

Alpine Adventure

Booking Terms and Conditions

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

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.

"**Catered Properties**" means any property listed as such on our website (www.alpine-adventure.co.uk) or Booking Form.

"**Self-Catered Properties**" means any property listed as such on our website (www.alpine-adventure.co.uk) or Booking Form.

"**Property**" means a Catered Property or Self-Catered Property.

"**Booking Form**" means the electronic booking form incorporating these Terms that the Group Leader and each person listed in the group electronically agree to.

"**Group Leader**" means the person as set out as such in the Booking Form.

"**The Group**" refers to all persons booked to stay in the property listed on the Booking Form and also includes any subsequent changes of names to the original booking.

"**Booking Confirmation Email**" means the email sent by Alpine Adventure to the Group Leader confirming that a Catered or Self-Catered Property has been reserved.

1. QUOTATION

- 1.1. Holiday prices are fixed in Euros (EUR). Any quote given in Pound Sterling (GBP) will be based on the daily travel exchange rate at the time of payment. All written quotations are valid for a period of fourteen days from the date of issue.
- 1.2. Quoting errors are extremely rare but, should there be an obvious error in a quote, Alpine Adventure will issue a new quotation and we will not be bound by the incorrect amount quoted.
- 1.3. Although every effort is taken to ensure prices are accurate at the time of publication, price fluctuations due to circumstances outside of our control can occur

and, due to the unique nature of our services, prices may change prior to contracting.

- 1.4. On acceptance of a holiday quote from Alpine Adventure you will be asked to complete an online Booking Form and make a Deposit (detailed in section 3.1) or full payment for your holiday.
- 1.5. The contract is deemed to have been made as soon as Alpine Adventure has received your Deposit or full payment as applicable. Written confirmation of your booking will be sent via a Booking Confirmation Email and we expect your Booking Form to be returned within 7 days.
- 1.6. It is your responsibility to check all details on your Booking Form and in your Booking Confirmation Email at time of booking and inform Alpine Adventure of any mistakes or discrepancies.

2. AGREEMENT

- 2.1. You should read the Terms contained in this document carefully before making a booking with Alpine Adventure. The Terms together with your Booking Form and Booking Confirmation Email comprise the contract between Alpine Adventure and all persons listed on the Booking Form.
- 2.2. The Group Leader is responsible, on behalf of all other members of the group, for all matters relating to the booking, thus he/she will be personally liable for all monies outstanding from the remainder of the guests listed on the Booking Form.
- 2.3. 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
 - he/she will bring the Terms to the attention of anyone who is added or substituted at a later date
 - he/she will pay the full costs of the holidays of all those persons mentioned in the booking and of anyone who is added or substituted at a later date.
- 2.4. If at any time, prior to the start of the holiday, there is a change of Group Leader Alpine Adventure must be notified, either by email or telephone, by the original Group Leader.

- 2.5. The Group Leader must be over 18 years old.
- 2.6. Under no circumstances are additional guests allowed to stay in the Property other than those specified on the Booking Form. Failure to comply with this may result in your booking being terminated immediately in resort and you and your party being asked to vacate the relevant Property immediately. No compensation will be paid for this.
- 2.7. Your booking with Alpine Adventure does not constitute a package holiday for the purposes of the Package Travel, Package Holidays and Package Tours Regulations.

3. BOOKING

- 3.1. Once availability of The Property has been confirmed by Alpine Adventure, a reservation is only valid on payment of a non-refundable deposit (“**Deposit**”). A booking enquiry will not be held until a Deposit has been received. The Deposit will be equal to 25% of the total cost of the holiday unless Alpine Adventure have agreed otherwise.
- 3.2. Should a booking be requested in writing/email or verbally without payment of a Deposit, the booking will be deemed not secure until Deposit monies are received. Thus, Alpine Adventure reserves the right to re-book the same week in the same accommodation to another client without notification.
- 3.3. The final balance outstanding on your holiday, along with any additional agreed extras, must be paid 10 weeks before the start date of your holiday with Alpine Adventure. For bookings made within the 10-week start date period, the full cost of the holiday will be payable at the time of booking to secure your reservation.
- 3.4. If the final balance is not received 10 weeks before the start of your holiday with Alpine Adventure, we reserve the right to cancel the booking and retain any Deposit paid and levy cancellation charges as outlined in section 5.5 and 5.6 below. Alpine Adventure then reserve the right to re-book the same week in the same Property to another client without notification.
- 3.5. If you, or your party, change any of your flight details, after having booked your holiday, and Alpine Adventure have made airport transfer, or any other,

arrangements on your behalf, an administrative charge of €50 may be incurred which will be added to your final balance.

