



Ski Bonjour Ltd. Terms & Conditions.

Introduction

Please read this important information carefully, in conjunction with the booking contract, as together they apply to all the holidays we sell and form part of the contract between us. Our main interest is that you have the best holiday possible. To ensure the holiday contract is free from ambiguity and satisfies both parties, it is important that you and your party read these booking conditions as they are the conditions you agree to, on behalf of your group, when you sign the Booking Form.

Please refer to www.SkiTLB.com for detailed descriptions of your accommodation.

Our Responsibility to You - The Provision of Your Holiday

We will arrange for the provision to you of the services which form part of the holiday as confirmed to you. The services will be provided either directly by ourselves or by independently contracted suppliers. When we receive your signed booking form and return a deposit receipt this acts as acceptance of the booking on the terms of these conditions from that moment. All holidays and offers advertised on this web site are subject to availability and the price on the day of booking.

What does your holiday price include?

1. Accommodation in the chalet names on the invoice.
2. Breakfast and afternoon tea on 7 days with dinner served on 6 evenings.
3. All local resort taxes, Value Added Tax.
4. Bath towels and bed linen.
5. Ski hosting on 5 days.

What does your holiday price not include?

1. Dinner on the chalet staff's day off.
2. Any transport.
3. Ski pass, equipment hire.
5. Any picnic, lunches, or other après-ski activities.
6. Winter holiday insurance.
7. Room supplements (bath, balcony, etc).
8. Credit card payments surcharge (Not charged for deposits).

How to Book

We will hold an option on a provisional booking for up to 24 hours (unless otherwise agreed). After 24 hrs, without further notice, we may cancel your option unless you have confirmed your booking. We do not hold options on any late availability prices.

To confirm your holiday we ask for a deposit. This is £100 per person. All deposits are non-refundable. If you book within ten weeks of departure you must pay the full cost of the holiday upon booking.

To make a provisional booking, phone John on +44(0)1765 677787. He will e-mail you a link to a booking form which must be completed, signed by the group leader and returned to us. The group leader is responsible for ensuring that all group members' details are correct, that all have adequate insurance, (if not taking that recommended by Ski Bonjour), and for collecting full payment of the holiday 10 weeks prior to departure. All discounts are subject to the balance being paid on time and will be recharged on late payments.

All correspondence will be made between Ski Bonjour and the group leader only. Within seven days of receipt of a signed booking form we will send you our confirmation, which acts as our acceptance of your booking in accordance with the conditions below. The Contract made is in accordance with English law and subject to the jurisdiction of the English Courts.

The balance of the cost of the holiday is payable 10 weeks before departure. If the balance is not received by the due date then Ski Bonjour reserves the right to cancel the booking and retain the deposit. A surcharge of 3% is added to any payments by credit card other than your initial deposit or payments in resort.

Changes to Your Holiday

Please read the 'Cancellations and Alterations' section of the booking contract as there may be a charge if you make an amendment to your booking once you have confirmed. We ask that you consider what you want to do very carefully at the time of booking as most subsequent changes (excluding adding on items such as pre-bookable ski packs) will incur a charge. All cancellations and amendments must be received in writing from group leader.

Holiday Insurance

Clients wishing to make their own insurance arrangements **MUST** provide an insurance policy name and number when making the final payment to Ski Bonjour.

Your Accommodation

The numbers of people in the accommodation are limited to those on the Booking Form. Subletting, sharing, or assignment is prohibited.

No refunds can be made for unused portions of the accommodation or services provided.

All travel may be subject to delays and Ski Bonjour is not responsible these travel delays or non arrival costs experienced.



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Chalet Board

Meals consist of breakfast, afternoon tea, seven days a week and for six days a week an evening meal with plentiful house wine until coffee is served. Dinner is usually at 8.00 pm. If a group has booked the whole chalet it will be served at a time of their choice between 6.30pm and 8.30 pm.

Chalet Prices

The prices shown are per person per week unless otherwise indicated and are based on two people sharing a standard room. The price includes catered accommodation (as detailed above). Our prices do NOT include equipment hire, insurance, lift passes, lunchtime food. The prices are indicative only and are subject to change at any time. Additional room or other supplements may apply

Children

Skiing is one of only a few sports that can be enjoyed by both parent and child. Children are welcome in our chalet. They are accepted on condition that they remain the responsibility of the head of the family, or in his or her absence, the Group Leader. Children's ages (under the age of 18) must be advised at the time of booking. We will allow a discount for children aged 14 and under as detailed on the web site. If parents insist on a separate room for children, the adult price will be payable. Children receiving a discount do not qualify for a further discount when part of a group.

