

## CSL Booking Conditions 2008/2009

All Terms and Conditions will be sent with your confirmation invoice and comprise the agreement between Club Ski Limited and all those listed on the booking form on whose behalf the party leader (principle contractor) is acting.

**CONFIRMATION** We will send your confirmation invoice as soon as possible after receiving your booking. If you do not receive a confirmation invoice within two weeks, you should contact us to make sure that your booking has been made. It is important that you check all the details shown on the confirmation invoice carefully to ensure they are correct as this forms the basis of the contract. Unless any discrepancies are brought to our attention within 7 days of issue it will be deemed you are confirming your acceptance of this Booking Contract on behalf of all persons included in the booking, which forms the basis of the contract between us. In the unlikely event that we are unable to confirm your booking we will offer you a full refund of all monies paid. Telephone quotes are subject to written confirmation by Club Ski Limited.

**CHALET PRICE** All chalet prices quoted are per person based on accommodation occupancy for the period indicated (usually 7 nights), daily breakfast and tea, table d'hôte dinner, all local and federal taxes. Chalet prices can be adjusted to comply with individual requirements, e.g.: length of stay desired, etc. Prices shown in our website are quoted in Sterling Pounds or Euros and based on prices current at the time of offer/acceptance. Club Ski Limited reserves the right to change these prices at any time without notice.

**PAYMENT** Club Ski Limited accepts Sterling Pounds, Euros, Cheques, Debit Cards, Visa, and MasterCard. A 1.50% surcharge will be applied to credit card payments. (3.5% Amex) Your verbal authorisation of the use of your card indicates your compliance with our booking terms and conditions and confirms your reservation. A 25% deposit is due on booking and the balance due no later than 10 weeks prior to arrival. Packages booked within 10 weeks of arrival require full payment at the time of booking.

**BOOKING ALTERATIONS** If you wish to make any changes to your reservation after confirmation, we will do our utmost to satisfy your requirements, subject to availability and any extra costs, including cancellation charges, which must be met by you and paid locally. As this alters the basis of your booking contract it is essential such changes are arranged through Club Ski Limited in writing, either with our local Club Ski Limited representative or, if this is not possible, our head office in the UK. If one member of the party wishes to cancel this may mean that the accommodation booked will be under-occupied and result in the remainder having to pay any applicable supplements to retain the booking. The accommodation booked is only available for use by those persons included on the booking unless otherwise agreed by us in writing. If you cancel your holiday after final payment due to circumstances beyond the control of Club Ski Limited, compensation or refunds will not be payable by Club Ski Limited and any such claims should be forwarded to your insurers. Club Ski Limited will not be responsible for, prior to, during or after the holiday, changes outside their control such as, war or threat of war, strikes, riots, civil strife, terrorist activity, industrial disputes, natural disasters, epidemics, health risks, fire, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control, or where we cancel because you have failed to pay the balance of your holiday cost.

**CANCELLATIONS** Deposits are non refundable. Non-arrivals will

**THE ACCOMMODATION** No Smoking - In the interest of fire and safety regulations and out of consideration for other guests, our chalets operates a no smoking policy. **Shoes off!** Please bring some slippers or indoor shoes with you. Wet floors are slippery and uncomfortable for everyone so you will be asked to remove your outdoor shoes in the chalet. **Bed linen/towels** - The chalet includes bed linen and one bath towel and one hand towel per person per week. Towels are changed on changeover days. If you require additional linen, please ask our staff locally. **Check in/out** - accommodation is normally available from 15.00 hours on the day of arrival and you should anticipate checking out before 10.00 hours on the day of departure otherwise a late check out charge will be applied. **Rooms** - Baths may not always be full size. Please make specific enquiries when booking to ensure the accommodation meets your requirements, particularly for suites and apartments. Daily cleaning of your room will be offered. **Meals** - Buffet breakfasts will be served daily – continental breakfast is served on departure days. Tea, coffee, hot chocolate and cakes will be available at 4pm daily. Children's supper will be served at 6pm and a 4-course dinner (winter) or 3 Course (summer) for adults at 8pm including house wines. **Cots:** Are usually available and should be requested at the time of booking. Cot linen is not usually provided. Please note we cannot guarantee that cots will meet British safety standards, and that the inclusion of a cot may restrict room space. Please ask our Reservations Department for further information. **Baby food** - Club Ski Limited cannot provide baby food, but are happy to assist with preparation of your own baby food. In the interests and compliance of Health & Safety and in accordance with the Chalets License conditions the consumption of **Food and Beverages** in the Chalet - other than those provided by, or purchased from Club Ski Ltd – is not permitted.

**SUPERVISION OF CHILDREN.** Children must be supervised at all times by their parent/guardian and Club Ski Limited accepts no liability. A Childcare facility can be offered at the chalet by a licensed child-care company – details on request. Please note that if there is a swimming pool, Jacuzzi and/or sauna on the chalet premises children MUST be fully supervised at all times in and around these areas.

### WHAT IS NOT INCLUDED IN YOUR CHALET PRICE

All travel except prepaid transfers from airports or train station, Equipment hire, Equipment Insurance and Ski service, Ski tuition, Lift Passes, Childcare. The cost of any meals taken outside the chalet, Any room supplements (where applicable), ski packs, nanny service charges etc., are payable in full locally at the chalet on arrival if not fully pre-paid.

