

Alpine Adventure

Transfer Terms and Conditions

These Terms and Conditions ("**Terms**") constitute a legally binding agreement ("**Agreement**") between you and Alpine Adventure (as defined below).

"**Transfer**" refers to transportation arranged by Alpine Adventure, as agent for the supplier, typically (but not exclusively) between Geneva airport and holiday accommodation in the Portes du Soleil region of France.

Alpine Adventure offer Shared and Private Transfers. These are described in Annex 1 (attached). Annex 1 is for information only and does not form part of these Terms.

When these Terms mention "**Alpine Adventure**," "**we**," "**us**," or "**our**," they refer to Alpine Adventure LTD; registered England and Wales at 42 Bantock Gardens, Wolverhampton WV3 9LL with company no. 08299534.

When these Terms mention the "**client**," "**you**" or "**your**" they refer to the individual making the reservation. In cases where a booking is being made on behalf of two or more travellers, said individual will automatically be allocated the status of "**Group Leader**" and will be deemed responsible for all persons travelling under the reservation "**The Group**". They will be the primary contact for all information and matters concerning the reservation.

"**Customer**" or "**passenger**" refers to any member of the Group, including the Group Leader.

The "**Booking Form**" is an electronic form completed by the Group Leader giving details of their transfer requirements and the members of their Group.

The "**Booking Confirmation Email**" or "**confirmation**" is a document issued by Alpine Adventure to the Group Leader confirming that a specified transfer has been booked.

1. BOOKING

- 1.1. You should read the Terms contained in this document carefully before making a reservation. The Terms together with your Booking Form and Booking Confirmation Email comprise the contract between you, Alpine Adventure and all other persons associated with the booking (“The Group”).
- 1.2. Reservations may be made online, by telephone or via email communication. Bookings cannot be made on arrival at Geneva airport. To purchase a transfer through you must be 18 years of age or over and be legally capable of entering into a binding contract.
- 1.3. In making a reservation with Alpine Adventure the Group Leader guarantees that:
 - he/she has the authority to accept the Terms on behalf of The Group
 - he/she accepts the Terms on behalf of The Group
 - the Terms have been brought to the attention of each member of The Group
 - the Terms will be brought to the attention of anyone who is added or substituted at a later date
 - he/she will pay the full costs of all those persons mentioned in the booking and of anyone who is added or substituted at a later date

2. OUTSOURCING

- 2.1. Alpine Adventure reserve the right to outsource/sub-contract bookings to other licensed transport companies to carry out a customer’s journey. When travelling with a partner company of Alpine Adventure please be aware that there may be variations in the operating terms and conditions.
- 2.2. In purchasing a transfer from us, the Group Leader confirms that he/she is aware of this and authorises us to transmit names, phone numbers

and relevant information for your transfer to our nominated supplier. We will not share your email address or payment information with them, or any other person.

- 2.3. Where we sub-contract transfer services to another supplier we do so as agents for the operator concerned, whose own conditions of carriage will apply. Our liability will be confined to travel on our own services.

3. PAYMENT

- 3.1. Payment in full is required at the time of booking unless otherwise agreed. Unpaid bookings are not confirmed.
- 3.2. Payments should be made by bank transfer. We do not accept credit or debit card payments and do not hold or store client card or account details.
- 3.3. Whilst we try and ensure that all information on our website is accurate, errors may occur. In the unlikely event that the price and/or description of an item listed on the website has been incorrectly advertised, we will not be under any obligation to sell, or provide those services to you. If we discover the error after sending you a booking confirmation, we will contact you by email and either offer an alternative transfer, for which you may have to pay a supplement, or we will cancel the reservation and give you a full refund.
- 3.4. On booking you will be added to the Alpine Adventure database whereby Alpine Adventure may contact you from time to time with special offers and news specific to Alpine Adventure and partners. Your information will not be passed on to any third parties and you are free to unsubscribe at any time via the unsubscribe option on the correspondence or by contacting Alpine Adventure directly on enquiries@alpine-adventure.co.uk

4. BOOKING CONFIRMATION

- 4.1. Your reservation is deemed confirmed when payment has been made by the Group Leader and you have received a Booking Confirmation Email from Alpine Adventure.
- 4.2. Should this confirmation not be received, the Group Leader must contact Alpine Adventure to raise the matter as soon as possible.
- 4.3. The Group Leader should check the details in the Booking Confirmation Email as soon as they receive it. Alpine Adventure should be informed of any errors immediately.
- 4.4. The Booking Confirmation Email is your ticket. This must be presented to your driver for both the outward and return trip.

