

THE ALPINE CLUB - LES TROIS VALLEES

BOOKING TERMS & CONDITIONS

HOW TO BOOK

We hope that you would like to come on holiday with The Alpine Club. If you would like any further details about holidays available or if you would like to discuss your specific requirements please call Helen on +33 (0)7 78 84 57 10 or email helen@thealpineclub.co.uk.

The Alpine Club is a trading name of The Alpine Club-Les Trois Vallées Ltd. Registered Office: Princecroft Willis LLP, The George Business Centre, Christchurch Road, New Milton BH25 6QJ Company No. 4663234.

Reserving your holiday | You can make a preliminary reservation at no cost to give you time to confirm details with other members of your party and book your own travel arrangements. Your preliminary reservation gives you first option on the chalet for a period of two (2) days (this includes weekends). If you do not confirm the booking within this time, your preliminary reservation will lapse. However, we will try and extend this for you if possible and, if we agree to extend this, we would confirm this in writing to you.

Please note that any email quote received from us is subject to availability and does not constitute a reservation. Any prices specified on the quote will be valid for fourteen (14) days and thereafter may be revised.

Confirming your holiday | Having read and agreed to our Booking Conditions set out herein, please complete the Booking Form available on the website (or by post if you request us to forward this to you) and return it to us with the appropriate non-refundable deposit of 25% of the holiday cost per person by cash, bank transfer, cheque, Visa/MasterCard. Credit card payments are a € transaction at the purchase exchange rate on the day. Please note 3% will be added to all credit card payments to cover our incurred costs. Please make cheques payable to "The Alpine Club" and send to:

The Alpine Club, Villarabout, 73440
St Martin de Belleville, France

Bank transfer details | Please include name of party leader & invoice number. The Alpine Club - Les Trois Vallées Ltd, Abbey National plc, PO Box 10102, 21 Prescott Street, London E1 8TN. Account no: 43901234 Sort Code: 09-01-27

We will email/post to you a confirmation of your holiday booking & confirmatory invoice once the booking process has been completed and we have accepted the Booking Form and all required details to process the booking and your deposit (in cleared funds). Please check these through carefully and let us know within ten (10) days if you wish to change any details.

Booking terms & conditions | The following Booking Conditions together with the general information contained on our website (including but not limited to the Privacy Policy and the Terms of Use Policy) or in any brochure & supplement documents form the basis of the contract between you (the client) and us (The Alpine Club-Les Trois Vallées Limited). Please read them carefully as they set out our respective rights and obligations.

1. THE BOOKING FORM

All bookings must be made on our Booking Form and signed by the party leader who must be over 18 years of age and have capacity and authority to make the booking on behalf of himself and all members of the party. For group bookings, there should be one single payment. The party leader is responsible for making all payments due to us and guarantees payment of the full cost of the holiday for all those people mentioned on the Booking Form and of others whom he may later add. Once we have received your Booking Form and all appropriate payments in cleared funds, we will confirm your holiday by issuing confirmation of your booking and our invoice. A binding contract between us comes into existence when we dispatch confirmation of your booking and our invoice to the party leader. If telephone quotes are provided by us then these are subject to written confirmation from us.

2. PRICES

The prices quoted in our brochure, on our website or in our publicity and promotional materials are correct at the time of publication. In the event of any changes in our prices to those stated we will notify you prior to accepting your booking.

3. PRICE GUARANTEE

Whilst we reserve the right to change our prices at any time before your booking is confirmed, your confirmation invoice price is guaranteed and will not be subject to change.

4. DEPOSITS

A deposit of 25% of the holiday cost per person is payable at the

time of submitting your Booking Form. Payment may be made in cash, by bank transfer, by cheque (made payable to 'The Alpine Club') Visa/MasterCard (€ transaction at the purchase exchange rate on the day). Please note 3% will be added to all credit card payments to cover our incurred costs. Should there be an issue with your booking following your submission of your Booking Form, such as availability, we will not process the deposit monies until we have contacted you and tried to resolve the issue. If the issue cannot be resolved and you choose not to continue with your booking we shall return your deposit to you.

5. BALANCE

The balance of the holiday cost is payable 10 weeks before departure. The date of payment will be shown on our confirmation invoice. If the booking is made less than eleven (11) weeks prior to departure then the deposit and the balance are payable at the time of booking, therefore you will be expected to pay for the full cost of the holiday at the time of making your booking. If we do not receive all payments due in full by the date specified, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges laid out below at Clause 8 will apply.

6. PAYMENT

Payment may be made in cash, by cheque (made payable to 'The Alpine Club'), by bank transfer or by Visa/MasterCard (€ transaction at the purchase exchange rate on the day). Please note 3% will be added to all credit card payments to cover our incurred costs. In the case of group bookings, the outstanding balance should be made by one single payment.

