

Smitten By Snow

BOOKING CONDITIONS

Group Leader Responsibilities

The Guest making the initial booking takes on the responsibility of Party Leader. All booking and subsequent correspondence will take place between *SMITTEN BY SNOW* (hereafter known as *SBS*) and the Party Leader. The Party Leader shall be responsible for:

- Communication of Terms and Conditions to all party members
- ensuring all payments for the party are made (however, any individual within the group can make any of the payments).
- the co-ordination of, booking of, and ensuring payment for any Services (Lift Passes etc.).

Booking Process

Once notified of a group's intention to book a particular date, *SBS* will check availability, and confirm availability within (normally) 24 hours. If available, the requested places will be reserved for a further 72hrs to allow the party leader to arrange the required payment.

The holiday is confirmed as booked when *SBS* issues confirmation that the deposit payment has been received, and not before.

Any Payment made immediately confirms acceptance of these Conditions

The Group Information for each member of the party has to be completed before the balance can be paid or Services can be booked (to allow allocation of discounts, etc).

The final balance must be paid at least 10 weeks before departure otherwise *SBS* reserves the right to cancel the booking and cancellation charges will apply (see below).

In the case of a booking being made within 10 weeks of the departure date, *SBS* requires the deposit paid, and 7 calendar days then allowed to pay the balance.

In the case of bookings made within 2 weeks, the full balance to be paid immediately.

Payment must be made in full; any bank charges (including those for international transactions) will be the responsibility of the guest.

Tourist Tax is applied to the booking before the balance is due. All guests over the age of 13 are required to pay. Rate is less than 2 Euro per day, depending on classification of accommodation. The total for the group will be added to the booking, and thus will be split among all members of the group.

Price Guarantee

Once the holiday has been booked, the price is fully guaranteed and will not be subject to any surcharges. However, we do reserve the right to amend our prices at any time before a booking is made. This applies to Accommodation and also individual Services items (Lift Passes etc.).

The exception to this is where the £ weakens against the Euro by more than 10% in any 6 month period. When this happens and there is accommodation priced in £GBP, we reserve the right to increase the amount outstanding by an equivalent % amount. If the £ strengthens against the Euro, there will be no change in prices.

Exchange Rates

Catered Chalet Accommodation is priced in £GBP.

Self-Catered Accommodation and Services Items (Lift Passes etc.) are priced in Euros. They are converted to £GBPs at the current exchange rate at time of payment. Payment can be made at the quoted £GBP price, or the Euro figure (payment to our French Bank Account). For accommodation, this applies to both deposit and balance payments.

Thus, guests within the same party booking the same Self-Catering Accommodation - or Services - but on different days with different exchange rates - may pay differing amounts in £GBPs, but always the same Euro figure.

Cancellation / Alteration by Guests

A cancellation by a guest will only be effective when written notification has been received by *SBS*. Cancellation charges will apply as follows:

Number of weeks before departure	Cancellation charge
10 weeks or more	loss of deposit
10-5 weeks	50% of total cost
5-2 weeks	75% of total cost
2 weeks or less	100% of total cost

- Where it is not possible to re-sell the rooms cancelled, the guest will be responsible for 100% of the original booking cost. Any payments made will be retained until this can be confirmed.

- If cancelled rooms have to be discounted to be sold, guests will be liable for the difference

- If rooms are cancelled, they will be the last rooms made available to sell to other parties. ie rooms not previously booked will be offered over cancelled rooms

- If *SBS* is able to re-sell rooms successfully, this does not then entitle any guests cancelling to any repayment of charges.

Where cancellation affects the number of guests in such a way that the numbers no longer meet the requirements for reductions previously granted (ie free place for filling the Chalet etc.), those reductions will be lost.

Each individual cancelling will be liable to lose the above charges (ie even where a free place is offered)

If one occupant of a twin room cancels, it is deemed impractical to offer the remaining bed for re-sell, and the full amount will be charged.