5. DATA ACCURACY

- 5.1. It is the responsibility of the Group Leader to ensure that all the information on their Booking Form and Booking Confirmation Email is correct. Alpine Adventure accepts no responsibility for incorrect information given by the Group Leader that results in either a flight being missed or a driver failing to be at an arrival airport or specific location to pick-up the Group.
- 5.2. The Group Leader is responsible for providing accurate contact information, including (as a minimum) an email address and mobile telephone number for themselves and for at least one person on each of the transfers booked. The mobile phone numbers provided must be working and switched on at the time of travel. Any failure in services resulting from Alpine Adventure having incorrect contact information, or The Group Leader or Group being uncontactable, will be deemed to be the fault of The Group Leader and no compensation will be available.

5.3. It is the responsibility of The Group Leader to provide the correct flight information for each transfer booking, including but not limited to:

5.3.1. [For Arrivals](#) (flights arriving into Geneva or other local airports):

- flight number
- flight arrival time
- arrival airport
- flying from

5.3.2. [For Departures](#) (flights departing from Geneva or other local airports):

- flight number
- flight departure time
- departure airport
- flying to

Our schedules are planned according to the times given and we do not verify the accuracy of the information provided. Any loss of service or extra charges incurred by The Group as a result of any erroneous information will not be the responsibility of or compensated by Alpine Adventure.

5.3.3. In cases where a Group Leader reserving an arrival transfer provides Alpine Adventure with the take-off time NOT the arrival time of their flight, Alpine Adventure reserve the right to re-schedule an alternative pick-up (if available) and re-charge The Group Leader for this. If there is no vehicle available for the rescheduled journey then no liability is accepted by Alpine Adventure and no refund will be offered to The Group Leader.

5.3.4. In cases where a Group Leader reserving a departure transfer provides Alpine Adventure with the arrival NOT the take-off time of their flight, Alpine Adventure reserve the right to re-schedule an alternative pick-up (if available) and re-charge The Group Leader for this. If there is no

vehicle available for the rescheduled journey then no liability is accepted by Alpine Adventure and no refund will be offered to The Group Leader. If a return flight is missed as the result of incorrect flight information being provided, Alpine Adventure accepts no liability for any costs incurred by The Group.

- 5.4. The Group Leader is responsible for providing the correct information concerning drop-off and pick-up points. It is also the Group Leader's responsibility to provide an accurate address and carry directions and contact details for the accommodation in order to direct the driver if required. If the accommodation cannot be found after 20 minutes of driving around the resort then Alpine Adventure reserves the right to drop the Group at the Tourist Office in the resort concerned or charge the Group Leader accordingly for additional vehicle and driver hire.
- 5.5. The Group Leader is responsible for informing Alpine Adventure of any changes to their booking details.
- 5.6. The Group Leader is responsible for passing on any information from Alpine Adventure to other passengers on the booking.

6. BOOKING AMENDMENTS

- 6.1. Should you wish to change any booking details (including but not limited to flight number, flight timings, accommodation name or address, mobile number, arrival or departure dates, resort, passenger numbers) please do this by emailing enquiries@alpine-adventure.co.uk. Certain changes to your booking may result in a change in the cost of the transfer, or the requested transfer not being available.
- 6.2. If you do not accept the additional cost, or the alternative transfer options that we can offer, then you will need to cancel your booking and will be governed by the standard Terms for cancellations (see section 7).

- 6.3. Amendments requested at least 21 days before travel can be made without incurring a financial penalty, subject to service availability.
- Where such changes result in an increase in the value of the booking, they will only be confirmed on receipt of payment for the additional costs.
 - Where such changes result in a reduction in the price of the booking a refund will be issued.
- 6.4. Amendments requested and actioned within 21 days of travel will be subject to a €25 admin fee.
- 6.5. No amendments are permitted within 72 hours of travel.
- 6.6. Only the Group Leader can request and confirm amendments to the original booking.
- 6.7. A new Booking Confirmation Email will be sent once the amendments have been confirmed and paid for.