7. AMENDMENTS BY YOU

If you wish to make amendments to your booking after the contract is formed we will do our best to arrange this. Please note that we may not be able to make amendments requested by you and we do not accept any liability in respect of any amendments requested by you that cannot be complied with. Amendments requested within ten (10) weeks of departure may result in cancellation charges as laid out below. Amendments will only be made to a confirmed booking if this is agreed to in writing by The Alpine Club. Requests for amendments to a confirmed booking must be made in writing and submitted to The Alpine Club at the address set out in the booking confirmation and upon the payment of any applicable amendment charges notified to you prior to confirmation of acceptance by The Alpine Club of any requested amendments to a confirm booking. The Alpine Club takes no responsibility for non-delivery or non-receipt of notification of requested amendments from you.

8. CANCELLATION BY YOU

You or any member of your party may cancel your holiday at any time providing that the cancellation is made in writing by the person signing the Booking Form. The Alpine Club takes no responsibility for non-delivery or non-receipt of the notification of cancellation from you.

Cancellation charges will be calculated from the date of receipt of the written cancellation. The following cancellation fees expressed, as a percentage of the total holiday cost will become immediately payable to The Alpine Club upon such cancellation.

Bookings of a chalet exclusively

If you have booked a chalet for 'exclusive use' by a party, then if a member of your party wishes to cancel their holiday and the size of the party therefore changes, then you must notify us in writing immediately. The total price of the holiday as notified to you in our booking confirmation remains the same even if the number in your party changes and the party leader will need to notify the other members of its party that the cost of the holiday for the rest of the party members will either be recalculated based on the new party size, or, if the party leader finds an alternative party member to fill the space created by any member of the party who is not joining that party, then the party leader will notify the other members of the party of any difference in the split cost between the party members and shall notify The Alpine Club in writing of the names and details of any new members of the party immediately.

Bookings for holidays (non-exclusive use of chalet)

If you have booked part of a chalet for your holiday but you are not paying for 'exclusive use' of the chalet, then if a member of your party wishes to cancel their holiday and the size of the party therefore changes, then you must notify us in writing immediately. The party leader shall be given seven (7) days from the date of the individuals cancelling their booking to try to find other people to fill the vacant spaces made by the individuals who have cancelled their holiday. If the party leader finds an alternative party member to fill the space created by the individual who has cancelled their holiday, then the party leader shall notify The Alpine Club in writing of the names and details of any new members of the party immediately. If the party leader does not find any other people to fill the vacant spaces made by the individuals who have cancelled their holiday within the seven (7) days of the date of receiving notice of cancellation by the previous party members, then The Alpine Club shall be entitled to accept cancellation of the holiday for those people wishing to cancel their holiday within the group and re-advertise the spaces made available by those people within the party

who have cancelled their booking. If the cancellation is made less than six (6) weeks prior to the holiday, then The Alpine Club reserves the right to resell the available spaces immediately. If a reduction in your party size results in a single room occupancy then the empty bed supplement will become payable as set out on our website.

Notification Given.....	Cancellation Charge
More than 10 weeks	Deposit
Within 10 weeks	40%
Within 8 weeks	60%
Within 6 weeks	80%
Within 4 weeks	100%

This clause includes cancellation as a result of events beyond your control such as cancelled flights.

9. WHOLE CHALET BOOKINGS

Non peak holiday weeks:

Where one group books the whole chalet ('exclusive use') you pay the advertised group reduction rate.

Peak holiday weeks:

New Year, half term & 3 Easter weeks are peak weeks. Chalets can only be booked for full occupancy. Full occupancy is 13 standard beds (La Ferme), 10 standard beds (Abode). If your party size is less than the full occupancy numbers, you will still have to pay the full occupancy price.

We reserve the right to have other parties staying in the chalet unless the whole chalet is taken.

Please note that the maximum number of people allowed to sleep in each chalet is set out above and on the website and no group or party should exceed the maximum number of people stated relating to the individual chalets.

10. AMENDMENTS BY THE ALPINE CLUB

As our holidays are booked many months in advance, we may occasionally have to make changes and reserve the right to do so at any time. If we do alter your holiday in any way, we will inform you of the alteration as soon as possible. In the event of a major change we will offer you the choice of; agreeing to the changes and accepting their impact; another holiday of at least comparable standard or to cancel your holiday and receive a full refund of monies paid by you to us.

11. CANCELLATION BY THE ALPINE CLUB

If through circumstances beyond our control The Alpine Club is forced to cancel your booking all monies paid, including the deposit, will be returned to you in full. Circumstances beyond our control include events amounting to 'force majeure'. Force majeure means unusual and unforeseen events such as war or threat of war, riot, terrorism, natural disasters, fire, industrial disputes, technical problems of accidents with airports or transport, adverse weather conditions or governmental action.

