

ABSOLUTE ALPINE

TERMS AND CONDITIONS – ABSOLUTE ALPINE

Please read the booking terms and conditions set out below carefully before booking your holiday with Absolute Alpine (hereinafter called "we" or "us"). These conditions form the sole basis of your contract with us and set out the respective rights and obligations of both parties.

1. BOOKINGS AND DEPOSITS

Except by special arrangement, bookings will start and finish on a Sunday during the winter season and a Saturday during the summer season. These are deemed our "change-over" days.

To confirm a booking, please send us a of payment of a £150 deposit for each person you are booking for (if booking a catered chalet) or £300 in total (for a self-catered chalet) or full payment if the booking is made within 8 weeks prior to arrival. We will then issue a booking form and invoice, along with a confirmation of any special arrangements we have agreed to. No contract shall exist between the client and us until that time. Please check the confirmation letter and invoice carefully as we cannot be held responsible for any inaccuracies not notified to us in writing within 7 days of issue.

The person filling in the booking form must be over 18 years of age at the time of signing and must be authorised to make the booking on behalf of all persons listed on the booking form. The person filling in the booking form guarantees payment of the full cost of the holiday from those included on the booking form and also confirms that all group members agree to be bound by the terms and conditions set out by us.

If you have any special requests, please advise us at the time of your booking and we will do our best to accommodate you. These requests will only be binding if we have confirmed in writing that they can be complied with. If we feel unable to properly accommodate your particular needs, we must reserve the right to decline your booking, or cancel it if we find out these details were not provided to us at the time of booking.

Deposits are non-refundable except when we are unable to accept your booking.

2. PAYMENTS

Balance of payment on all bookings must be made no later than 8 weeks prior to arrival. If payment is not received, we reserve the right the cancel the arrangements without further notice or reference to the client, deposits being forfeited and the cancellation charges, laid out in paragraph 5, applying.

3. PRICES

Whilst we endeavour to provide up-to-the-minute prices, we reserve the right to change the prices listed at anytime before your booking is accepted. Once your booking is accepted, however, we guarantee that the price will not change and no surcharges will be added unless you amend your booking in any way.

4 AMENDMENTS BY THE CLIENT

If you wish to change any details of your booking, please let us know in writing as soon as possible. If we are able to accommodate your request, at our sole discretion, we will inform you in writing of the new arrangements. Changes involving the reduction in the number of people on the booking or a reduction in the amount payable on the booking will be treated as a cancellation by those persons if made within 8 weeks of your planned arrival at the chalet.

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Changes to the outward or return dates of a holiday will be treated as a cancellation, with the charges, laid out in paragraph 5, applying.

5. CANCELLATION BY THE CLIENT

If you choose to cancel your holiday, the person who signed the booking form should notify us immediately in writing, by post or email. Verbal cancellations cannot be accepted. Upon receipt of a cancellation, the following charges will apply:

| No. of days before commencement date | Charge as % of final invoice total |
|--------------------------------------|------------------------------------|
| 56 + | deposit |
| 29 - 56 | 50% |
| 15 - 28 | 70% |
| less than 15 | 100% |

Please note that depending on the circumstances of your cancellation, you may be able to claim under your insurance policy.

6. CANCELLATION BY US

In the unlikely event that we are forced to make any substantial changes to your holiday or even cancel it, we will offer you a full refund or the option of purchasing an alternative holiday from us and either receiving or paying any corresponding price difference.

If you do accept a refund, we will be under no further liability outside the holiday costs.

We regret that we cannot accept liability or pay any compensation where the 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, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside of our control.

7. INSURANCE

It is a condition of booking that all clients must have purchased at the time of booking their own insurance which provides them with adequate cover for the duration of their holiday, including off-piste skiing, where required. No insurance is provided by us, other than buildings insurance for the property.

8. LIABILITY

We do not accept liability of any act or default or omission on the part of any suppliers of any service that we offer or recommend and over whom we have no direct control. The client will be bound by the operating conditions of all suppliers of the other services that make up the holiday. This includes all travel arrangements which should be made through a reputable provider.

Any advice given by us shall be accepted entirely at the client's own risk and we will not accept responsibility for any resulting accident or illness to the client.

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9. LIMITATIONS OF LIABILITY

In no event shall the liability of Absolute Alpine to the client for any loss or damage exceed the price paid for the relevant holiday or arrangement.

10. ACCURACY OF INFORMATION PROVIDED

The description of the chalet in our marketing literature is made in good faith and is materially accurate, in our opinion. Opinions and artist impressions are invariably subjective, however, so we would encourage you to check with us in advance regarding any aspect of your holiday that is of particular importance to your enjoyment. We will do our best to accommodate you.

Information about the Grand Massif and its services is accurate to the best of our knowledge. We will not be held responsible for changes to those services, however, as they are beyond our control.

11. SECURITY

We take the issue of security in our chalet very seriously. Guests should be aware, however, that the chalet may not be locked at all times. There will also be shared access with other guests.

All personal items, including baggage and skis are at all times and circumstances at the owner's risk and we are at no time responsible for any loss, damage or delay to such items.

12. DAMAGE AND BEHAVIOUR BY CLIENTS

We shall be entitled to recover from a client the cost of repairs or replacements of any damage or loss caused by the client. Full payment for such damage or loss must be made prior to departing from the chalet to either the third party concerned or ourselves. If they fail to do so, they must indemnify us against claims (including legal costs) subsequently made against us as a result of their actions. We reserve the right to apply such claims via the client's credit card.

We also reserve the right to terminate, without compensation or further obligation, a client's holiday if it is deemed that their behaviour is unsociable, abusive or in any way unacceptable to ourselves or any other guest.

13. COMPLAINTS AND CLAIMS

As the enjoyment of your holiday is of utmost importance to us, we will do our best to resolve immediately any complaint that is reported to us in the chalet. Any complaints made after departure will not be considered. Any complaint that cannot be resolved during the period of the holiday, should be detailed in writing to us within 28 days from the end of your holiday by the person who made the booking.

14. GENERAL INFORMATION

We reserve the right to have other parties and guests staying at the chalet during your holiday unless you specify at the time of booking that you want to book the chalet for the sole occupancy of your party.

It is your responsibility to ensure that you are in possession of a valid passport with all the necessary visas to allow entry to all of the countries that you will pass through as part of your holiday. At the time of going to print, people holding full British or EU passports do not require a visa to visit France. Please note that children must hold their own passports.

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Families must accept responsibility for the behaviour and welfare of any children in their party. Every effort is made to ensure safety in our chalet; however, any client taking children on holiday does so at their own risk.

Please note that for the comfort and benefit of our guests, we operate a 'no-smoking' policy in the chalet.

No refunds will be made for any unused travel, accommodation or meals.

15. ARRIVALS, DEPARTURES AND DELAYS

Our check-in time is between 16:00 and 19:00. Departure time is 10:00. Where clients have a late afternoon departure and wish to leave luggage at the chalet, we will provide space for them to do so.

Morning arrivals are subject strictly to prior arrangement and we reserve the right to make an additional charge.

We appreciate that options on flights may mean that guests will arrive at the chalet later than 19:00. For arrivals after 21h00, we cannot guarantee a full dinner, but will endeavour to provide you with a meal (where a catered chalet has been booked).

We regret that we are not in a position to assist clients in the event of a delay at their outward or homeward point of departure.