3.6. If you agree to reserve a whole Property on an exclusive use basis the Group Leader is liable for the full cost of that property, as stated on your Booking Form, irrespective of party size and final number of guests confirmed. If your party size exceeds the agreed maximum capacity of the Property, as stated on your Booking Form, an additional charge will be incurred.

3.7. As Group Leader, payments for Properties on behalf of a group must be made in one lump sum. This applies to Deposits and final balances. Alpine Adventure cannot accept multiple payments from multiple individuals for group bookings.

3.8. EXCEPTIONAL BOOKING POLICY DURING COVID-19 RISK PERIOD

3.8.1. Any bookings made after 1 June 2020 for holidays with arrival dates between 1 June 2020 and 30 November 2020 ("**Summer 2020**") will be subject to the exceptional booking terms and conditions ("**Exceptional Summer Terms**") listed here in section 3.8.1 Alpine Adventure reserves the right to amend or withdraw these Exceptional Summer Terms dates at any time. Alpine Adventure also reserves the right to extend or reduce the Summer 2020 period without warning.

3.8.1.a. Under our Exceptional Summer Terms your Deposit amount will be 25% of your total holiday cost.

3.8.1.b. The final balance outstanding on your holiday must be paid 2 weeks before the start date of your holiday with Alpine Adventure. For bookings made within the 2-week start date period, the full cost of the holiday will be payable at the time of booking to secure your reservation.

3.8.1.c. If, at any time prior to the date when your final balance is due, any of the following situations apply:

- the FCO/French Government advises against travel to Morzine or France
- International borders are closed for non-essential travel to France and/or your country of residence
- Quarantine measures are in place in France and/or your country of residence.

our Exceptional Summer Terms enable you to transfer your holiday to any date before 30 April 2021 (subject to availability) without incurring any financial penalties. Your Deposit would be retained against the new booking. The new booking need not be of the same duration or at the same Property as the initial booking, but the total holiday cost would be dependent on the choices made. It may be lower or higher than your original holiday cost.

- 3.8.1.d. If you are unable to visit on another date your Deposit will be refunded under our Exceptional Summer Terms.
 - 3.8.1.e. If you choose not to travel for any reason other than those listed in 3.8.1.c our standard Terms will apply, and your Deposit will be retained. If your original flight is cancelled, but other travel options are available, you will not be able to receive a refund if you choose to cancel.
 - 3.8.1.f. Once the date 2-weeks prior to your arrival is reached your final balance must be paid and your Deposit is non-refundable. No further changes can be made to your booking and our standard Terms apply.
- 3.8.2. Any bookings made between 1 June 2020 and 30 August 2020 for holidays with arrival dates between 1 December 2020 and 30 April 2021 (“**Winter 2021**”) will be subject to the exceptional booking terms and conditions (“**Exceptional Winter Terms**”) listed here in section 3.8.2. Alpine Adventure reserves the right to amend or withdraw these Exceptional Winter Terms dates at any time. Alpine Adventure also reserves the right to extend or reduce the Winter 2021 period without warning.
- 3.8.2.a. Under our Exceptional Winter Terms, your Deposit amount will be 10% of your total holiday cost.
 - 3.8.2.b. You can amend your booking or cancel and receive a full refund of your Deposit any time before 30 September 2020.
 - 3.8.2.c. On 1 October 2020, a further 15% will become due. At this point, the total Deposit (25% of your holiday cost) will become non-refundable and our standard Terms will apply.

4. PRICES

4.1. Your Booking Confirmation Email and Booking Form will contain details on exactly what is included in the price that you have paid for your holiday. The prices quoted on the Alpine Adventure website are defined as:

4.1.1. [Catered Prices \(applicable at Catered Properties\)](#)

4.1.1.a. 7-night catered prices include 7 nights' accommodation; breakfasts on 7 mornings; afternoon tea on 5 days and evening meals with wine on 5 nights.

4.1.1.b. 4-night catered prices include 4 nights' accommodation; breakfasts on 4 mornings; afternoon tea on 3 days and evening meals with wine on 3 nights.