**AIRPORT / RESORT TRANSFERS** It may sometimes be necessary to combine, on certain transfers, customers arriving or departing on more than one flight or train, which may require additional waiting time at your airport/station, or possibly changes of coach or minibus en route. We are sure you will appreciate that due to adverse weather, traffic delays, or other factors beyond our control, timings may change.

**VISA AND PASSPORTS** It is your responsibility to be in possession of a full 10 year valid passport and any necessary visas. Under 16 year olds who are not already included on their parent's passport are required to have their own individual passport. For identification purposes, we will require sight of your passport on arrival please.

**ADMINISTRATION CHARGE** We reserve the right to levy an administration charge in certain circumstances, such as returning lost property, special documents dispatch etc.

**JURISDICTION** This contract is governed by the law of England and Wales and exclusive jurisdiction is conferred on the English and Welsh Courts.

not be entitled to any refund. Unused portions of the package are also non-refundable. We strongly suggest you purchase travel insurance to cover 100% of your total summer/winter-sports holiday cost. All Cancellations must be made in writing to Club Ski Ltd. In the event of cancellation the following fees will be due: Notice of more than 10 weeks of departure - 25% of invoice total. More than 6 weeks' notice – 75% of invoice total. Less than 6 weeks' notice 100% of invoice total.

**TRAVEL INSURANCE** We insist that our clients purchase adequate travel/holiday insurance cover (to include winter sports and Equipment hire). No liability will be accepted by Club Ski Limited for any clients travelling without adequate travel insurance. Please note that insurance must be effective from the date of booking, to cover you in the event of unavoidable cancellation due to illness etc. We may ask for evidence of cover. We can provide clients with suggested insurers.

Any other excursions or hazardous activity in which you partake locally, such as tobogganing, paragliding, inner-tubing or snow-mobiling etc., are at your own risk and liability and may not be covered under the terms of your holiday insurance. Please check the details of your individual policy before participation.

**DAMAGE / MISCONDUCT** You are responsible for any damage you may cause to your holiday accommodation or equipment during your stay and any charges levied by the owner in this respect must be met by you and paid locally. Please remember you are a guest at your holiday accommodation and Club Ski Limited may remove anyone whose behaviour is disruptive or affects the enjoyment of other guests.

**COMPLAINTS** Any complaints should be brought to the attention of Club Ski Limited who will make every effort to achieve a satisfactory solution. Should this not be possible it is important to formally register your complaint at the time or complete a Customer Report Form (available on request). You should then write to us within 28 days of your return, quoting your booking reference number. Upon receipt of your letter we will acknowledge it within 7 days, investigate the points raised and reply within 28 days or, if this is not possible, send you an interim letter advising of our progress.

**SPECIAL REQUIREMENTS** Any special requests or requirements such as vegetarian meals, special facilities or certain medical conditions, specific room allocations or any other requirement, which is important to you should be made directly in writing to us before you book. If you require the fulfilment of your request to be a condition of your contract with us, we can only accept it if we confirm to you in writing that your request can be fulfilled. Otherwise any such requests cannot be guaranteed by us, or our suppliers, nor be included as part of your holiday contract. We will note such requests on your confirmation invoice, but this cannot be taken as an indication that fulfilment of your request has been guaranteed.

**SKI Hosting** Club Ski Limited will offer a free ski hosting service for competent skiers who at their risk join one of our staff who knows the area and will suggest routes and runs to suit the conditions. The number of places is limited and we will operate a first come first served policy.

**WEBSITE ACCURACY** All information in our website is, to the best of our knowledge and belief, correct at the time of publication. However, we reserve the right to make changes to information contained within our website and will advise you of these changes at point of booking or when they are known to us. This advice will be limited to that which is fundamental to the contract or which we believe may affect the enjoyment of your holiday. If any facility detailed in this website is essential to the enjoyment of your holiday, please advise us at the time of booking and we will try to advise you of the latest information. However, we are sure you will understand that at times certain advertised facilities may not be in operation and we may have no information or prior warning of such matters. Early and Late Season: Due to poor weather conditions, or low number of tourists in resort, particularly in early or late season, cable cars, chair lifts, certain sporting activities or other facilities such as saunas, swimming pools, ice rinks etc., may not be operational. Decisions to operate such facilities are not made by ourselves and we are not always advised of such decisions by the operators. Also ski and public bus services may not be fully operational.

**APRES SKI EVENTS** All 'Recommended' restaurants and venues which are not owned by us and not under our direct control have not been inspected by us. Therefore, any recommendation is merely an indication that these facilities have proved popular and are worthy of mention.

**RESPONSIBILITY** Skiing and snowboarding are high risk activities. All clients have full responsibility to be informed of the risks and hazards of these sports. By participating in a Club Ski Limited package, the client hereby agrees that neither he nor any member of his party have any claim against Club Ski Limited for illness, injury or death resulting from the client's use of a Club Ski Limited package. Club Ski Limited shall be responsible to the client ONLY for supplying the services and accommodations offered. If however, such services or accommodations cannot be provided due to delays or other causes beyond the control of Club Ski Limited, Club Ski Limited will use its best effort to supply comparable services or accommodations, and shall owe no further damages or warranty to client beyond such efforts. The client further waives any claim against Club Ski Limited for any damage to or loss of property, or injury or death of person due to any act of negligence of any other persons rendering any of the services or accommodations included in the itinerary. Club Ski Limited shall not be responsible for any delays or cancellations of any arranged tour.



Club Ski Ltd  
Deerhurst  
Coast Hill Lane  
Westcott  
RH4 3LH