

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 whole 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 to secure the accommodation
- The holiday is confirmed as booked when SBS issues confirmation in writing that the deposit payment has been received - and not before.
- The Group Details for each member of the party have to be completed before the balance can be paid or Services can be booked (to allow allocation of discounts, etc).
- The final balance on accommodation must be paid at least 10 weeks before arrival date 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 arrival date, SBS requires the deposit paid, and 7 calendar days are then allowed to pay the balance.
- In the case of bookings made within 2 weeks of arrival, the full balance to be paid immediately, including any Tourist Tax due.
- 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 all guests over the age of 18. Rate is approx 1-3 Euros pp per day, depending on classification of accommodation. This will be added to the individual's balance and settled in Euros or at the GBP/EUR FX rate at time of payment.
- Catered Chalet, single room occupancy. Where there is a group booking a catered Chalet with a number of single-occupancy rooms, the maximum allowed for in any calculations as single occupancy will be 2x. Where there are more than this number, additional rooms will be calculated at full occupancy rate - or where all rooms are being booked - at the Exclusive Use rate of the Chalet.

Price Guarantee

- SBS advertises through several third-party websites; the editing of which it has limited control over, these prices are not contractual. Thus, the definitive price for and availability of accommodation is always as confirmed by SBS, irrespective of prices/ offers and availability advertised on third-party websites.
- 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 prices are quoted in £GBP and the £ weakens against the Euro by more than 10% in the period between booking and balance due. When this happens, we reserve the right to increase the amount outstanding by an amount equivalent to the % change.

Exchange Rates

- Catered Chalet Accommodation is priced in £GBP.
- Self-Catered Accommodation and Services Items (Lift Passes etc.) are priced in Euros.
- For those paying in £GBP, any Euros figure is converted to £GBPs at the applicable exchange rate at time of payment.
- 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 Euros figure.
- The balance on the accommodation is to be paid in the same currency as the deposit currency.
- The Foreign Exchange website Travelex is used as the basis for FX rates. Booking with SBS confirms acceptance of these rates for any FX calculations.

Cancellation / Alteration by Guests

- Cancellation by a guest will only be effective when written notification has been received by SBS.
- 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 (this may not be before the arrival date as originally booked)
- 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 cancelled rooms have to be discounted to be sold, guests will be liable for the any difference between the cancellation charges and the discounted rate.
- If SBS is able to re-sell rooms successfully, this does not then entitle any guests cancelling to any reduction in cancellation 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 a free place offered for filling the Chalet etc.), those reductions will be lost.
- Each individual cancelling will be liable to the above charges (ie loss of deposit 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-sale, 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.

Cancellation charges will apply as follows; these charges are in place to protect SBS from any loss in revenue if a cancellation occurs and to cover the effort of re-selling any rooms:

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

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 accommodation or Services bookings. 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 the day of arrival from 17:00, and will be required to be vacated by 09:30 on the day of departure.
- Guests with children, please note that unless the chalet is booked for Exclusive Use, it may be that the remaining rooms are booked by couples etc. and may not be other families with children.
- Guests without children, please note that unless the chalet is booked for Exclusive Use, 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 the children at the table.
- Infants (U2) - all food and meals to be provided and presented by parents.
- For hygiene purposes, guests are not 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, we reserve the right to allocate rooms in our other accommodation in the village as an alternative.
 2. Where the Main Party is located in one Chalet with additional guests allocated in rooms in another Chalet - we reserve the right to allocate one of the Annexes as an alternative to the rooms in the other Chalet.
 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 Exclusive Use.
 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 right to serve meals to all guests together in the one Chalet.
- For any of these changes, no supplements will be levied. If any change would have meant a reduction in charges had this option been chosen at the time of 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.

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 stay day off (where no evening meal is provided). This is included for in all quotations.
- Short Breaks will be charged at a higher £ppn rate than bookings made for a whole week.

Exclusive Use / Individual Pricing

- One free place is provided only where a group has booked all beds in the one of our Catered Chalets for the whole week (Exclusive Use)
- Our 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-Apartment Accommodation (Chardon or Biniou Style)

- 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-Authorisation of a bank card) of 500EUR per Chalet-Apartment** will be necessary; returned (or cancelled) 10 days after departure if no charges are applied.

- 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/ appliances cleaned; carpets hoovered; bathrooms cleaned; all food and rubbish removed.

- Any accommodation not cleaned to a suitable standard as requested (or where damage or losses have occurred) will result in a charge - against the deposit held if necessary.

Phoenix Apartment 505, Self-Catered Alpine-Apartment Accommodation

-The use of Electricity is included in the rates. However, to avoid excessive waste (perhaps through excessive heating) a reasonable limit on the use of electricity will be applied. Details will be advised in resort.