4.1.1.c. 3-night catered prices include 3 nights' accommodation; breakfasts on 3 mornings; afternoon tea on 2 days and evening meals with wine on 2 nights.

4.1.2. [Self-Catered Prices \(applicable at Self-Catered Properties\)](#)

4.1.2.a. 7-night self-catered prices include 7 nights' accommodation; 4-night self-catered prices include 4 nights' accommodation; 3-night self-catered prices include 3 nights' accommodation.

4.1.2.b. Towels, linen and cleaning (before and after your holiday) are included.

4.1.2.c. No meals are included in our self-catered prices.

4.2. Prices for Catered Properties and Self-Catered Properties do not include Morzine tourist tax (tax de séjour), flights, airport-transfers, additional travel costs, insurance, childcare, lift passes, equipment hire or lesson or activities. They do not constitute package holidays and fall outside of the Package Travel Regulations.

4.3. Alpine Adventure guarantees the price of your holiday as quoted in euros at the time of booking and as stated on your Booking Form. We reserve the right to increase or decrease the advertised price of unsold holidays at any time.

- 4.4. **Tourist Tax (Tax de Séjour)** is payable to the local town-hall “Mairie” by all guests aged 18 years and over. The rate is €2.50 per person per night in Morzine and €0.85 per person per night in St Jean d’Aulps. Tourist tax rates can be changed by the town-hall at any time without any notice.
- 4.5. Alpine Adventure will collect tourist tax on behalf of the town-hall. We will calculate the tourist tax due based on the number of adults in your party (as specified on your Booking Form). All tourist tax monies owing will be collected 10 weeks before the start of your holiday at the same time as your final holiday balance.

5. PAYMENT

- 5.1. Alpine Adventure can accept payment by bank transfer or cheque.
- 5.2. Alpine Adventure will not be held responsible for any charges you incur for international bank transfers or charges imposed by your bank. This also includes payment discrepancies or additional costs resulting from variations in exchange rates used by your bank.

6. CANCELLATION

6.1. Cancellation due to Force Majeure

Alpine Adventure cannot accept responsibility, pay compensation, or issue refunds where the performance of our contractual obligation is prevented by or affected by events amounting to Force Majeure. In these Terms, Force Majeure means any event which we, or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Force Majeure includes, but is not limited to, acts of war or threat of war, political unrest, terrorist activities, adverse weather conditions, volcanic ash clouds, strikes, acts of God, epidemics, pandemics, riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters, nuclear war and similar events which are out of our control.

6.2. Cancellation by Alpine Adventure

- 6.2.1. Outside of the events listed in 6.1, should it be necessary for Alpine Adventure to make alterations to a confirmed booking we will contact the Group Leader as soon as possible. In this instance Alpine Adventure will endeavour to offer alternative

accommodation or an alternative holiday up to the same value as the original booking. If this is not possible, we will offer a full refund.

6.2.2. We cannot be held responsible for the refund of any costs incurred with parties other than ourselves.

6.3. Cancellation by you

6.3.1. You, or any member of your party, may cancel your holiday at any time providing that the Group Leader makes the cancellation in writing/email. Charges will be levied as outlined below:

- If written confirmation of cancellation is received prior to 10 weeks before your expected arrival date, we will retain your Deposit.
- If written confirmation of cancellation received within 10 weeks of your expected arrival date you will still be liable for 100% of your holiday cost.

6.3.2. Alpine Adventure takes no responsibility for non-delivery or non-receipt of such written cancellation.

6.3.3. Exceptional cancellation conditions apply in relation to bookings made between 1 June 2020 and 1 September 2020 for holidays between 1 June 2020 and 30 April 2021. See section 3.8.

7. LIMITATION OF LIABILITY

7.1. Alpine Adventure does not accept any liability or pay compensation for:

7.1.1. Any Force Majeure event (see 6.1)

7.1.2. Adverse weather or traffic conditions, avalanche, mud slips, slides and snow conditions and the effect any of these may have on travel arrangements, accommodation and activities.

- The risk of skiing holidays being adversely affected by weather conditions has to be accepted. Alpine Adventure shall not be liable for any loss, delay or costs connected with, or arising out of, adverse weather conditions, including blocked roads, missed flights and airline delays. If, as a result of force

majeure, you miss your return departure and extra accommodation or alternative travel arrangements are required, we will not be responsible for this cost.

