

CHALET LES ECHOS: Booking terms & Conditions

Booking Conditions

Chalet Les Echos trading as SARL Alpine Attitude and hereinafter called the Company, give notice that: The Terms and Conditions on this sheet together with your invoice and booking form comprise the agreement between the Company and those listed on the booking form on whose behalf the party leader has signed. The contract is governed by English Law with any action under this contract being heard within the jurisdiction of English courts. No representative of the Company has the authority to verbally vary the terms and conditions of information within the brochure or web-site, or to enter within verbal agreements with customers of the Company.

Payment

Booking shall be made in writing on the booking form and accompanied by a deposit of £100 per person. All deposits are non-refundable except when we are unable to accept your booking. Payment of the balance must be made no later than 12 weeks before departure date. For bookings made within 12 weeks of the departure date, the full cost of the holiday is payable immediately. Where payment is not made 12 weeks

before departure date, the Company reserves the right to immediately cancel the holiday without further notice and the deposits shall be forfeit. The Company shall be entitled to claim from the customer any sums due up to the amount due under the terms of cancellation.

Prices

We guarantee no surcharges will apply after you have made your booking. While we reserve the right to increase or decrease our prices at any time, the prices shown on your confirmation invoice will not be increased unless you amend the booking in any way after it has been made.

Cancellation by the Company

In very rare circumstances it may be necessary for the Company to cancel the booking by you. If we do so, you will receive a full refund of all the monies paid. The Company accepts no liability whatsoever, and in particular, no liability to compensate the customer for loss of opportunity to take or enjoy the holiday

Alteration or cancellation by the customer

Any alterations made to the booking, except additions to the existing booking within 12 weeks of departure, shall be deemed to be a cancellation of the existing booking and the cancellation charges set out in these Terms and Conditions will be levied. It may also be necessary to levy a charge to process any alterations. Cancellations will only be effective when written notice of signed by the person whose signature is on the booking form is received by the Company. Cancellation charges will be levied as follows

1. More than twelve 12 weeks before departure. The Deposit received is forfeited.
2. Twelve 12 weeks or less before departure. The total invoiced holiday price is forfeited.

In addition to the cancellation charge, the Company reserves the right to pass on any charges made by the suppliers of accommodation and transport services even when this exceeds the amount which would normally be charged under the scale of cancellation charges. No refunds will be made for unused chalet, or accommodation, nor for meals not taken in the chalet. Agents of the Company are not authorised to promise refunds and no such promises shall be accepted by the Company.

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Brochure and Web-Site description

All descriptions given in the brochure, the web-site or given orally are given in good faith on the information held to be true at the time. The chalet is privately owned and does not have an official tourist classification. The Company takes no responsibility for your personal belongings, money or travellers cheques, and either inside or outside the chalet.

Operation of the holiday

The Company will not arrange your travel by air, rail or sea. Accordingly the Company cannot accept responsibility for loss or injury suffered as a result of acts or omissions of providers of such services. Such arrangements are entirely your responsibility and should be done through a reputable provider. Acceptance of the above responsibilities is subject to the assignment by the customer of any legal rights which the customer may have against the relevant supplier or third party and the customer's agreement to co-operate fully with the Company or its insurers if they wish to enforce those rights which have been subjugated to the Company

Activities

In the event of any member of The Company staff accompanying you on any mountain activities, it is your responsibility to ensure that you do not exceed your individual abilities. The Company staff can provide advice on suggested routes and their difficulties but they are not qualified mountain guides and as such any undertaking by you of suggested routes or activities is done entirely at your risk.

Transfer service

When airport transfers are applicable please note a small delay may be incurred in the event of incompatible flight times although we will endeavour to minimise any such delays should they occur.

You and members of your booking travel in Company vehicles at your own risk.

Complaints

If you have any reason for complaint during your holiday you must inform us immediately in order to allow the Company an opportunity to rectify the cause of complaint. Any claims against the Company must be notified in writing to the Company within 28 days of the end of the holiday.

Liability Deposit

We reserve the right to recover any costs incurred by the Company caused with or without intent by the customer. A deposit against loss, damage or breakages of £250 will be required payable in resort and maybe credit or debit card or in UK cash or Euros equivalent. We regret personal cheques are not acceptable. This will be refunded at the end of your stay providing the accommodation is left without defect.

Conduct

The Company expects all guests to behave in such a way as to not prejudice our reputation, or cause any offence to our other clients, neighbours, suppliers, or anyone else associated with The Company. In the event of any infringement on this expectation, we reserve the right to terminate the contract with immediate effect and demand you to vacate the Chalet.

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Passports and Visas

It is your responsibility to be in possession of a valid passport and or any visa necessary. If you do not have a British or EC passport, please be sure to check your visa requirements for the countries you will be visiting. Remember most flights are to Geneva in Switzerland, which is not an EC member.

Insurance

All persons booking a holiday with us are required to purchase holiday insurance in order to cover the cost of cancellation by the customer and the cost of assistance and repatriation in the event of accident or illness. The Company does not provide such insurance and it is the responsibility of the customer to purchase their own insurance prior to travel.

Resort prices

Any prices given for equipment hire, instruction, sports and ski passes were as accurate as possible at the time of going to press, however we cannot accept responsibility for any variation between that time and the date of your holiday.

Force Majeure

The Company cannot be held responsible in the event of any change or cancellation of any part of your holiday in anyway because of industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, or any other unforeseen circumstance.