7. BOOKING CANCELLATIONS

- 7.1. The Group Leader may request to cancel a booking at any time.
- Cancellations requested at least 21 days before travel will be refunded in full.
 - No refund will be given for a booking cancelled, in whole or in part, by the Group Leader within 21 days of travel.
- 7.2. In the event of a cancellation by the Group Leader, he/she will receive an email confirming the cancellation. Should this confirmation not be received, the Group Leader must contact Alpine Adventure to raise the matter as soon as possible.

- 7.3. Should a confirmed booking be cancelled by Alpine Adventure a full refund or alternative travel option will be offered to the Group Leader. Refunds will be issued in Euros (EUR) and Alpine Adventure will accept no liability for loss due to exchange rate movements.

8. BAGGAGE

- 8.1. All baggage must be clearly labelled with the owner's name and the destination address. Each passenger named on the Booking Form is entitled to have carried with him on the relevant transfers up to two items of baggage (one suitcase which should not exceed 70cm x 40cm x 20cm and one piece of hand luggage). Carriage of any baggage exceeding these measurements will be subject to available space and may be declined.

- 8.2. If a customer requires carriage of excess baggage, including but not limited to:

- additional suitcases, or suitcases exceeding the maximum permitted size
- skis and snowboards
- golf clubs
- bikes in bike boxes or bags
- wheelchairs/scooters
- other sports equipment

we must be informed at the time of booking. Alpine Adventure provide free carriage of bikes (when correctly packaged and boxed), skis and snowboards (if specified at the time of booking) but they must remain within the measurements specified below:

- Ski or snowboard bags should not exceed 190cm in length
- bikes (when packed in a bag or box) must not exceed a length of 160cm, height of 100cm and width of 40cm.

- 8.3. We reserve the right to make a charge for excess or oversize baggage, which must be paid prior to transportation, or to refuse carriage of the excess items if not agreed at the time of the booking.

9. CHILD SEATS

- 9.1. The EU directive 2003/20/EC states that children must use an appropriate child seat until they reach 12 years of age or until they reach a height of 135 cm. We can provide appropriate child seats free of charge provided they are specified at the time of booking.
- 9.2. Failure to request an appropriate child seat at the time of booking, or to bring your own child seat, will mean that we are unable to provide the transfer as booked, as we cannot legally transport the child without the correct seat. In this circumstance, we will not be able to provide any refund, or offer an alternative transfer.
- 9.3. For the avoidance of doubt, we recommend that you bring your own child seat, if one is required.
- 9.4. We request that you enter the age of any children travelling on your Booking Form when making a booking. Please be aware that entering the age of a child is not a request for us to supply a child seat for them, this is only done by specifically selecting those on the Booking Form. If you enter the age of a child, but do not request a child seat as well, we will assume that you are bringing your own child seat with you and you will be bound by the terms set out in Clause 6.2.
- 9.5. Any Group Leader who requires non-standard equipment for the safe passage of a party member is advised to supply their own equipment or contact Alpine Adventure in advance to discuss arrangements.

10. CHILD PRICING

10.1. All children and infants count towards the occupancy of the vehicle, regardless of age and thus should be included in the total number of passengers at the time of booking. We can provide child seats free of charge if specified on the booking form, but where possible we recommend that you bring your own.

11.CONDITIONS OF CARRIAGE

11.1. All passengers are required to wear seat belts in any vehicle(s) operated by Alpine Adventure. It is the responsibility of parents or guardians of any passenger under the age of 16 to ensure that their seat belt is fastened properly and for the whole duration of any journey.

11.2. Alpine Adventure reserves the right (and delegates to its drivers the right) to refuse to carry any person who is thought to be under the influence of alcohol or drugs or whose behaviour is considered to pose a threat to the chauffeur, the vehicle or the other passenger(s). No refunds **will** be made in these circumstances.