- 7.1.3. Limitations imposed by resort authorities, ski-lifts, ski school or ski hire operators, including but not limited to resort closure.
- 7.1.4. Any personal injury or death caused to any visitor and/or any member of the group for their duration of stay.
 - Winter temperature and weather conditions do not always guarantee that ice and snow can instantly be removed from all areas around The Property. Surfaces both inside and outside can be slippery. You must act with care at all times and we accept no liability for accidents/injuries occurring under such circumstances.
- 7.1.5. Any financial loss or damage to property suffered by any visitor and/or any member of the group for their duration of stay.
- 7.1.6. Any temporary defect or stoppage in the supply of public services to The Property, or any defect to any equipment, machinery or appliance in The Property or garden.
- 7.2. Alpine Adventure will try to meet any special requests but cannot guarantee to do so. Please note that special requests do not form part of our contractual agreement and we will have no liability if they are not met.
- 7.3. Alpine Adventure's liability to an individual will never exceed the total amount paid for their share of the total holiday cost.
- 7.4. These limitations are not intended to exclude any statutory rights the group and/or visitor may have.
- 7.5. These Terms and any non-contractual obligations arising out of or in connection with them are governed by the law of English & Wales.
- 7.6. The courts of English & Wales have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms.
- 7.7. A person who is not a party to these Terms has no right to enforce any part of them.

8. INSURANCE

- 8.1. It is a condition of booking that you have adequate travel insurance to cover you for the period while you are on holiday.
- 8.2. Skiing, snowboarding, mountain-biking and summer mountain activities can be dangerous pursuits both on and off-piste. Alpine Adventure will endeavour to make your trip as safe as possible, but not all risks, dangers and hazards can be anticipated or avoided.
- 8.3. Your policy must (as a minimum) include coverage of the following:
 - Emergency medical expenses including, amongst other costs; ambulance charges and repatriation
 - Cancellation or curtailment of your trip
 - Personal liability (including but not limited to damage caused by your negligence to the property in which you are staying)
 - Compensation for travel and transfer delays
 - The activities you are likely to do (in particular: skiing/snowboarding; on/off piste; with/without a guide as applicable)
- 8.4. The policy must cover the period from the date of booking to the last day of your trip.
- 8.5. It is the Group Leader's responsibility to ensure that each member of the group has the necessary medical and travel insurance documents to cover themselves, and their property/belongings fully before embarking on the holiday.
- 8.6. It is up to the Group Leader to ensure that each member of the group has travel insurance to cover for loss of holiday costs due to forced closure of the resort due to unforeseen circumstances. These could include (but are not limited to) force majeure, cancelled flights and travel arrangements, pandemics, epidemics and specifically COVID-19.
- 8.7. Should you fail to obtain suitable travel insurance, Alpine Adventure will not be liable for any costs incurred or claims made against us due to your failure to comply with this term.

9. PASSPORT AND VISA

- 9.1. It is your responsibility to be in possession of a valid passport and/or any visa necessary for your trip. If you do not have a British or EU passport, please be sure to check visa requirements for the countries you will be visiting. Remember, most flights are to Geneva in Switzerland which is not an EU member.

10. ARRIVAL/DEPARTURE TIMES

- 10.1. The Property is available for access after 4pm on the day of your arrival. If, however, you arrive earlier you are welcome to leave your luggage with us.
- 10.2. For departure, rooms must be vacated by 10am. If you would like to ski on your last day, and consequently are planning to book a later return flight we can store your luggage free of charge. We cannot guarantee that a room will be available for you to shower or change in. You must collect your luggage at an agreed time.

10.3. EXCEPTIONAL CHANGES TO ARRIVAL/DEPARTURE TIMES DURING COVID-19 RISK PERIOD

From 1 July 2020 and until further notice the permitted arrival time (see 7.1) will be amended to 5pm and the departure time (see 7.2) to 9am. This will allow additional time for cleaning and sanitising The Property in between groups.

11. BEHAVIOUR AND RESPONSIBILITIES

- 11.1. All guests should act in a responsible manner and do nothing that negatively affects or disrupts the enjoyment of the other guests in The Property, the neighbours or local residents. This includes excessive noise within The Property.
- 11.2. Behaviour which has a negative effect on the reputation of Alpine Adventure is unacceptable.
- 11.3. Inappropriate or threatening behaviour to Alpine Adventure employees or fellow guests will not be tolerated.