- Accommodation to be cleaned to the same standard as that in which it was received.

Else, as *Self-Catered Chalet Accommodation*

Special Requests

Whilst every effort will be made to satisfy any special requirements and requests (ie specific room or apartment requests, cots and highchairs, specialist diets for catered guests etc.) these cannot be guaranteed. Please confirm all requirements at time of booking; we will try our best to meet them.

Wi-Fi

Any wi-fi system provided is not managed or controlled by SBS. There is no optical fibre connection in the village, or indeed, in the valley. The connections are all limited by normal telephone connection lines, and routers are often shared with other units of accommodation. The number of guests accommodated in the village and their availability of free time means that the demand is higher than would normally be the case for a similar number of units of accommodation at home. This means that during periods of high use (ie outside of skiing time) access to internet may be limited. If you require a fully accessible internet connection during your stay we advise that you make suitable arrangements with your mobile phone network.

Services (Transfers, Lift Passes, Ski Hire, Lessons etc.)

- Services have to be paid for in a separate transaction from 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, and there shall be no further claim against us.

- Where a guest becomes injured or unable to ski and there have been any Services paid for that cannot then be used; these will not be refunded, but should be claimed for as part of any insurance claim. Details of any payment required for a claim will be included in the Payments Record part of the online booking.

Transfer/ Transport 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 apply a 60Euros per hour waiting charge.

- Supermarket Stops may be possible, depending on driver schedules. Charges approx €60 per hour, pro-rata.

- Minibuses up to 8 pax have seatbelts and it is possible to attach Baby & Child seats. For larger groups coaches may be used; there may not be seatbelts fitted, so it may not be possible to attach Baby & Child seats.

- Where a Transfer has been booked and subsequently cancelled, a cancellation charge will be applied.

- In exceptional cases (ie flight delays, exceptional weather or traffic conditions) it may not be possible to reach the destination booked. This may mean an overnight stay in a hotel until the situation changes, and perhaps further transport costs. If this is the case, any additional charges will be the subject of an insurance claim, and there shall be no further claim against us or our Transport Partners.

Ski School Bookings

- Any ski school bookings are not guaranteed until written confirmation is received; and, once confirmed, are non-refundable. **In some cases**, it may be possible to re-allocate to another individual / type of class, however this cannot be guaranteed.

- For peak school holiday periods, Private lessons may have to be booked up to 6 months or more in advance.

- Ski School bookings do not include equipment hire.

- We are happy to accompany guests to the meeting point for lessons on Day1.

- Tickets for the lessons - and Lift Passes booked as part of a package - will be issued by the instructor at the meeting point.

Lift Pass Bookings

- All passes booked will be made available for guests on arrival in resort.

- Once booked; any changes to Lift Pass bookings will incur a 10Euro charge per person.

Equipment Hire Bookings – Price Match Guarantee

- With our ski-shop partner we offer 30% discount on the in-resort price, plus a discount of 10% on all purchases (over €10) for those having hired equipment.

- In addition, a price match guarantee (for hire) against any other quote you may obtain is offered. This is only available up until equipment is booked and paid for. Any claim for a price match after this point cannot be made, even if offered to other guests within the same party.

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 communication sent to details provided by guests' that are then diverted by guests' Spam Filters or otherwise not received.

Quotations and Invoice Errors

In the unlikely event that there is an error identified in any invoice, 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 place of residence.

Liability

SBS liability lies with the value of the Accommodation or Services provided only. Where there is any reimbursement to be made, (due to cancellation etc.) it shall be to a maximum of the value of the payments received towards the Accommodation or Service at that point in time, and there shall be no further claim against us.

In addition, *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*.

Any additional costs associated with these events cannot be our responsibility, and would need to be the subject of an insurance claim.

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 or any third party. Should any guest fail to do so, *SBS* reserves the right to cancel the Accommodation or Services provided **immediately, without refund**. All expenses incurred will be the liability of the guest. Any damages must be paid for 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 Services provided.

- I accept the information contained on behalf of myself, all the named group members detailed on the Party Details, and any further persons that I may subsequently include in the group.

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

CONTACT DETAILS

Email : info@smittenbysnow.com **Internet** : www.smittenbysnow.com

Smitten By Snow Limited, 31 Relugas Place, Edinburgh EH9 2PY.

Tel UK : 00 44 (0)790 533 0279

Company Registered in London:

Dalton House, 60 Windsor Avenue, London SW19 2RR

Company Number: 4015077

Smitten By Snow Limited, Les Balcons, Belle Plagne, 73210, La Plagne

Tarentaise

Tel France : 00 33 (0)6 20 08 84 93

SIRET: 434 030 920 00038