If any alterations are made to a booking that results in additional administration by *SBS* - including cancellation, a charge of £10 per guest change will be levied.

Insurance

It is a condition of booking that all guests must take out an insurance policy to ensure they are covered for the above costs. All policies should cover the entire period of the holiday and take effect at the time of booking to ensure they are covered for all cancellation eventualities.

Changes By SBS

Once booked, it is unlikely that we shall have to make any changes to your holiday but we reserve the right to amend or cancel bookings. For amendments, any difference in price will be refunded. Where we have to make a cancellation, we will reimburse all payments made, and there shall be no further claim against us.

Catered Chalet Accommodation Notes

The Chalet accommodation is of a Chalet-Apartment style, within a larger development of similar accommodation. Access is guaranteed to be available on day of arrival from 17:00, and will be required to be vacated by 09:30 on day of departure.

Parents with children, please note that unless the chalet is booked for sole occupancy, it may be that the remaining rooms are booked by couples etc. rather than other families with children.

Guests without children, please note that unless the chalet is booked for sole occupancy, it may be that the remaining rooms are taken by families with children.

Where children have separate mealtimes; 2 courses will be provided; parents are required to be available for supervising.

Infants (U2). Meals to be provided by parents.

Guests will not be permitted to use the cooking facilities in the Chalet. The exception to this is parents with infants requiring to heat food items or sterilise containers. For this purpose the microwave can be used.

Additional Accommodation/ Annexes/ Rooms in Other Chalets/ Small Groups

1. Guests booking additional accommodation to the main Chalet booked would normally be located in one of the Annexes. Even when an Annex is booked, occasionally rooms in our other accommodation in the village may be used as an alternative.
2. Where the Main Party is located in one Chalet with additional guests allocated rooms in another Chalet - occasionally guests may be transferred from the additional Chalet rooms to one of the Annexes.
3. Smaller Groups of guests not filling a Chalet may be re-allocated to other, similar Chalet accommodation if the Chalet where they have booked rooms receives a request for Sole Occupancy.
4. Where a small group of guests have not filled a Chalet, and when there is room in one of our other Chalets, we reserve the option to serve meals to all guests together in the one Chalet

For either 1., 2. or 3. no supplements will be levied. If any change would have meant a reduction in charges on the original booking, a refund will be granted. Changes will be kept to a minimum, but may include a change mid-week, all to be advised before arrival.

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Special Offers / Short Breaks (less than 7 days)

Guests on Special Offers or Short Break Deals may be accommodated in any of our Chalets in resort and will be allocated by staff on arrival. This allows us to optimise the allocation of rooms for these offer periods. A Short Break may be across a staff day off (where no evening meal is provided). This is included for in all quotations.

Special Offers have reduced menu with the following: 2 courses evening meal (Main and Dessert), 1/2 bot wine or soft drinks included, followed by coffee.
4. No pre-dinner drinks/ starter/ cheese. Breakfast includes a selection of fruit juices, yogurts, fruit, cereals, bread, croissants, and jams. Bacon & Eggs. Tea, coffee, Hot Chocolate. Afternoon Tea with cake or biscuits, bread and jams, tea, coffee, Hot Chocolate, cordials.

4. Can be added as a supplement - charge of 50Eurospppw

Sole Occupancy/ Annexes

The booking system splits the total accommodation cost equally between each of the guests in the accommodation. The group needs to agree themselves how to manage any differences for single room supplements etc.

Self-Catered Chalet Accommodation

Is of a Chalet-Apartment style, within a larger development of similar accommodation. Access is guaranteed to be available on day of arrival from 17:00, and will be required to be vacated by 09:30 on day of departure. On arrival, a deposit (or pre-Authoisation of a bank card) of £300/350Eur per Chalet-Apartment will be necessary, returned (or cancelled) 10 days after departure. Any concerns regarding the inventory to be notified within 24 hrs. Apartment must be left clean and tidy – to include all dishes washed; all surfaces cleaned; carpets hoovered; bathrooms cleaned; all food and rubbish removed.

