

Alpine Adventure: Covid-19 policy

End of our exceptional booking terms and conditions

Over recent months we have offered exceptional booking terms and conditions (which can be viewed in the annex below) to give more flexibility to travellers during the COVID era. For new bookings, made from 1 January 2022 onwards, these special terms will no longer be available and our standard terms and conditions will apply.

COVID is no longer an unknown risk. Please make sure that you have adequate travel insurance before making a booking. Many excellent policies are now available which specifically cover the risks linked to the COVID pandemic.

Annex 1: Exceptional booking terms and conditions

Effective from 1 September 2021 until 31 December 2021

Because of the uncertainty that Covid-19 currently presents we have introduced some temporary changes to our booking terms and conditions. These may be revised at any time in response to the rapidly changing situation.

For new bookings, made after 1 September 2021 and before 1 January 2022

A **25% deposit** will be taken to confirm your booking and your holiday balance is due **10 weeks** prior to arrival (as normal).

If, between your balance payment date and your scheduled arrival in resort, there is:

- a Covid-19 related closure of all mountain lifts on the French side of the Portes du Soleil ski area; or
- a blanket travel ban imposed in France or the country of residence of your group leader, which prevents travel to resort within the time frame prescribed in the booking; or
- a blanket requirement for all persons to self-isolate (quarantine) for a period of 3 days or more in the country of residence of the group leader on return from France

we will accept a cancellation by you and provide you, with one of the following alternatives:

- A credit-note for 100% of the amount paid to us which can be used to cover a booking to start at any time up to 18 months after the first day of the original booking; or
- A refund of all the money paid by you, except for the non-refundable deposit of 25% of the total cost of your booking, which covers the administrative costs and fixed overheads associated with providing your holiday

If you choose not to travel for any other reasons our standard terms and conditions will apply.

As always, we advise taking out adequate travel insurance to cover your holiday against unforeseen events.