

## Chalet T Royal – Terms & Conditions

These terms, condition and any associated information contained within our electronic website or any other brochure or other document may form or be part of a contract between you, the client and us, the service provider. However, no contract shall exist until a signed booking form has been received with deposit or full payment, as applicable, and a confirmation invoice issued by us.

**Payments:** Full payment must be received no later than 60 days prior to your arrival. If full payment is not received by the due date, the booking may be treated as a cancellation and any deposit paid may be forfeited. Bookings made within 60 days of your arrival date must be paid in full at the time of the booking.

**Amendments by the Client:** If you wish to change any details of your booking you must inform us as soon as possible and confirm the details in writing (an acknowledged e-mail is sufficient). If we are able to accept the change\* we may charge an amendment fee of £25 per person for each booking change. However, any changes made within 60 days of arrival may be treated as a cancellation and cancellation charges will apply as shown. If the change is to increase the number of persons booked no amendment fee or cancellation charge will apply. A change of name for arrangements exactly as booked does not constitute an amendment.

*\*we cannot guarantee that it will be possible to change dates within six weeks of your arrival, in which case the below listed schedule of charges may apply. We will however make every effort to accommodate your late changes.*

**Cancellation by the client:** Cancellation shall take effect only when we receive written notification from the person signing the booking form. In all cases of cancellation the deposit and any amendment charges will be forfeited. The following cancellation fees, expressed as a percentage of the total accommodation costs, will become immediately payable to us. If a member of your party wishes to cancel this may mean that the chalet becomes under occupied and results in the other members having to pay any applicable supplements to retain the booking.

**Notification periods applicable to cancellation charges:**

More than 60 day - deposit  
Within 60 days - 40%  
Within 36 days – 60%  
Within 28 days – 80%  
Within 14 days – 100%

**Alterations by Chalet T Royal:** Arrangements for holidays are made many months in advance and changes can occur. We reserve the right to alter our details before and after any booking has been confirmed. Most of these changes are minor and in all cases we will advise you at the earliest possible date. If a significant change becomes necessary you will have the choice of accepting the change in arrangements or cancelling your holiday and receiving a prompt and full refund. However, we cannot be liable for other costs that you may have incurred in relation to your holiday.

**Limit of liability:** We regret that we cannot accept liability or offer any compensation if we are forced to cancel, curtail or in any way change your holiday or if the performance or prompt performances of our contractual obligations is prevented or affected by circumstances amounting to 'force majeure'. Such circumstances shall include, but not be limited to, war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, technical problems with

transport, adverse weather conditions and similar events beyond our control.

**Client liability:** We and our employees shall be entitled to recover from the client the cost (estimated if not precisely known) of any damage caused by the client. The client undertakes to behave in such a manner as to not cause distress, damage, danger or injury to other clients or employees and to behave in such a manner so as not to spoil the enjoyment of other guests. The stay of any client in breach of this clause shall be terminated forthwith and we shall have no further contractual obligations towards them. As such, the breach of this clause by any one client may cause us to demand immediate vacating of the accommodation by every client on the booking form.

**Chalet T Royal Liability:** We accept responsibility for ensuring that the accommodation, which you book with us, is supplied as described and that the services offered reach a reasonable standard. In the case of loss and/or damages to personal possessions (including money), we have no liability as you are assumed to have taken out the appropriate insurance cover before travelling. We carry appropriate liability insurance for the operation of our business.

**Arrival and Departure:** In general, rooms are available from 14:00 hours on the day of your arrival. We ask that all rooms be vacated by 10:00 hours on the day of your departure.

**Airport Transfers:** Airport transfers from Geneva are not included but can be arranged for you. The cost of such transfers is £100 (160€) each way for up to 8 people and may be undertaken by our partner company or a local taxi.

**Accuracy:** The information published, either electronically or within any brochure or document, is correct to the best of our knowledge at the time it was published. Chalet plans and resort maps should only be used as an indication of layout. Furniture and room arrangements are subject to change.

**Complaints:** Should a problem arise during your holiday please inform a member of staff as soon as possible. We will make every effort to amend the problem. We are sorry that complaints made after your departure will usually be difficult or impossible to rectify.

**Your holiday price does not include:**

1. Transfers from arrival port to resort
2. Holiday insurance
3. The cost of travel to and from the resort
4. Lift pass, equipment hire and ski lessons
5. Room supplement for reduced occupancy
6. The handling fee if payment for your holiday is by credit card.

**Insurance:** It is a condition of booking that all clients have insurance to cover ski and snow sports. We will not be responsible for meeting any sums which should have been covered by insurance in the case of reparation or medical expenses incurred by you. You will further be responsible for paying to and indemnifying us for such expenses that occur on your behalf. Failure to notify us of your insurance details 28 days prior to your holiday will be deemed to be a cancellation on your part and the relevant cancellation charges shall apply. We recommend that you have an E111 form which enables most medical costs to be refunded through the social security system.