- 11.4. Alpine Adventure reserves the right to refuse to further accommodate guests in breach of this section and contractual obligations will be terminated immediately. No compensation will be payable.
- 11.5. In the case of non-exclusive use bookings, Alpine Adventure cannot be held responsible for conflicts arising between separate guests or groups of guests.
- 11.6. Any persons not booked into The Property, whose names are not specified on the Booking Form, can only visit guests with prior notification and permission.
- 11.7. You are responsible for familiarising yourself with the fire safety procedures, locations of fire extinguishers, emergency exits and first aid supplies at The Property.

12. LOST, STOLEN and DAMAGES to PROPERTY

- 12.1. Alpine Adventure will take damage deposit of 500 euros which acts as security against damage, loss, breakages and additional cleaning charges incurred by the Group Leader or the group.
- 12.2. By agreeing to these Terms you are agreeing to allow Alpine Adventure to retain a proportion of this damage deposit in the event of any damages, losses, breakages or additional cleaning charges.
- 12.3. Alpine Adventure will endeavour to deal with any loss or damage issues during your stay. In the event that damage is not brought to our attention during this period and is learned of after your departure, Alpine Adventure will contact you within 72 hours of you leaving the Property to confirm any additional charges that have been incurred.
- 12.4. Any loss or damage (including but not limited to damage to vehicles, property, grounds and outbuildings) must be paid for in full. This is payable by the Group Leader on behalf of the group, irrespective of which person was responsible. If the total cost of the damage exceeds 500 euros an additional invoice will be issued and will be payable within 7 days.
- 12.5. For Self-Catered Properties, Alpine Adventure reserve the right to charge up to €150 for additional cleaning if the following has not been adhered to before departure of The Property:
 - All rubbish & recycling removed from the Property

- All food removed from cupboards, fridges, freezer and cooking appliances
- Dishwasher on or emptied
- Crockery, cooking utensils, glasses & cutlery clean and put away neatly
- Kitchen (including all cooking appliances, hob, ovens, microwave, fridge and freezer) cleaned thoroughly
- BBQ cleaned
- Bed Linen removed from beds and placed in laundry bag provided
- Dirty towels placed in laundry bag provided
- Any damages reported to Alpine Adventure
- Property appliances and items returned to where you found them on arrival
- Lights all switched off

12.6. DO NOT use abrasive cloths or cleaning products in The Property. Any damage caused to polished or metal surfaces will be charged.

12.7. DO NOT hang/dry clothing on radiators, towel-rails or fireplaces. This is a fire hazard. Any damage caused will be charged for.

12.8. DO NOT wash shoes or trainers or inappropriate clothing in any of the washing machines, and ensure all pockets are emptied. You are liable to pay for any repairs, replacement parts or full replacement of washing machines and tumble driers on a like for like basis.

12.9. If you do not properly secure the exits or windows of The Property, you will be liable for any Alpine Adventure property stolen as a result of that negligence.

12.10. Alpine Adventure will not be held responsible for any theft or loss of any personal possessions from our premises / vehicles. Whilst we endeavour to ensure the security of guests' personal possessions, we cannot guarantee it.

12.11. It is up to the Group Leader to ensure that each member of the party is responsible for the safety of all their own personal possessions, documents and equipment. No responsibility or liability will be accepted in respect of such items as it is a condition of your booking (and therefore reasonably assumed by Alpine Adventure) that all guests have taken out appropriate insurance to cover such loss and/or damage.

12.12. For the avoidance of doubt, please note that this section also applies to mountain bikes, road bikes, ski/snowboard equipment and any other "high value items" that guests have brought with them on holiday.