11.3. Customers who soil the interior of a van due to excess alcohol consumption, or drugs, are liable to an on the spot fine of €200. This fine is payable immediately to the Alpine Adventure driver. If the customer refuses to pay or has no money with which to pay they will be taken to the nearest ATM to allow them to withdraw the funds.

11.4. Children under the age of 18 must be accompanied by an adult. This adult could be a parent or designated guardian. Parents and/or guardians of children and adolescents under the age of 18 years, are responsible for the conduct of these minors while in the Alpine Adventure vehicles and will be held responsible for any damage caused by the aforementioned minors.

11.5. Any damage caused to an Alpine Adventure vehicle by a customer must be paid for immediately. If payment cannot, or will not, be made then

Alpine Adventure will be forced to take legal action against the customer(s) in question.

- 11.6. Passengers are not permitted, by law, to consume alcoholic beverages in our vehicles.
- 11.7. Smoking is not permitted in Alpine Adventure vehicles.
- 11.8. With the exception of guide dogs, no animals are permitted in any vehicle operated by Alpine Adventure.
- 11.9. Passengers must not leave litter or rubbish of any kind in the vehicle.
- 11.10. All of our vehicles are fully insured for passenger and third-party claims, as required by the local law. Passenger's baggage is, however, carried entirely at their own risk and no responsibility can be accepted by us, for loss or damage. We will not accept responsibility for any costs incurred or the making of any arrangements in returning the items to passengers.
- 11.11. Whilst all reasonable efforts will be made, there is no guarantee that your vehicle will arrive on time in order to begin the period of hire, nor that it will reach its destination on time. We will not incur any liability in the event of such a delay.
- 11.12. It is the responsibility of the Group Leader to provide a contact mobile telephone number at the time of booking and that this number is switched on and working at the time of travel. We cannot be held responsible for any issues that occur in the delivery of the transfer service as result of the Group Leader failing to do so.

12. SERVICE FAILURE AND FORCE MAJEURE

- 12.1. Alpine Adventure will endeavour, at all times, to ensure that all vehicles booked are present on time for customer pick-up and that all journeys reach their destination on time.

12.2. Alpine Adventure will not accept any liability or issue any refunds in the event of delays, loss of service or extra costs incurred by the customer due to circumstances out of our control. These circumstances are referred to as “Force Majeure” events and can include, but are not limited to, the following examples:

- accidents causing delays to the vehicle
- exceptional or severe weather conditions
- vehicle breakdowns
- compliance with requests of the police or customs officials
- deaths and accidents on the road
- vandalism and terrorism
- any action of a third party that damages the vehicle
- unforeseen traffic delays
- industrial action by third parties
- problems caused by other customers
- other circumstances affecting passenger safety
- road closures due to local fiestas or other events
- properties that are not accessible to type of service booked
- acts of God, flood, earthquake, avalanche or any other natural disaster
- epidemic or pandemic
- war, threat of war or similar
- fire or explosion
- terrorist attack, civil unrest or riots.

12.3. We shall not be in breach of these Terms, nor liable for any failure or delay in the performance of any of our obligations under these Terms arising from a Force Majeure Event.

12.4. If we or our nominated supplier were to fail for any reason within our/their control to deliver passengers to their confirmed destination, we will endeavour to provide a suitable replacement transfer. Any

reimbursement made by us for the costs of an alternative means of transport incurred by the passenger to get to their ticketed destination, shall be no more than the cost of getting to that destination by taxi or twice the cost paid by the customer for their share of the original transfer, whichever is lower.

13.ARRIVALS AT GENEVA AIRPORT

- 13.1. On arrival at Geneva Airport you will be met by an Alpine Adventure driver or representative in the arrivals hall of Terminal 1. If your flight is scheduled to land into or depart from Terminal 2 please let us know.
- 13.2. Customers arriving on the French side of Geneva airport must make their own way to the Swiss side of the airport.
- 13.3. We advise bringing a 2€ or 2CHF coin to use in a luggage trolley on arrival as there may be a 5-10 minute walk to your vehicle.

14.FLIGHTS LANDING EARLY

- 14.1. If your arrival flight lands early, please be aware that there may be additional waiting time for the transfer to become available and for you to leave the airport. This is equal to the waiting time as stated on the transfer type description and on your booking confirmation, plus the amount of time that the flight landed ahead of schedule. We will always do our best to reschedule the transfer to minimise this waiting time.

