

# Terms and Conditions (Self-Catering)

(Please read thoroughly and keep for further reference)

Alpine Navigations

## 1) Contract

These terms and conditions cover your contract with Alpine Navigations. Your contract will exist once you (the client/party leader) has completed and signed a booking form and enclosed a deposit and forwarded these to Alpine Navigations. We will issue you with a booking confirmation, which you must read carefully. In the event of you booking less than 10 weeks before your date of departure, a contract will exist as soon as we confirm the booking verbally.

## 2) Reservation

Alpine Navigations can reserve a holiday for a client for up to 7 days; however, this is not a contractual booking and can be cancelled by either the client or Alpine Navigations at any time.

## 3) Payment

For advance bookings (i.e. more than 10 weeks prior to the date of departure) a deposit of €420 is payable to Alpine Navigations. The remaining sum is due not less than 10 weeks prior to departure. If this payment is received later, Alpine Navigations reserves the right to cancel the client's bookings and retain the deposit. Bookings made later than 10 weeks prior to departure require payment of the full sum upon confirmation of the booking. Alpine Navigations requires the appointment of a 'party leader' who coordinates the holiday booking for all party members and the payment for all members of their party. Should the balance of the holiday not be paid by the due date, Alpine Navigations reserves the right to retain the deposit and levy cancellation charges where applicable. A refundable security deposit of €420 is required for all bookings. Once the chalet has been cleaned and inspected on your day of departure this deposit will be returned, please refer to point 23)

## 4) Brochure and Website Information

Great care and attention is taken in the writing of our brochure and website. However, Alpine Navigations cannot be held responsible for circumstances outside their control e.g. weather conditions, availability of public services, alterations to the property nor can they guarantee the working of equipment in the chalet e.g. Television. If such changes occur and the company believes that it may detrimental to the enjoyment of a client's holiday, we will endeavour to contact the party leader to inform them.

## 5) Force Majeure

Alpine Navigations cannot pay compensation or accept liability for changes we are forced to make to your holiday contract resulting from circumstances amounting to Force Majeure. These include, but are not limited to, war, riot, civil action, terrorism, strikes, natural disasters, fire, industrial disputes, technical problems, inclement weather, natural or nuclear disasters, government action or other events beyond the control of Alpine Navigations.

## 6) Alterations made by Alpine Navigations

Bookings made with Alpine Navigations well in advance of the date of the holiday departure may be subject to changes. Alpine Navigations reserve the right to make minor changes to your holiday both before and after your booking has been confirmed. No compensation is payable. Every attempt will be made by Alpine Navigations to honour the details of your holiday; however, should circumstances arise outside of our control we will advise you as soon as possible. We will offer you a choice of 1) Accept the changes made by us 2) Purchase alternative accommodation (if the holiday is less expensive we will refund the difference, however if it is more expensive you will have to pay the difference. 3) Cancel your holiday and receive a full refund. For changes made by us more than 10 weeks prior to your departure day we will pay no compensation. However, if we inform you within the 10 weeks, we will offer compensation as follows:- More than 70 days 0 Euros, 70 to 29 days 55 Euros, 29 to 14 days 75 Euros, less than 14 days 100 Euros.

## 7) Alterations made by the client

Alterations by the client will be subject to availability. Alpine Navigations will make every attempt to accommodate clients wishes, however, should this not be possible, the client has the right to cancel their holiday (see 9 below). Any amendments to client's bookings will be charged an administration charge of 30 Euros. To change a name within a party will not incur an administration fee.

## 8) Cancellation

Should you or any member of your party wish to cancel their holiday with Alpine Navigations, they must do so in writing. At all times your deposit will be retained by Alpine Navigations to cover administration costs incurred. Cancellation charges are detailed below and are calculated from the date that Alpine Navigations receive written notification of cancellation by the party leader.

Notification Given	Cancellation Charge % of holiday
More than 10 weeks	Deposit retained
Within 10 weeks	40%
Within 6 weeks	60%
Within 4 weeks	80%
Within 2 weeks	100%

## 9) Cancellation by Alpine Navigations

Unfortunately we must reserve the right to cancel your holiday with us. If this situation occurs we will endeavour to offer you alternative accommodation or offer you a full refund. In addition, except where the cancellation is made as a result of unforeseeable circumstances beyond our control, we will pay you compensation as set out in Clause 6.

