France. All our chalets operate a no smoking policy. Smoking is also deemed as a big fire risk in our wooden chalets.

### 25. Pets

We do not permit pets in our properties.

### 26. Jurisdiction

These terms and conditions and any contract to which they apply are governed in all respect by French Law.

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