15.DELAYED, CANCELLED AND DIVERTED FLIGHTS

- 15.1. We will endeavour to monitor any flight delays affecting arrival transfers.
- 15.2. The Group Leader should inform Alpine Adventure as soon as they are aware of any delays. We also ask that we are advised of any new

estimated arrival times when available (and if practical) so that services can be rescheduled accordingly.

- 15.3. When flights land later than the scheduled time, normal waiting times no longer apply. In such cases you may have to wait for a new vehicle to become available or an additional charge may be incurred to cover the driver's additional waiting time.
- 15.4. If a flight is delayed by less than 60 minutes and our schedule does not allow your driver to wait; passengers will be rescheduled into the next available seats. This may result in a longer wait on arrival or the sharing of a vehicle with other passengers. In extreme cases this may mean travel the following day or a transfer by private bus, which may require a further fee.
- 15.5. If your flight is delayed by more than 60 minutes from its scheduled arrival time, and our schedule allows your driver to wait for you, a waiting charge of €25 euros per hour will be charged to the passenger to cover additional costs incurred by Alpine Adventure.
- 15.6. If no contact is made with the Alpine Adventure within 60 minutes of *actual* landing time, the passenger will be classed as a 'no show' and the driver will be at liberty to leave the airport without them. The passenger will be obliged to re-book and pay for a new transfer.
- 15.7. If on arrival, a flight is delayed by over 3 hours we will class this as a cancelled booking and a new booking will have to be made by the passenger at full charge. Full documentation will be provided on request to aid any insurance claim.
- 15.8. Where flights are cancelled and as a consequence, the Group Leader cancels a transfer any less than 21 days before travel, no refund will be given. Full documentation will be provided on request to aid any insurance claim.

15.9. In the event of a flight being cancelled, the customer is deemed to have missed their transfer. If an alternative flight is arranged, then the customer would need to make a new booking for a transfer at full cost, subject to availability of transfers. We will provide a statement for the customer, stating that they were unable to travel on the original booking, which may be used to make a claim on their travel insurance. In situations where the customer informs us of the flight cancellation before the scheduled flight arrival time and it is possible for us to offer an alternative transfer option for the customer, we will endeavour to do so. There may be an additional cost associated with providing this new service or, the alternative transfer offered may not be the same as what was originally booked. Any other journeys on the same booking are unaffected and are still valid as originally booked.

15.10. If the arrival flight is diverted, we request that you contact us. Whilst every effort will be made to accommodate changes of this nature, it remains the responsibility of the airline to transport you to the original arrival airport. We cannot guarantee to be able to provide the booked service in this situation, and if we can, an additional charge may be applied.

15.11. Passengers who are significantly delayed by lost luggage issues may be rescheduled onto the next available seats at our discretion. We request that you keep us informed by telephone of any delays in collecting luggage, or of lost luggage, which may cause a delay to your booked transfer. A customer failing to notify us of a delay may miss their transfer as it will be assumed that they did not travel. It is the responsibility of the airline, not us, to deliver any lost luggage to the customer.

15.12. If you do not wish to wait for a vehicle to become available for you, as a result in any delay in your flight arrival or luggage collection and you decide to make your own alternative travel arrangements, we will not refund the money paid for your original transfer or contribute towards any alternative travel costs you incur. We will however on request, provide you with a written statement, as to why any additional costs

were incurred, which you may be able to use to make a claim on your travel insurance.

15.13. In the case that a customer is unable to take their transfer as a result of delayed, cancelled or missed flights and the customer incurs additional costs arranging alternative travel arrangements because of this, we will provide on request, a written statement as to the reason these additional costs were incurred, but will not be held responsible for any of these additional costs nor will we provide any refund for the originally booked service.

15.14. We will accept no liability for any difficulty, or service failure, if clients are not in possession of Booking Confirmation Email provided by Alpine Adventure upon completion of the booking, which outlines our arrival and departure procedures. We will not agree to any refund or compensation claims resulting from any service failure if passengers do not adhere to the procedures stated.

