

CHALET FLORALIE

BOOKING TERMS AND CONDITIONS

1. BOOKING A HOLIDAY

- a) A holiday booking is made between Ski Floralie Limited ('Ski Floralie') and the named person on the invoice, who must be over 18 years of age ('you'). All correspondence to Ski Floralie is to be addressed to: Ski Floralie Ltd, c/o Densworth House, East Ashling, Chichester, West Sussex PO18 9AP, UK. The booking procedure is as laid out in the section 'Making Your Reservation' on www.skifloralie.com.
- b) The contract between you and Ski Floralie is in all circumstances to be governed by these booking conditions.

2. AMENDMENTS BY YOU

- a) Amendments must be confirmed in writing, signed by you or any authorized member of your group. They will come into effect on the day that they are received by Ski Floralie. You agree to indemnify Ski Floralie for any reasonable expenses incurred in making an amendment whether or not Ski Floralie succeeds in confirming your request.
- b) Subject to availability, any change of dates within the same winter season more than 70 days prior to departure will be accepted by Ski Floralie without administration charge. A change of dates to a future winter season or within 70 days of departure will be deemed a full cancellation. Please see Clause 3 below.

3. AMENDMENTS BY SKI FLORALIE LTD

- a) We reserve the right to advise you of a change to your holiday both before and after you make a reservation. An amendment made prior to departure which is deemed to be significant by Ski Floralie (for example a change of dates or a change in accommodation standards) gives you the right to cancel the holiday if you choose. Should you cancel in such circumstances you will receive a full refund. In all significant cases we will also pay you compensation as follows:

Days before departure	Compensation per Chalet booking
More than 70 days	£100
69-28 days	£200
27-0 days	£300

- b) Where a property has been booked by the room, compensation will be paid pro rata to clause 3(a).
- c) Once your holiday has started, Ski Floralie will pay you a pro-rata refund for any part of your holiday which, due to an amendment made by Ski Floralie, cannot be taken.
- d) Please note that Ski Floralie cannot pay expenses, costs or losses incurred by you as a result of any change or cancellation and shall not be liable for any refund should Ski Floralie be forced to cancel or change your holiday due to circumstances amounting to Force Majeure. Such circumstances shall include, but are not limited to, war or threat of war, riot, civil strife, terrorism, industrial disruption, natural disasters, fire, technical problems, adverse weather, governmental action and similar events beyond our control.

4. CANCELLATION BY YOU

- a) Any cancellation will come into effect the day written notice is received by Ski Floralie and will be refunded as shown in the table below. Recorded delivery is strongly recommended.

Days before departure	% of total booking price refunded	
	Peak Weeks	Off Peak Weeks
More than 70 days	60%	70%
69-36 days	40%	30%
35-15 days	20%	20%
14-0 days	0%	0%

- b) Peak Weeks are those weeks where a 40% deposit is required to secure the week and will normally apply to school holiday weeks, as laid out in the section 'Making Your Booking' on www.skifloralie.com.
- c) Depending on the reason for your cancellation, you may be able to reclaim these charges under the terms of your insurance policy.

5. CANCELLATION BY SKI FLORALIE

- a) In all cases, Ski Floralie reserves the right to cancel your holiday for the dates you have reserved. This is extremely unlikely, but should this event occur you will be fully refunded and compensated as set out in clause 3(a).
- b) If you fail to pay the balance of the booking price or other costs before the due dates, we reserve the right to cancel your reservation with no refund to you.

6. YOUR RESPONSIBILITIES

- a) As part of this contract you hereby agree to guarantee payment for any chargeable services requested by any member of your group either before, during or after your holiday.
- b) It is your responsibility to ensure that each member of your group carries adequate winter sports insurance.
- c) Please treat the Chalet and all Ski Floralie property with care and respect. Ski Floralie will be entitled to recover the cost of any damage caused by any member of your group before departure from the chalet. Please ensure that your insurance policy covers accidental damage to the chalet and its contents. Behaviour deemed unacceptable by Ski Floralie will result in the termination of your holiday and you shall have no right to a refund for your holiday or any expenses incurred as a result of the termination.
- d) Please note that smoking is not allowed inside the chalet.
- e) It is your responsibility to provide written details of any allergies suffered by any member of your group.