13. HOT TUBS AND SAUNAS

- 13.1. Alpine Adventure takes hot tub and sauna care, cleanliness and maintenance very seriously. Hot tub water quality and cleanliness are monitored; hot tubs and saunas are cleaned; and filters and water are replaced regularly.
- 13.2. We endeavour to ensure your health and safety when using the hot tub and sauna but cannot guarantee it.
- 13.3. You use the hot tub and/or at The Property at your own risk and special care should be taken at all times, especially when getting into and out of the hot tub. Extra care should be taken during cold and icy conditions.
- 13.4. You should read and understand the hot tub and sauna instructions and safety notices (included in your welcome pack and displayed at The Property) before using these facilities.
- 13.5. When using the hot tub, drinks must be kept in plastic glasses without exception. Any broken glass or other debris in a hot tub will result in the hot tub being permanently closed and any subsequent damage, repair costs or inconvenience to the following weeks clients will be charged accordingly before your departure.
- 13.6. We recommend that children under the age of 12 years of age do not use the hot tub or sauna. Children must be supervised by an adult at all times to avoid the risk of drowning and/or overheating.
- 13.7. Always shower before using the hot tub or sauna.
- 13.8. Alpine Adventure reserves the right to close your hot tub and/or for reasons related to, but not limited to, damage, chemical imbalance, breakdown, vandalism or unsafe conditions. Prior notice is not necessary and in such cases compensation will not be payable to guests.

14. FIREPLACES, STOVES, RADIATORS AND CHIMNEYS

- 14.1. Care must be taken when using fireplaces, stoves and chimneys.
- 14.2. Naked flames, fireplaces and chimneys are hot and can cause serious damage to property, belongings and people.

- 14.3. Fireplaces should never be overloaded with wood, allowed to burn out of control and should never be left unattended. Clothes or other items should never be dried in front of or on top of them.
- 14.4. Under no circumstances should wet clothes or towels be hung on radiators or radiator covers. This is a fire hazard and strictly forbidden.
- 14.5. Alpine Adventure accepts no responsibility for damage to guests, guest clothing or other property belonging to guests as a result of using a fireplace, radiator, stove or chimney.
- 14.6. If a guest damages Alpine Adventure property as a result of using a fireplace, radiator, stove or chimney, they will be charged accordingly.

15. CHILDREN

- 15.1. No matter how much care is taken, our Properties are not childproof. Alpine Adventure will not be held responsible for any accidents occurring within the Properties. It is the parents' responsibility to ensure their children are supervised at all times. Particular care must be taken with hot tubs, fire places, chimneys and staircases as fire-guards and stair-gates are not provided.
- 15.2. Alpine Adventure can provide high-chairs, travel-cots and car seats for infants and babies. However, Alpine Adventure accepts no responsibility should an accident or injury occur as a result of the use of such items. Parents assume full responsibility for the safety and wellbeing of their children at all times.

16. OUTDOOR SHOES AND EQUIPMENT

- 16.1. Please bring a pair of slippers or indoor shoes on holiday with you as all outdoor shoes, which include ski/snowboard boots and mountain biking/cycling shoes, are strictly forbidden anywhere inside The Property.
- 16.2. All outdoor equipment, which includes but is not limited to mountain bikes, skis, snowboards, dirty, soiled or extremely wet clothing, must be stored in the designated area as identified by Alpine Adventure on arrival.

- 16.3. Under no circumstance is the repair, or maintenance and cleaning of such outdoor equipment allowed within the internal space of the property, including terraces, balconies and garden areas.

17. SMOKING AND ILLEGAL SUBSTANCES

- 17.1. For health and safety reasons, smoking is strictly prohibited within our Properties and vehicles. If guests wish to smoke they must do so outside, within the designated smoking spaces.
- 17.2. Taking illegal substances in or around Alpine Adventure Properties will not be tolerated. Any guest involved in such activities will be asked to vacate the Property. Alpine Adventure reserves the right to refuse to further accommodate them and contractual obligations will be terminated immediately. No compensation will be payable.

18. Food Allergies

- 18.1. We shall exercise reasonable care to avoid specified food and drink ingredients if any allergic reaction concerns or special diets are notified to us, agreed at the time of booking and confirmed in writing at least 14 days prior to the scheduled arrival date at The Property.
- 18.2. Unfortunately no food allergy system can ever provide a 100% guarantee against contact with a specified food stuff and items such as eggs, dairy products and nuts are constantly present in our kitchens and dining areas and may be brought into our chalets by third parties, leading to contact with an allergic person.
- 18.3. **Extreme Food Allergies:** if someone in your party suffers from a food allergy that is so severe that the slightest exposure to the substance in question could cause a life-threatening anaphylactic reaction (for example where a reaction may be triggered other than by actually eating the foodstuff – such as by smell alone or by minute trace elements) you must advise us in writing of the severe nature of the allergy at the time of booking so that we can discuss the risks with you and confirm whether you wish to proceed with your booking. If you fail to advise us of an extreme food allergy at the point of booking or if you proceed with your booking in circumstances where we have explained to you the risks that might be present, we will have no liability to you in the event of an incident.

