**Booking conditions**

By making a booking, the first named person on the booking (Party Leader) agrees on behalf of all persons detailed on the booking that:

1. he/she has read these Booking Conditions, is over 18 years of age and has the authority to and does agree to be bound by them;
2. he/she consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable special categories of data (such as information on health conditions or disabilities and dietary requirements);
3. financial responsibility for payment of the booking on behalf of all persons detailed on the booking
* **Booking & Paying For Your Catered Chalet -** A booking is made with us when you pay us a deposit (or full payment if you are booking within eight (8) weeks of the confirmed arrival date) and we issue you with a booking confirmation. Please note we are unable to hold any weeks, so the reservation will only be guaranteed on receipt of the deposit. We reserve the right to return your deposit and decline to issue a booking confirmation email at our absolute discretion. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation email that will confirm the details of your booking and will be sent to you or, where you book through a travel agent, your travel agent. You must check this booking confirmation email carefully, and if you believe that any details on your Confirmation Invoice or any other document are wrong you must advise us immediately as changes cannot be made later and it may harm your rights if we are not notified of any inaccuracies in any document within 7 days of our sending it out. The balance of the cost of your arrangements is due not less than eight (8) weeks prior to scheduled confirmed arrival. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case we shall retain your deposit

**Insurance** – it is your responsibility to make sure that all of the members of your party have appropriate insurance

**Security Deposit -** Our chalet is beautifully furnished and as such we require a refundable Security Deposit that is payable by you as a deposit towards any damage that may be caused to the accommodation (or its facilities). We ask that the Security Deposit of £1000 is paid as part of the final balance for the stay

Deductions for unacceptable state: If you leave the accommodation in an unreasonable state, which requires additional cleaning services over and above what is generally required at the conclusion of a stay at the accommodation, we reserve the right to make a deduction from the Security Deposit equal to the additional cleaning costs we incur

Deductions for damage: We will undertake a thorough check of the accommodation after your confirmed arrival and prior to our next guests checking-in. If you or any member of your party cause damage to the accommodation or anything within the accommodation, we will advise you as soon as possible of any damage discovered and we reserve the right to make a deduction from the Security Deposit equal to the total costs of repair that we incur

We understand that accidents happen and we will not make any claims for damage or breakages we consider to be minor. We will always be reasonable in determining whether to make a deduction to the Security Deposit and we will not make a deduction prior to giving you reasonable time to respond, in the event of a dispute we will retain your deposit until a solution has been reached

Returning the Security Deposit: Within 7 days of your departure from the resort we will let you know of any deductions we propose to make from your Security Deposit in a confirmation letter. We will refund the remaining Security Deposit to you via bank transfer

**Dietary requests –** Our mission is to be as flexible as we can but please note we do not operate a commercial kitchen set up and as such we cannot guarantee that there will not be traces of certain foods in some of the dishes that we cook. For this reason, we cannot accommodate any guests with a severe allergy to any foodstuff. Many ski resorts also do not offer the huge selection of gluten, dairy or lactose free products available in large UK supermarkets. If you do have any dietary requirements, please let us know prior to paying your deposit as with planning, we will usually be able to accommodate most requirements, although our staff are already preparing a 4 course dinner and it would be impossible for them to serve 3 different menus for different dietary requirements each day

**Disabilities and Medical Problems -** We will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your booking, please provide us with full details before you make your booking so that we can try to advise you as to the suitability of your chosen accommodation arrangements

**Expected Behaviour -** All our customers are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of others. If in our opinion or in the opinion of any hotel manager or any other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any other customers or any third party, or damage to property, or to cause a delay or diversion to transportation, we reserve the right to terminate your booking with us immediately. In the event of such termination our liability to you and/or your party will cease and you and/or your party will be required to leave your accommodation immediately. We will have no further obligations to you and/or your party. No refunds for lost accommodation or any other arrangements will be made and we will not pay any expenses or costs incurred as a result of termination. You and/or your party may also be required to pay for loss and/or damage caused by your actions and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the hotel manager or other supplier prior to confirmed arrival. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you

**Guests of guests** – Our chalet guests are welcome to entertain their own guests that may be holidaying in resort at the time. Please note however that these guests will be expected to adhere to the same standards of behavior as those paying to stay in the chalet. Whilst we are also delighted to host customers’ guests on occasion, these guests are not paying customers and as such we cannot feed, nor provide unlimited drinks for guests of guests without prior agreement and a contribution towards our costs

**Kitchen equipment** – Please note our chalet kitchen is fully stocked with equipment and sharp knives to allow us to cater to our customers’ every need. We politely request that our customers do not touch the kitchen equipment and cannot be held responsible for any injury that results as a consequence

**Cutting your Booking Short -** If you are forced to return home early, we cannot refund the cost of any accommodation arrangements you have not used. If you cut short your trip and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we are unable to offer you any refund for that part of your trip not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them

**Cancellation by You -** Should you or any member of your party need to cancel your accommodation arrangements once they have been confirmed, the party leader must immediately advise us in writing [by email to otbsimon@hotmail.co.uk. Your notice of cancellation will only be effective when it is acknowledged by us. In cases of cancellation prior to 8 weeks before the holiday, the deposit paid will be forfeited. Between 8 and 4 weeks of the start date of the holiday 50% of the holiday cost will be forfeited. Within 4 weeks of the start date of the holiday the full balance will be forfeited. You may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. If a member of your party wishes to cancel, this may increase the price per person and you will be liable to pay this increase

**Transfer of a Booking -** If a member of your party is prevented from travelling, you may replace them with another person free of charge. Please note we cannot apply this rule to the transfer of a Party Leader or all members of a party

**Cancellation by Us -** We may in exceptional circumstance be required to cancel your booking in which case a full refund of all monies paid will be made to you. We regret we cannot meet any expenses or losses that you may incur as a result of a change or cancellation by us

**Events Beyond Our Control -** Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by Events Beyond Our Control. For the purpose of these Booking Conditions, this means any event beyond our or our supplier’s control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination, global epidemics or pandemics (including, but not limited to the ongoing effects of Covid-19 or any new strain of the coronavirus), or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including any port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport, traffic congestion/restrictions and all similar events out of our or the supplier(s) concerned’s control

**Complaints -** In the unlikely event that you should have cause to complain about the quality of the chalet, the food or our staff, please speak to your chalet manager as the first point of contact and if required email our head office immediately to clearly detail your issue. We will do our best to resolve any issues. If the problem cannot be resolved and you wish to complain further, you must send formal written notice of your complaint to us at our office ideally within 28 days of the end of your stay, giving your booking reference and all relevant information. Failure to follow this procedure may affect our's and the applicable supplier’s ability to investigate your complaint, and will affect your rights under your contract

**Passports, Visas and Entry Requirements -** It is your responsibility to check and fulfil the passport, visa, health and immigration, entry and any quarantine requirements applicable to your itinerary and destination. We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into the country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country to which you are intending to travel. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly

**Travel and Foreign Commonwealth & Development Office Advice -** You are responsible for making yourself aware of FCDO advice in regards to the safety of the countries and areas in which you will be travelling and to make your decision accordingly

**Law and Jurisdiction -** We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us. We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply)