

## 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** We strongly advise that all clients have winter sports insurance cover. 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 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 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.

**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 make major changes to your booking 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 accommodation or venue. Compensation will not be made for holidays sold for discounts nor for changes or cancellations due to unusual circumstances beyond our control such as (inter alia) terrorist activity, fire, skibuses crashing into the hotel...

**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 will 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 and flight costs.

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 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.

**12 Airport Transfers** We plan transfers booked through us to get you to the airport in plenty of time for your flight and we include a reasonable contingency time. We will not accept responsibility for any additional costs you may incur if you miss your flight due to factors outside our control. If your incoming flight is delayed or if it is cancelled and you book a different flight we will rearrange your transfer. We may make an additional charge for this. Such a charge will normally be covered by your holiday insurance. We may subcontract your transfers to our partner companies Alpybus/Chamexpress who are located in Switzerland and you agree that we may share your personal details with them. In which case their conditions will apply - see [https://www.chamexpress.com/terms\\_and\\_conditions.html](https://www.chamexpress.com/terms_and_conditions.html)

**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.**