19. SKI CHAUFFEUR SERVICE

- 19.1. Alpine Adventure provides a free transportation service in resort from some of our Properties in Winter only. If this applies to your booking it will be noted in your Booking Confirmation Email.
- 19.2. The use of this vehicle is entirely at your own risk and Alpine Adventure takes no responsibility for death or personal injury caused in using this service.
- 19.3. The use of this service is provided free of charge and does not form part of the holiday cost.

20. AIRPORT TRANSFERS

- 20.1. Alpine Adventure can arrange airport transfers. These are not included in the cost of your Catered or Self-Catered holiday.
- 20.2. Please see our separate document ("Transfer terms") for terms and conditions relating to airport transfers.

21. THIRD PARTY SUPPLIERS / ACTIVITIES

- 21.1. Alpine Adventure can assist in sourcing and booking many of the extra services you may need when on holiday. While we make every effort to only recommend suppliers with a proven track record for service, we cannot be held responsible for the services provided. You take full responsibility for satisfying yourself in advance as to the quality of the service and the provider's ability to execute the services.
- 21.2. Where we make or take a booking from you for winter sports equipment, snow sports lessons, guiding or lift passes we do so as agent for the winter sports equipment provider, snow sports lesson provider or guide or ski lift company. We have no control over the provision of the goods and services provided and we cannot accept any liability for the goods and services provided or for the acts or omissions of the companies or any of their employees or other personnel.
- 21.3. Where we make or take a booking from you for summer sports equipment, activities or lift passes we do so as agent for the summer sports equipment provider, activity

provider or guide or ski lift company. We have no control over the provision of the goods and services provided and we cannot accept any liability for the goods and services provided or for the acts or omissions of the companies or any of their employees or other personnel.

- 21.4. Where we take a booking from you for taxis or transfers (for example between the resort and the airport) in vehicles which are not leased by us or driven by our drivers, we do so as agent for the taxi or transfer company (as applicable). We have no control over the provision of these trips or transfers or the taxi or transfer company and we cannot accept any liability for such trips or transfers or for the acts or omissions of the taxi or transfer company or any of their employees or other personnel.
- 21.5. Your contract for any third-party services, including but not limited to those discussed in 21.1 – 21.4 above, will be with the relevant supplier. Alpine Adventure accepts no liability in relation to these services and they shall be governed by the terms and conditions of the supplier concerned.
- 21.6. Where you have any grievance regarding the standard of service provided by a third party, you must address any grievance to them; approaching the respective provider(s) directly.

22. BRINGING YOUR PET

- 22.1. We accept pets at some of our Properties only with written prior consent. If we agree, your security deposit will increase by €500 and agreement is subject to agreement our pet policy. This is outlined in the separate document (“Pet Policy”).

23. COMPLAINTS

- 23.1. In the unlikely event of you having a complaint with any part of your holiday you should notify your chalet staff immediately. All complaints will be dealt with seriously by a member of the management team who will endeavour to rectify the situation as soon as possible.
- 23.2. Any complaints made on or after departure will not be considered.
- 23.3. Complaints cannot be accepted for snow conditions, weather, closures of ski-lifts and services offered by third party suppliers, or anything outside of Alpine Adventure’s direct control.

24. TERMS OF CONTRACT

- 24.1. All reasonable care has been taken to ensure that the descriptions and facts on our website or in our promotional material are correct to the best of our knowledge.
- 24.2. Opinions expressed are personal to the authors.
- 24.3. Information given in relation to resort facilities, services and events is accurate to the best of our knowledge. Certain facilities may not always be open and/or operational and some events may be amended or cancelled at short notice. This may be due to factors such as weather conditions or the number of tourists in resort. These decisions are often made on a day-by-day basis by the service operators and we are not always informed. Where we are informed, we will do our utmost to let you know.
- 24.4. All information we provide regarding third party suppliers has been given to us by them in good faith. We cannot guarantee that such information is complete or up to date.
- 24.5. For the avoidance of doubt in the event of any conflict between the details on the Alpine Adventure website and these Terms the provisions of the Terms prevail.
- 24.6. The contract and the Agreement are made in accordance with these Terms.

END