

Alpine Adventure: Booking Terms & Conditions

Our aim is to ensure that you have the best possible holiday. In order for us to maintain our level of service to you the following terms and conditions apply to all bookings. Please contact us with any questions you have regards these terms.

The booking agreement

By asking Alpine Adventure or your travel agent to confirm your booking or by completing and returning our booking form you are accepting our booking Terms and Conditions on behalf of all persons travelling in your group. You are also guaranteeing payment of the full cost of the holiday for all those mentioned under your booking and of any others added later.

Booking confirmation

Provisional reservations will be held for 5 working days pending the receipt of your deposit. Holidays will only be confirmed as booked once the deposit (25% of the full holiday price) has been received. The final balance must be paid at least 8 weeks before departure otherwise your holiday may be cancelled and charges will apply.

Cancellations by the customer

You must notify us in writing if you wish to cancel your holiday. The following cancellation charges will apply:

- Prior to 8 weeks before departure - loss of deposit.
- 8-6 weeks before departure - 50% of the total holiday cost.
- 6-4 weeks before departure - 75% of the total holiday cost.
- Under 4 weeks before departure - 100% of the total holiday cost.

Please note that for part-cancellation of an exclusive use booking no refund will be given.

Cancellation by Alpine Adventure

In the unlikely event that we are forced to make any substantial changes to your holiday or even cancel it, we will offer you a full refund or the option to purchase an alternative holiday from us. We cannot be responsible for refund of any costs incurred with parties other than ourselves.

'Force Majeure'

We regret that we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by 'Force Majeure'. In these booking conditions, '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. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all other events outside of our control.

Prices

We reserve the right to change our advertised prices according to market conditions and exchange rates. Once your deposit has been received the price of your holiday accommodation is guaranteed

not to change. The sterling price of additional local services (lift passes, tuition, equipment hire and activities) may continue to fluctuate with currency movements until payment has been received.

Payment methods

We can accept payments by bank transfer, cheque or bank card (via-paypal). Please note that paypal transactions will incur a processing fee of 4%. Any bank transfer charges are incurred by the client.

Arrival & departure times

Bedrooms are available from 15:00 on day of arrival and need to be vacated by 10:00 on day of departure. We will however endeavor to make rooms available to match your arrival and departure times wherever possible. On both arrival and departure days guests have continued access to communal areas of the chalet (including bathroom facilities and baggage storage facilities) whilst waiting for airport transfers so please note that other guests may be at the chalet for a period during this time.

Damage by and behaviour of clients

We shall be entitled to recover from a client the cost of repairs or replacements of any damage or loss caused by the client. Full payment for such damage or loss must be made prior to departing from the chalet to either the third party concerned or ourselves. If they fail to do so, they must indemnify us against claims (including legal costs) subsequently made against us as a result of their actions.

We reserve the right to apply such claims via the client's credit card. We also reserve the right to terminate, without compensation or further obligation, a client's holiday if it is deemed that their behaviour is unsociable, abusive or in any way unacceptable to ourselves or any other guest.

Liability

Alpine Adventure cannot accept liability for:

- medical expenses
- third party claims
- accidents
- damage or loss of client property
- loss, delay or cost associated with adverse weather conditions

It is the parent's responsibility to ensure their children are safe and supervised at all times.

Activities and services provided by third parties.

Specialist activities and services may be provided by third parties. In the event of non-performance by a third-party, Alpine Adventure will attempt to provide an alternative supplier or an appropriate refund will be given. Alpine Adventure cannot be held responsible for the quality of such services or for any accidents or injury however caused.

Insurance

You are responsible for arranging appropriate travel insurance and medical cover at the time of booking your holiday - standard holiday insurance is not always sufficient for mountain holidays – additional cover for the outdoor activities should be undertaken as appropriate

Alpine Adventure may suggest routes and activities but we are not qualified Mountain guides - clients undertake all activities entirely at their own risk.

Travel and transfers

Alpine Adventure cannot be held responsible for late or cancelled flights, or flights missed by clients. We reserve the right to charge the customer with any additional costs incurred by us due to revised or additional journeys.

For clients using our airport transfer service:

- Alpine Adventure will make every endeavour to pick you up promptly on the arrival of your flight. If, for reasons beyond our control, we are late we will not be held liable for additional costs the client may incur.
- We will be available to take clients to the airport 3 hours before their flight departure. Should a flight be missed due to delays by the client, traffic, accident or other events outside our control we will not be held liable.
- If your incoming flight is delayed we will make every reasonable attempt to re-arrange transport to minimise your inconvenience. We cannot guarantee to be waiting for you but will try.
- It is your responsibility to provide us with the correct flight details for your group. If incorrect details have been provided the client will be held liable for additional costs by us in re-arranging transfers.
- From time to time we may subcontract airport transfers.

Security

We take the issue of security in our chalet very seriously. Guests should take care to lock external doors and windows on exit but be aware that the chalet may not be locked at all times. There will be shared access with other guests. All personal items, including baggage and skis are at all times and circumstances at the owner's risk and we are at no time responsible for any loss or damage to such items.

Information

Although all information given on this site is (to the best of our knowledge) correct, Alpine Adventure do not accept responsibility for any inaccuracies that might be published. Quoted prices for products and services provided by third parties are indicative only. If you would like us to book such services on your behalf we will provide you with accurate pricing during the booking process.

Complaints

We sincerely hope, and will do our utmost to ensure, you enjoy your holiday. In the event of a complaint we will do our best to resolve immediately any complaint that is reported. Any complaint that cannot be resolved should be detailed in writing to us within 10 days from the end of your holiday by the person who made the booking.