12. BEHAVIOUR

By booking a holiday with us you undertake to behave in such a manner as not to disrupt the enjoyment of other guests staying in the chalet, or prejudice the reputation of The Alpine Club with our customers, the owners of its chalets, its suppliers, staff or local residents. The holiday of any customer or party in breach of this clause may be terminated immediately and without compensation and The Alpine Club will have no further contractual obligations to them. You shall indemnify The Alpine Club in respect of all and any claims made against the Alpine Club as a result of damage caused to the chalet or any of its contents by you or any member of your party. All losses, damages and breakages, whether accidental or deliberate, will be charged to you and must be paid for by you before your departure from the chalet.

13. END OF WEEK PAYMENTS

Upon request, The Alpine Club will make purchases on your behalf both before and during your holiday. To enable us to do so, credit card details will be held as a guarantee. Please note that any such purchases must be settled in full prior to your departure from the chalet. Your end of week bill will be shown in € Euro only. Cash payment in the resort is accepted in € euro only. Visa/MasterCard payments will be processed in € euro only. Please note 3% will be added to all credit card payments to cover our incurred costs.

14. WINTER SPORTS

For those who participate in winter sports whilst on holiday that are provided by a third party supplier, it should be understood that participation is at the individual's own risk and it is your own responsibility to obtain the relevant insurance.

15. DAMAGE/BREAKAGES

We reserve the right to levy a damage deposit in certain circumstances prior to arrival in resort. In cases where a damage deposit is not levied we require guests to make good any damage/breakages caused by them during their stay.

16. CHILDREN IN SHARED CHALETS

For bookings of individual rooms in a shared chalet, children

under 12 years of age are required to have high tea. Parents are requested to have consideration for other guests and provide the appropriate supervision of their children.

17. COMPLAINTS

If you have a complaint or problem with your holiday we would ask you to discuss this with us whilst in St Martin de Belleville, in the first instance, and we will try to resolve any problems immediately. If you do not inform us of the issue as soon as is practically possible we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in the chalet and this may affect your rights under the contract.

18. INSURANCE

It is the responsibility of the client that all members of the party have appropriate insurance at the time of booking which will cover them throughout the trip, including their travel and participation in any winter sport activities.

19. SERVICES PROVIDED BY THIRD PARTIES

The Alpine Club does not accept any liability arising from bookings for extra services provide by third parties, including, but not limited to, taxis, passes or excursions. Any bookings that The Alpine Club assist you with for the provision of these services are subject to the terms and conditions laid down by the service provider. The Alpine Club does not warrant the standard of performance of any additional services. You take full responsibility for satisfying yourself in advance as to the quality and the provider's ability to deliver the services and will address any complaints about the extra services with the respective provider(s) directly.

20. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

It is your responsibility to ensure that you are in possession of a valid passport and all necessary travel and health documents before departure. Information on health is contained in the Department of Health leaflet T6 (Health Advice for Travelers) available from your local Department of Health office and most Post Offices, GP or by calling the Health Literature line on 0800555777. Please note that if flying into Geneva, Switzerland, this is not an EEC member.

21. BROCHURE AND WEBSITE CONTENT

We make every effort to ensure the accuracy of the information contained in our brochure, supplementary documentation and on our website. However, content is subject to change from time to time. We shall notify you of any changes known to us affecting your holiday prior to issuing you with our booking confirmation. We are not responsible for the content, policies and

services of any sites linked to or accessible via our website, as per our Terms of Use Policy on our website.

22. PACKAGE HOLIDAY REGULATIONS

We are not an "organiser" as defined by the Package Travel, Package Holidays and Package Tours Regulations 1992 ("the Package Holiday Regulations") and do not accept liability under the Package Holiday Regulations or otherwise for the provision of services provided by third parties whether or not booked by us on behalf of any member of the chalet party.

23. LIMITATION OF LIABILITY

We accept responsibility for the services we have contracted to provide to you directly. The Alpine Club accepts no responsibility for the acts or omissions of customers, whether negligent or otherwise, and shall not be held liable for any claims made against its customers either by other customers of The Alpine Club or any third party. Our liability (except in cases of death, injury or illness resulting from our negligence) is limited in accordance with any relevant international convention, for example, the Paris Convention in respect of the provision of accommodation, which limits the amount of compensation that you can claim for death, injury, delay, loss or damage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any other conventions.

24. LAW AND JURISDICTION

The contract between us and any matters arising from it will be governed by and construed in accordance with the non-exclusive law and jurisdiction of the courts of England and Wales.