16. DEPARTURE FROM RESORT: PICK-UP TIMES

16.1. We schedule transfers according to the terms of the transfer type booked, never aiming to arrive at the airport less than 2 hours before the flight departure time under normal conditions. Your pick-up time will be confirmed with you by SMS text message or phone-call the afternoon before your departure.

16.2. It is the responsibility of the Group Leader to contact Alpine Adventure to obtain their pick-up time confirmation if this SMS / phone-call has not been received by 17.00 the day before travel.

16.3. A customer requesting to leave later than the recommended time provided by us does so entirely at their own risk and we will not be held accountable for a missed flight as a result of this decision.

- 16.4. A customer may request specific pick-up times that do not relate to a flight time, when booking a private transfer only, and the request must be made at the time of making their booking. If a specific request for a pick-up time is not made at the time of booking, then the pick-up time will be scheduled around your flight time as outlined by the rules for the transfer type being booked. Once this pick-up time has been confirmed by text message, it cannot be changed.
- 16.5. Alpine Adventure will make all reasonable efforts to be at the pick-up location at the agreed time, but this is not guaranteed. If your driver is more than 10 minutes behind schedule and you have not been contacted by us, please get in touch immediately.
- 16.6. If we are unable to reach a customer for their pick-up time, due to bad weather or road conditions, the customer must attempt to make their own way to a suitable, safe pick-up point. We will assist with advice in this matter if necessary and will try to give customers advance warning whenever possible.
- 16.7. If a customer is not at a specified meeting point at the arranged time for a departure transfer from resort, the driver will wait for a maximum of 5 minutes for shared transfers, and a maximum of 10 minutes for private transfers. After this time the customer will be deemed a 'no show', the transfer will depart and we will give no refund for the transfer missed. If we are able to offer an alternative, later transfer, this will be treated as a new booking and will thus incur an additional cost. Alpine Adventure accepts no responsibility for delays or missed flights where the customer was not ready at the stated time.

17. INACCESSIBLE ACCOMMODATIONS

- 17.1. Alpine Adventure offer door-to-door transfers. For us to pick-up / drop-off at a particular accommodation, said accommodation must be accessible by surfaced and cleared roads. In certain situations it may not

be possible for the transfer to directly access the accommodation.

Examples include but are not limited to:

- a road not having been cleared of snow
- a road being too dangerous to drive along
- a road being too narrow / small for the transfer vehicle
- accommodation being in a pedestrianised or car free area

In these situations the drop-off, or collection will be from the nearest accessible point to the accommodation and you will be responsible for getting to or from this point by your own means. We recommend checking your accommodation and resort information before travel and be aware of any potential access issues.

18.DROP-OFFS AND PICK-UPS IN AVORIAZ

18.1. Avoriaz is a car-free resort. If you book a transfer to Avoriaz you will be dropped off and picked up from the Reception Centre on the edge of the resort. Pick-up times supplied by Alpine Adventure always refer to pick-up from the Reception Centre. It is your responsibility to be at the Reception Centre for this time.

19.MISCELLANEOUS

19.1. In the case of extremely adverse weather conditions, Alpine Adventure may be forced to explore other transport options for customers. This will only arise when there is a substantial risk to the customer and driver involved in attempting the journey, and this decision will rest solely with the management of Alpine Adventure. Payment for any extra transport taken will be made by the customer, however Alpine Adventure will happily provide documentation to aid the customer in claiming back any payments from their holiday insurance provider.

- 19.2. Occasionally, when travelling on any of our shared transfer services, you may be required to change vehicles at a safe location en-route to your destination.
- 19.3. Passengers arriving on late flights and travelling on the last shared transfer of the day, should expect to wait for the last person on the shared service to arrive. If passengers are uncomfortable waiting for the last arrivals we recommend booking a private transfer to ensure prompt departure from the airport.

20.INSURANCE

- 20.1. The customer is strongly recommended to take out adequate holiday insurance before travelling. This should cover (as a minimum) force majeure, cancellation by the customer, compensation for missed and cancelled flights, medical assistance and repatriation in the event of illness or injury, loss of baggage, money and other expenses.