Self-Catered Apartment Accommodation (ie RoomtoSkiRoomtoBoard.com bookings)

As Self-Catered Chalet Accommodation

Special Requests

Whilst every effort will be made to satisfy any special requirements and requests - including specific room requests - these cannot always be guaranteed. Please confirm all requirements at time of booking; we will try our best to meet them.

Services (Transfers, Lift Passes etc.)

- have to be paid for in a separate transaction from the accommodation payments

- availability can be checked, and places held for a short period if necessary, but can only be confirmed once payment has been made. Any Services requested, paid for, and subsequently found to be unavailable will be refunded in full.

Transfer Bookings

It is essential that we be notified immediately of any disruption to flights, else transfers cannot be guaranteed and no refund will be possible. Where there is a passenger delay of more than 1 hour, resulting in an extended waiting period, we reserve the right to make a 20Europh waiting charge.

Ski School Bookings

All ski school bookings, once made, are non-refundable. In some cases, it may be possible to re-allocate to another individual / type of class, however this cannot be guaranteed. Refunds due to illness should be claimed through travel insurance. For peak school holiday periods, Private lessons may have to be booked up to 6 months in advance. Ski School bookings do not include equipment hire.

Minibuses up to 8 pax have seatbelts and it is possible to attach baby & Child seats. For larger groups coaches may be used; there is no legal requirement for coaches to have seatbelts fitted, so it may not be possible to attach baby & child seats.

Lift Pass Bookings

All passes booked will be made available for guests on arrival in resort. The Smart Card system employed requires a 3Euro deposit per Pass. This is refundable at the end of the holiday. This 3Euro deposit will be added at the time of booking, or will be requested in resort at time of delivery of the passes. Once booked; any changes to Lift Pass bookings will incur a 10Euro charge per change.

Communication

SBS uses various means of communication including email, mobile phones, text and letters.

The group leader must notify SBS of any changes to any contact details. SBS will not be held responsible for any emails sent to addresses provided by guests' that are then diverted by guests' Spam Filters.

Quotations and Invoice Errors

In the unlikely event that there is an error identified in any calculations, you may (or we may) request the difference to be refunded at any time up until one month after departure from the accommodation. This applies to both Accommodation and Services payments.

Website Detail

To keep maintain the accuracy of information, the details on the website will be continually reviewed. It is the guest's responsibility to ensure they check the content of the website on a regular basis to keep up to date with any changes.

Comments & Feedback

When a guest has made comments in our guest books or via email they agree that these comments can be quoted on our website, including limited details of guest name and town of residence

Liability

SBS accepts no responsibility for delays or alterations caused by war, riot, civil strife, industrial dispute, terrorism, closure or congestion of airports, ports, train stations or roads, technical problems with transportation, natural and nuclear disaster, fire, adverse weather conditions or similar events beyond the control of SBS.

Conduct

SBS accepts no responsibility for the actions of any guest. SBS shall not be held liable for any claims made against it, by a third party, as a result of any guest's actions. Guests are expected to behave in a manner that in no way causes damage, distress, danger or annoyance to other guests, any property and/or any third party. Should any guest fail to do so, SBS reserves the right to cancel their holiday immediately without refund. All expenses incurred will be the liability of the guest. Any damages must be paid in full prior to departure.

ACCEPTANCE OF CONDITIONS:

Any Payment made immediately confirms acceptance of these Conditions

The Conditions may be updated between the deposit being paid and the holiday being taken. It is the guest's responsibility to check the conditions at each stage to ensure they accept any changes made.

By ticking the Acceptance Box online, or making any payment, I am confirming that:

I have read the SBS Booking Conditions, and I am familiar with the content of the SBS website and all correspondence describing the accommodation booked and the level of service provided. I accept the information contained on behalf of myself, all the named party members detailed on the Group List, and any further persons that I may subsequently include in the party.

The booking is subject to English law and the exclusive jurisdiction of the English courts.

CONTACT DETAILS

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