

Stanford Skiing – Booking Conditions

Your holiday contract is with Jean Stanford Holidays Limited of which Stanford Skiing is a trading name. When you book a holiday, our contract with you takes effect when we tell you that your booking is confirmed. Once the contract is made we are responsible to you to provide the holiday you have booked and you are responsible to us to pay for it, subject to these booking conditions. All those listed on the booking form are jointly and severally parties to the contract. We will send all documents and other information to the party leader making the booking who accepts responsibility for making all payments to us for all members of the party and for ensuring that the other members of the party are kept fully informed.

1 Payment You must pay a deposit plus any insurance premiums when you book. Full payment must be made 8 weeks before departure or we may cancel your holiday.

2 Special requests If you have any special requests please let us know and we will try to meet them, but they will not form part of our contract with you.

3 Your holiday insurance It is a condition of booking with us that all clients must have winter sports insurance cover. If you arrange your own insurance, then by signing the booking form you agree to indemnify us against any costs that we incur in connection with any event that would have been covered by our insurance. Please note that no one is insured until his or her name has been supplied to us and the premium paid.

4 Accuracy of our brochure We believe all information in our brochure is correct at the time of publication. If there is something which is of special importance to you, please advise us and we will do our best to keep you informed of any changes.

5 Prices and surcharges All our prices are based on an exchange rate of £1 = 1.30 Euros. We reserve the right to increase our prices at any time before we confirm your booking. After then the only changes will be any surcharges resulting from government or airline action.

6 Our liability to you If you or any member of your party suffers damage by our failure to provide your holiday as described in this brochure, we accept liability except if the failure or improper performance is the fault of you or a member of your party, or if there are any unusual or unforeseeable circumstances or other occurrences beyond our control.

7 If you wish to change your booking If you want to change any detail of your booking after we have sent you confirmation, we will, where reasonably practical and without obligation, do our best to help. You must confirm any requested changes in writing and we will make an administration charge of £25.

8 If you wish to cancel Cancellation must be made in writing by the party leader. Cancellation takes effect from the date we receive your letter. We start to incur costs for your holiday from the time we confirm it and our charges are higher the later we receive your letter. Where one person who is sharing a room cancels, the other may have to pay a single person supplement. Cancellation charges are as follows: Over 56 days: loss of deposit, flight costs and

insurance fees. 29 - 56 days: 50 % cost of holiday. 15 - 28 days: 70 % cost of holiday. 0 - 14 days: 100 % cost of holiday. These charges apply to accommodation and transfer costs. Flight costs are not refundable. Note: If you have to cancel for a reason covered by your insurance policy, you may be able to reclaim the cancellation charges.

9 Major changes If we have to make major changes to your holiday you will have the option of cancelling it. In this case we will refund any payments you have made and, if the change is within 56 days of departure, pay you up to £10 compensation (£20 if within 21 days). Major changes are defined as change of departure airports (except London airports), change of departure time by more than 12 hours, change of accommodation or venue. Compensation will not be made for holidays sold for discounts exceeding those published in this brochure, nor for changes or cancellations due to unusual circumstances beyond our control such as (inter alia) terrorist activity, fire, changes imposed by airlines.

10 Flights and flight times We reserve the right to change your flight and if we need to we will, if possible, let you know in writing. At the time of booking we are not always in a position to confirm the airline or aircraft type. Any changes to these will not count as a major change. If you are refused carriage by the airline you will be deemed to have cancelled your holiday and we will have no further liability to you.

11 Personal documentation It is your responsibility to ensure you have valid documents such as passports, visas, driving licences etc. Note: French and Swiss visas are not needed by EU citizens but they are required by many other nationalities.

12 Lift passes and ski packs Ski lifts operate in accordance with local laws and restrictions. If the lifts are not operating we accept no liability for refunding any part of the price of the lift pass or to make any reduction in the cost of your holiday.

13 Indemnity When you book a holiday with us you accept responsibility for the proper conduct of yourself and your party while on holiday. In the event of misconduct, we reserve the right to terminate your holiday or that of any member of your party without compensation. If we incur costs or claims as a result of any act or default by any member of your party, including but not restricted to damage to a chalet or delay or diversion to any flight or other means of transportation, you agree to reimburse such costs and to fully indemnify us against any claim (including legal costs).

14 Complaints If you have a complaint you should report it to our resort rep who will try to put the matter right and file a written report to our office. If you are still dissatisfied you should write to us within 7 days of your return to the UK. If you have any justified complaint which we accept, we will pay you reasonable compensation, but not more than the cost of your holiday. Our resort employees do not have authority to vary our published terms and conditions or to agree any refund.

15. These conditions and any contract to which they apply are governed in all respects by English Law.