



Holiday Booking Terms & Conditions and General Information

For the letting of holiday accommodation and provision of services as booked through Chalets & Apartments Limited, Registered in England and Wales No: 6974758, trading as Meribel, Courchevel and Val Thorens Chalet & Apartment Rentals, and website www.courchevel-chalets-apartments.com, www.meribel-chalets-apartments.com and www.Valthorens-Chalets-Apartments.com, and acting as agent for property owners or referral and/or booking agent for other service providers.

1. Definitions and Interpretation

In these conditions, “we”, “us” and “our”, mean Chalets & Apartments Limited and/or the Property Owners. “You” and “your” mean the person “party leader” booking the Holiday. These Terms & Conditions together with the General Information provided here and on our websites apply to you and your group’s booking with us. It is your responsibility to understand the General Information and read and agree to the Terms & Conditions and ensure all of your group also understands and agrees before you pay your Booking Deposit. Chalet & Apartment Rentals acts as a booking agent for disclosed principals/tour operators, further details of which will be made available at the time of booking. Although monies for your holiday are paid through Chalet & Apartment Rentals (the agent) your 'contract' will be with the principal/tour operator managing and providing your holiday and is usually deemed as the 'holiday provider'. The contract is bound by the principal's/tour operator's terms and conditions. The “party leader” named on the Booking is liable in full for all persons booked using that account, and also for any person added or substituted in relation to that booking. The contract is made at the time we accept & confirm your booking.

2. How to Book

Read these Terms & Conditions in full and then contact us to confirm your requirements, availability & pricing. We will send you an email with account login details to our online booking management system and client area, where you can enter your group details and make payment as detailed below. Your online invoice will confirm the details of your holiday booking and the various ways to make deposit, full payment, security and/or other payments. Upon receipt of the deposit or full payment (& security deposit, etc), whichever is first, we will then accept and confirm your booking by email so please make immediate payment to avoid disappointment. Alternatively, you can pay by direct bank transfer and avoid the credit card fee. If paying by bank transfer please send us a copy of your bank transfer confirmation at the time of the transfer.

3. A) Making Payment by Card

When you login to your booking on our booking management system and client area click the orange “Pay Deposit” button. Enter your name & address details and the payment amount at the bottom of the page. Click the “Confirm Amount” button. You will then be asked to read the Terms & Conditions and confirm your agreement by clicking the check-box. By pressing the Proceed to Payment button you will confirm your acceptance of the booking and associated Terms & Conditions and then access the secure Stripe gateway to make payment if paying by credit or debit card

B) Making Payment by Bank Transfer or Cheque

Please contact us if you wish to pay by cheque or by UK bank transfer and we will provide you with our postal address/bank account details & payment instructions. Payment by these methods confirms agreement with and acceptance of our Terms & Conditions by you & all members of your group.

4. Please Check Booking Details

It is your responsibility to check all the information on the online Booking and Invoice is correct and corresponds with your booking. We will not be responsible for any errors or omissions not notified to us within 7 days of our summary Booking Confirmation email or after you leave to commence your holiday. Please ensure that you add the party members and dates of birth to your booking at the time of booking (or as soon as possible thereafter).

5. Currency Exchange and Bank Transfer fees.

You are responsible for any currency exchange costs, bank or transfer fees and/or credit card fees on bookings. The use of credit cards will incur a fee depending on the card and will be applied by the Stripe Payment Gateway.

6. Payment Amounts, Timing and Fees

If you book more than 12 weeks before the start of your holiday, you pay a deposit of 30% of the holiday booking. Any outstanding payments are then due 12 weeks months before the arrival date. If you book less than 12 weeks before the start of your holiday, you pay the full amount and any additional amounts at the time of the booking. A security deposit for self-catered accommodation will be payable 4 weeks before the arrival date. We will account to you any charges and return the security deposit (less any charges if applicable) within 14 days of the end of your holiday with us.

