

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 when you book. Full payment must be made 8 weeks before your arrival 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 this contract that all clients have travel and winter sports insurance cover including contracting Covid either before or during your trip. In the event of an accident we may incur costs on your behalf, some of which may be covered by your insurance. By signing the booking form or by emailing us that you accept our booking conditions you agree to indemnify us against any costs that we incur on your behalf whether or not they are covered by your insurance.

4 Personal property, valuables & documentation. It is your responsibility to ensure you have valid documents such as passports, visas and Covid related certificates. We advise guests not to bring valuables on holiday as we have no facilities for safe storage. We accept no responsibility for the personal possessions of guests. Cars may use our car parks at the owners risk.

5 Accuracy of our website We try to ensure that all information on our website is correct. 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.

6 Prices and surcharges All our prices are based on the exchange rate of 1.15 Euros to the Pound. We reserve the right to increase our prices at any time before you make your final payment. After that the only changes will be any surcharges resulting from government action.

7 Our liability to you If you or any member of your party suffers damage by our failure to provide your holiday as described on our website, 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.

8 Major changes If we have to cancel your holiday or make changes to your accommodation you will have the option of cancelling your holiday. In this case we will refund any payments you have made except for changes or cancellations due to unusual circumstances beyond our control.

9 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 may make an administration charge of £25.

10 If you wish to cancel Cancellation must be made in writing by the party leader. Cancellation takes effect from the date we acknowledge receipt. Our charges are higher the later we receive your cancellation. 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.
29 - 56 days: 50% cost of holiday.
15 - 28 days: 70% cost of holiday.
0 - 14 days: 100% cost of holiday.

Note: You may be able to reclaim the cancellation charges from your insurer.

11 Lift passes We can help organise your lift pass for you in resort. We act as an agent for the lift company, they are the principle and your contract is with the lift company. 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.

12 Airport Transfers We normally arrange airport transfers for you through Alpybus who are located in Switzerland (we are an agent and they are the principle) and you agree that we may share your personal details with them. Your contract will be with Alpybus and their conditions will apply - see https://www.chamexpress.com/terms_and_conditions.html On occasion we may use other transfer companies and in this case your contract will be with them and their conditions will apply and you agree that we may share your personal details with them. We will not accept responsibility for any additional costs you may incur if you miss your flight due to factors outside our control.

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 our vehicles, or damage to other guests' property, 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 management 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 seven 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.