21.COMPLAINTS

- 21.1. We take all customer service matters very seriously. If you experience a problem during your trip, we ask that you contact us in writing within 28 days of the date of the transfer, so that any issues can be investigated. Details must be received by email at enquiries@alpine-adventure.co.uk. All feedback must be received in writing and no verbal statements can be accepted. We do endeavour to resolve any complaints received in writing within 28 days where possible.

22.LEGAL

- 22.1. These Terms are subject to English law.
- 22.2. All information, including contact details, supplied to Alpine Adventure by the Group Leader during the booking process will remain confidential

and will not be shared with any companies or organisations, other than for the purpose of completing a transfer.

- 22.3. Any dispute between Alpine Adventure and a customer or third party that is not resolved by an agreement acceptable to both parties shall be referred to an intermediary. If this is not successful then the matter shall be dealt with through the English legal system.
- 22.4. Any errors on the Alpine Adventure website will be corrected as quickly as possible. Alpine Adventure reserves the right to cancel and refund any bookings made on the basis of an incorrect price.
- 22.5. Alpine Adventure may update their website and these Terms without notice.
- 22.6. Alpine Adventure reserve the right to apply fuel surcharges to any journey booked by a customer to reflect unforeseen rises in the local cost of fuel.

Annex 1

PRIVATE TRANSFERS

If you book a private transfer, your driver will be waiting and ready to go when you arrive in Geneva and you won't have to share a minibus with any other customers. That means no waiting around at the airport and transport straight to your door – no stops in between. Private transfers are ideal if you're travelling with young children or if you're on a short break and want to get in as much skiing time as possible. We also offer private transfers from Geneva hotels and Geneva train stations.

Key features of Private Transfers:

- No waiting on arrival at the airport.
- A private vehicle (or vehicles) will be reserved just for you
- You will not share with other passengers.
- You will be transported by our fleet of 8-seater minibuses. Each vehicle can seat a maximum of 8 people so larger groups will be split between multiple private vehicles.
- Your driver will meet you in arrivals and take you straight to your accommodation.
- We will always drop you off and pick you up at your door if your accommodation is accessible by road.
- There will be no stops / drop-offs on route.
- You can request a specific pick-up time for your return transfer.
- Private transfers are available year-round, 24 / 7, subject to availability.
- Private transfers are also available from Geneva hotels and Geneva train stations.
- If your arrival flight into Geneva Airport is delayed your driver will wait or we will organise another driver to pick you up, depending on the severity of the delay.
- Departure time from resort to the airport is usually 3.5 - 4 hours before your flight departure time. *
- The typical journey time from Geneva to Morzine is 1hr 15 minutes. *

SHARED TRANSFERS

If you book a shared transfer from Geneva Airport, you will be travelling with other customers and may have to stop en-route to drop-off or pick-up other passengers. You will be grouped with customers arriving or leaving at a similar time to you, but you generally won't have to wait for more than 45 minutes to leave Geneva Airport. A shared transfer is cheaper than a private transfer and is ideal if you are travelling alone or in a small group without time-pressures.

Key features of Shared Transfers:

- You will share a vehicle with other passengers who have similar flight times to you.
- There may be other pick-ups and drop-offs en route.
- You will have a maximum waiting time of 1 hour at the airport, though typically waiting times are under 30 minutes.
- Flights arriving between 21:00 and 09:00 have an increased waiting time of up to 90 minutes.
- Your wait may also be longer if your flight lands ahead of schedule.
- We will always drop you off and pick you up at your door if your accommodation is accessible by road.
- If your arrival flight is delayed, by more than 1 hour we may need to re-book you on a later transfer for which there will be an additional charge and waiting time may be longer than normal.
- For your departure from Geneva, we aim to get you to the airport two to three hours before your flight. Your pick-up time will take into consideration the flight times of the other passengers on your transfer and the predicted traffic or weather conditions.
- Departure time from resort to the airport is usually 3.5 - 5 hours before your flight departure time. *
- The typical journey time from Geneva to Morzine is 1hr 35 minutes. *
- Shared transfers are typically available from mid-December until mid-April. If you would like a shared transfer outside these dates, please contact us to check availability.

* Pick-ups may be earlier and journey times longer in the event of bad weather or unusually busy traffic conditions.