7. SKI FLORALIE'S RESPONSIBILITIES

- a) Ski Floralie accepts responsibility for ensuring that the holiday which you book with Ski Floralie is supplied as described in the booking information on www.skifloralie.com. Ski Floralie accepts liability for any loss you may suffer if your holiday is not as described and, subject to clause 11, will pay you appropriate compensation if this has affected the enjoyment of your holiday.
- b) Ski Floralie accepts responsibility for any loss, death, injury or illness caused by the negligent acts and/or omissions of Ski Floralie's employees whilst acting within the scope of their employment in the provision of your holiday, except where the failure to perform or the improper performance was due to:
 - Your own acts or omissions.
 - Acts or omissions of a third party not involved with the provision of your holiday.
 - Circumstances which were unforeseeable or unavoidable even when exercising all due care.
 - Ski Floralie's liability shall in all cases be limited in accordance with international conventions concerning transportation and accommodation.

8. PRICE GUARANTEE

Once your holiday has been booked its price will be fixed, in spite of any currency fluctuations. However, we reserve the right to amend our tariffs at any time before you make your reservation and you will be notified if any such amendment has been made.

9. HEALTH, PASSPORTS & VISAS

It is your responsibility to ensure that documents are in proper order before you travel. Ski Floralie accepts no liability for any loss or inconvenience caused as a result of your failure to take reasonable care in this respect.

10. TRANSPORT

- a) Ski Floralie can assist you in arranging a resort transfer with local companies. Please inform Ski Floralie of your own flight arrangements at least four weeks prior to departure, requesting any transfers.
- b) Ski Floralie cannot accept responsibility for guests missing flights for any reason or mislaying or destroying travel documents, and no credit or refund will be given if you fail to take up a component of your holiday as a result.
- c) Ski Floralie is not responsible for any flight delays but wherever possible will endeavour to assist in rearranging any previously booked resort transfers.

11. ANY PROBLEMS

If you are ever unhappy with any aspect of your holiday, you must address your complaint immediately to both the Chalet Manager and our Representative. In the unlikely event that your problem cannot be resolved locally, you must inform Ski Floralie in writing of your complaint within 28 days of your return so that any rights to compensation can be examined.

12. END OF WEEK PAYMENTS

Upon request, Ski Floralie 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.

13. SKIING WITH SKI FLORALIE

- a) It is the responsibility of you and your group to judge the suitability of each area in which you ski. If you or any member of your group ski in a location on the recommendation of or are accompanied by any representative of Ski Floralie, Ski Floralie will not be liable for any injuries howsoever caused.
- b) Whilst we would be happy to recommend local guides, we cannot accept any liability arising from bookings for extra services provided by third parties.
- c) Unless specified by you pre-arrival, lift passes bought on your behalf will include a carré neige (where available) to ensure rapid response in the event of an accident whilst skiing. Please note that this does not replace the need for a full winter sports insurance policy.

14. FACILITIES

- a) The chalet has a hot tub and sauna and guests use them at their own risk. Ski Floralie can accept no responsibility for accidents/injuries whilst using these facilities.
- b) Children must be supervised whilst using chalet facilities including, but not limited to the jacuzzi and sauna.

15. GENERAL

- a) Headings within these booking conditions are for reference purposes only and all images/floor plans are intended to give a general impression only.
- b) Please note that check in time for the chalet is 4pm and check out is 10am. This allows for the chalet to be fully prepared for your arrival.
- c) Your holiday booking is an English law contract and you agree to the jurisdiction of the English Courts.
- d) Ski Floralie Limited is registered in England no: 06474292.