The gross price you pay to Chalets and Apartment Rentals LTD is split into different fees, the value of each will be on your invoice. The fees are as follows:

Rental fee: The cost of your accommodation

Booking fee: The charge for the service you receive before your booking is confirmed. This charge is realised at the point of booking. It includes the cost of any consultation/service received before you make payment.

Resort Fee: The charge for in-resort services which may include 24/7 support

Admin fee: A small fee paid by clients to cover the costs of our platform

7. Property Access and Departure Times

Occupancy shall not commence before the agreed time & date and you must leave by the agreed time & date unless otherwise confirmed by us in writing. The agreed times & dates are listed on our website and/or in the Information Sheet provided. These times are important and must be adhered to and allow for cleaning and preparation of the property. The Rental confers upon The Client/s the right to occupy The Property for a holiday as mentioned in the Housing Act 1988 Schedule 1 Paragraph 9 and The Client/s acknowledge that the rental granted by this Agreement is not an assured tenancy and that no statutory periodic tenancy will arise. *"A tenancy the purpose of which is to confer on the tenant the right to occupy the dwelling house for a holiday."* If the property uses keys (and not a code lock or key safe) a minimum £25 surcharge for arrival after 8pm may be charged.

8. Ski/Activity, Travel, & Holiday Insurance, "A Must Have"

We strongly recommend you take out full and early adequate ski/activity, travel & holiday insurance cover which includes cover in case of cancellation. We will not be responsible for any loss or liability because you do not have full and adequate insurance.

9. Cancellation by the Client

Notification of cancellation or requesting an alteration must be made to us in writing as soon as possible. It is your responsibility to ensure we receive the notification, especially if sent by email, as it will only be effective upon receipt. If you cancel, the following cancellation charges being a percentage of the total holiday booking will automatically apply:

More than 12 weeks before arrival	30%
More than 10 weeks before arrival	50%
More than 8 weeks before arrival	60%
More than 6 weeks before arrival	80%
More than 4 weeks before arrival	100%

These charges are irrespective of whether or not you have paid in full at time of cancellation. Any loss of income and/or costs, including administration and legal expenses, involved in us collecting any outstanding amounts 14 days after notification will also be paid by you. Security deposits are not included and will be refunded in full unless there are any outstanding charges. To mitigate your cancellation fee we may attempt to re-sell the cancelled booking but this might be at a lower price in an attempt to ensure a booking. We give no warranty that we will be able to reduce the cancellation charges. If we are able to resell and reduce the charges there will be a minimum charge of £100, or 5% of the original booking price, whichever is greater.

10. Alteration by Client

In certain cases, it may be possible to transfer your booking to another week at the same property but this is at our absolute discretion. If we agree to change your booking we may charge a £50 administration fee plus direct costs.

11. Cancellation or Alteration by Us

In the unlikely event we have to cancel or alter your confirmed booking and the change is substantial, you have the option to take any amended holiday offered by us or cancel your booking. If you cancel under this provision, we will refund the full amount you have paid to us, and this will be our only liability.

12. Force Majeure

If your holiday is altered or can't be taken due to events, which may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, pandemics, epidemics, public health issues and all similar events outside our control, we cannot accept liability, make refunds or pay compensation.

13. Accuracy of Information

We try hard to ensure you are provided with honest and accurate information on our website and in all written and verbal communications but we do sometimes have to rely on other parties. Unfortunately errors and omissions can also occur and descriptions are subjective so please check with us if there is any part of your holiday which is of particular importance and/or you feel there is, or may be a risk of, inaccurate information. We reserve the right to correct any errors if a genuine mistake has been made in our contract with you.

14. Nuisance by the Client

If you or visitors undertake activities which are illegal; are rude, threatening and/or aggressive to us, property managers, contractors or service providers; behave in a way which in our view is likely to disturb the enjoyment of others within or surrounding the property or damage our reputation, we can terminate your holiday immediately and have no liability to make any refund or pay any amounts in respect of that termination.