## 10) Prices

All prices are quoted in Euros. Prices include: use of the chalet for the specified period, linen, local taxes. Prices do not include: food and beverages, flights, transfers, Ski School, Equipment hire, Lift Passes, summer activities, travel to and from your UK airport or insurance.

## 11) Transfers

Alpine Navigations offer a private minibus transfer service from Geneva International Airport to the chalet. Prices available upon request. Alpine Navigations requests that clients requiring this service contact Alpine Navigations as soon as possible with their flight details so that they can coordinate your arrival/departure with other guests

## 12) Insurance

You must be adequately insured for your holiday. If you decide not to take the insurance that we recommend with Fogg Travel Insurance Services Ltd (which we advise you take out at the time of booking), we ask that you provide us with written details of your policy before starting your holiday. You must confirm in writing that you do not need the policy that we recommend, that yours offers the equivalent cover and that you indemnify us from any claim whatsoever resulting from your decision to provide your own cover. Please ensure that your policy has sufficient cover for your particular requirements.

## 13) Non-smoking chalet

Smoking, (including pipes and cigars) is not permitted anywhere inside the chalet. The chalet has been fitted with smoke detectors, fire extinguishers and exit signs for client's safety.

## 14) Client Liability

Clients (and party leaders) are responsible for their behaviour during their stay with Alpine Navigations. Alpine Navigations reserve the right to terminate without written notice and liability the holiday arrangements of any client who acts in a manner which is a) harmful to the reputation of the company b) is likely to cause distress, danger or annoyance to other clients, staff or a third party. After which Alpine Navigations has no further contractual obligations with the client/clients involved. The company will be entitled to recover from the clients involved the costs of damages made to property belonging to the company.

## 15) Complaints

Should a problem arise during your holiday please inform a member of Alpine Navigations resort staff as soon as possible and they will make every effort to amend the issue. If the complaint cannot be resolved please write to: Alpine Navigations, The Old Apple Store, Church Road, Beyton, Bury St. Edmunds, Suffolk IP30 9AL within 28 days of returning from your holiday. Alpine Navigations regret that they cannot deal with any complaints or accept liability after this period of time is up.

## 16) Arrivals and Departures

Your holiday with Alpine Navigations commences at 3pm on your day of arrival and lasts until 9am on your day of departure. Your chalet will be ready from 3pm on your day of arrival.

## 17) Children

Children are welcomed by Alpine Navigations at our chalets. Alpine Navigations can provide cots. Unfortunately the company cannot offer childcare during your stay, however, we would be happy to recommend the service of childcare facilities in resort.

## 18) Seasonal changes

The details and descriptions written in our brochure/website refer to the main season i.e. summer/winter. For clients travelling outside these times, certain changes may apply i.e. opening times. The company apologises for such changes, however, detailed information of services are available upon request.

## 19) Passports

Clients require a full passport to visit France. UK residents do not require a visa. Clients of other nationalities should consult their embassy for details of entry requirements.

## 20) Jurisdiction

These terms and conditions and any contract to which they apply are governed in all aspects by English Law and shall be subject to exclusive jurisdiction of the courts of England.

## 21) Personal Liability

Alpine Navigations accepts no liability for any accident, losses or suffering arising for any reason during a clients stay in resort. The company will offer assistance where possible but such assistance is free and unqualified and carries no liability whatsoever. Clients are strongly advised to check carefully that their insurance provides sufficient personal injury cover.

## 22) Brochure Details

Please accept that our website and brochure have been written in good faith. However, we cannot guarantee all the information provided. For example weather conditions and the facilities available are changeable and outside our control.

## 23) Your Departure

**We ask you leave the chalet as you found it. Please remove all rubbish to the bins provided. Please ensure the kitchen is left clean and the dishwasher is empty. Should the chalet require additional cleaning a deduction of £75.00 (€100) will be made from the security deposit.**