15. Damage, Breakages, Uncleanliness, Missing or Stolen Items

Please notify us within 24 hours of arrival if you find any damage, significant stains, uncleanliness, missing or stolen items otherwise it may be assumed you are responsible. If you cause any damage, breakages or stains and/or remove or allow any items to be removed or stolen (by leaving windows or doors unlocked for example) please notify us immediately as you are liable. Cleaning is normally included (unless otherwise stated) but you are required to leave the property in a clean and tidy state. If you don't you may be liable for a cleaning surcharge. Any charges not covered by a security deposit will be paid by you within 14 days of notification. Any costs, including administration and legal expenses, involved in us collecting any outstanding charges after 14 days will also be paid by you.

16. Breakdowns, Disruption or if Accommodation becomes unfit for habitation.

Please immediately report to us any breakdown in equipment, defects or lack of public services and arrangements for repair or replacement will be made as soon as possible. However we shall not be liable to you for any temporary defects or stoppage in the supply of public services to the properties, nor in respect of any equipment, machinery or appliance.

If the Accommodation is or becomes unfit for habitation you must stay in contact with us and allow us reasonable time to access, organise, repair or find appropriate alternate accommodation before making alternate arrangements.

17. No Smoking, Maximum Occupancy, Pets, Children, Single Sex Groups and Other Requirements

All properties are non-smoking, all properties list their maximum occupancy in their details, most do not allow pets and some have special requirements in regard to children or groups of all the same sex, for example. Please ensure you check the property details carefully when booking as we reserve the right to cancel your holiday with no refund or liability if any of the specified requirements are not understood or complied with.

18. Personal Security and Belongings

Mountain holidays with extremes of weather, cold, ice and snow and activities including skiing, hiking, mountain biking, paragliding, snowboarding, etc, etc. involve risks of personal injury and even death. We accept no responsibility for any of the risks involved and the possible consequences. We may recommend or book lift tickets, nanny & child minding services, ski schools, instructors, airlines, transfer services, etc. for you. However you must make your own enquiries as to the qualifications, credentials, insurance and overall suitability of any of the services and we accept no responsibility in regard to the security or performance of these services.

• Limitation of Liability

If we are found liable on any basis whatsoever our maximum liability to you is the price of your holiday booking.

• Law of the Contract

The law of this contract is England and any disputes will be subject to the exclusive jurisdiction of the English courts

• Holidays Are Important

We understand the stress and sometimes difficulty of getting your holiday right and the disappointment if things don't go as expected so please tell us politely if you have a problem and allow us the opportunity of resolving it quickly for you during your holiday.

- **Chalets & Apartments Ltd –Ski Lift Pass Terms & Conditions and General Information**

Chalets & Apartments Ltd acts as a re-sale agent for the lift pass company S3V in Courchevel & Méribel Mottaret and for Méribel Alpina in Meribel. Card payments for the purchase of Ski Lift Passes may show as Absolute Ski Ltd on your card statement.

In some instances and for certain weeks Chalets & Apartments Ltd is able to provide full price and/or discount lift passes for clients if they are booked and paid for at least 7 days in advance of the start date your holiday. Failure to book and pay for these lift passes via our online booking system before this deadline will result in your order not being processed so please ensure you book and pay for your passes well in advance.

Your lift passes will be delivered to you/your accommodation on your arrival in resort. Please ensure that you check your passes and that they are what you ordered. Please ensure that all members of your party use their own lift pass (as labelled). Failure to do so may result in seizure or cancellation of your pass by the lift pass company. If you lose a pass please contact us immediately and we will provide you with a proof-of-purchase voucher to allow you to obtain a replacement from the lift pass company. Please note, we are unable to issue replacement passes. You must visit the S3V or Méribel Alpina Lift Pass Office in resort in person with your voucher and ID to obtain a replacement pass.

- **S3V & Méribel Alpina Terms & Conditions**

With regards to the specific terms and conditions associated with the purchase of a ski lift pass from S3V/Méribel Alpina please refer to the websites:

(S3V) - <http://www.s3v.com/en/conditions-generales-de-vente/>

(Méribel Alpina) - <https://www.skipass-meribel.com/Content/Pages/Meribel/GeneralTerms.en-GB.pdf>