For the benefit of parents and other guests, children under the age of 13 and under take their evening meal at 6:00 pm, unless they are part of a full chalet group, in which case you make the rules. We don't expect children to be packed off to bed at adult meal time, but we do ask that they enjoy the free view TVs in the bedrooms provided for your enjoyment or play from a selection of games supplied in the lounge.

After dinner, the sitting room and other communal areas of the chalet are adult areas. If, for any reason, your children are still in the sitting room or other communal areas of the chalet at this time of night, they are expected to be under control and to behave in a mature manner and it is your responsibility to ensure that this observed.

In many resorts (Italy, Norway, Slovenia) it is now compulsory for ALL children aged 13 and under to wear a helmet on the slopes. Many ski schools insist on the use of helmets. We also recommend that all children wear a ski helmet and these are pre-bookable.

Dietary Requests

Our chefs will endeavour to cater for special or vegetarian needs where possible, although this will depend on the local availability of ingredients. If you or members of your group have a special dietary requirement then these must be notified at the time of booking. We ask that in order to assist the chef you bring along any supplements that may be required. In extreme circumstances we may be unable to offer a 100% satisfactory service. Any such requests must be recorded on the Ski Extras Form. Please also check

with your chalet host or chef as soon as you arrive so that they can discuss your requirements with you.

Internet Access

Our chalets are equipped with Wi-Fi which is available in many rooms. However we cannot guarantee continuous and uninterrupted internet connection in your chalet, due to technical circumstances which may be beyond our control. For the comfort of all, the use of computers, handhelds, mobiles etc. is not allowed in the sitting and dining rooms. If you receive a call while in these areas you are asked to move to another area of the chalet.

Hot Tubs

Any outdoor hot tubs cannot be used after dinner. Breakdowns are dealt with as quickly as possible but please remember that specialist repairs often take longer in the mountains. Delays may also occur if parts need to be ordered.

Please note any Hot tub facility is subject to French authorization.

Smoking

All our chalets are non-smoking in all rooms including bedrooms. Guests may smoke on balconies.

Staff Days Off

Staff in chalets have one day off per week. On this day, breakfast and afternoon tea will be laid out for you. In the evening you are free to try a local restaurant. Our chalet staff will give you advice and can arrange reservations for you.

Check-In

Rooms are available after 15.00 and are to be vacated by 09.00, irrespective of your time of arrival or departure. When possible a room will be made available on Sundays for those arriving early, or leaving late and wishing to change before or after skiing.

Lost Property

Whilst we do everything possible to locate lost property, we cannot guarantee to do so. If we are able to locate lost property and arrange for its return, all costs of so doing must be paid in advance. We cannot be held responsible for lost property whilst in transit to the UK, howsoever this is arranged.

Group Discounts

The person who makes the booking is called the 'Group Leader. He/she must have the authority to pay for the holiday on behalf of all other guests in the group. When the Group Leader agrees to book the holiday, he/she confirms that all those travelling accept the booking conditions. The Group Leader is responsible for the full cost of the holiday, including any cancellations or



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amendment charges. The Group Leader is responsible for collecting all deposits and balances by the due date and dealing directly with group members regarding all aspects of the holiday. Only the Group Leader and not individual group members should call us to discuss room allocations, discounts, etc. We allow generous group discounts/free places because our administration costs are lower when dealing with just one person. We can provide a quotation on request, within 24 hours.

The group discount table in the prices section shows the free place allowance. It is only applicable to those paying the full adult tariff who are booked in up to the date of final invoice. Remember if you can increase the numbers booked prior to the date of the final invoice, then any further group discounts will apply. This is of course subject to availability. In such case no charge will be applied for the booking alteration. If the group size reduces after booking, the number of free places will also be reduced accordingly and may be forfeited if all conditions are not complied with. Free places prices do not include insurance, ski packs or other supplements.

It is a condition of receiving free place allowances that, when possible, the free places permitted, are taken in triple and/or 4 bedded rooms. If your group does not suit this situation, if for example all group members are couples, then the free place ratio may have to be reduced. Please contact John, for clarification in such circumstances. Please also read details regarding empty bed supplements and single occupancy.

Child discounts are not included when calculating group discounts. However children can opt to pay the full adult price in order to qualify for group discounts.

Cancellations and Alterations

If you change your booking, e.g. different date or different room, provided there is availability, we will do our best to help. We will need confirmation of any change in writing. There is an administrative charge of £30 per booking, per change, plus any extra charges incurred, due to differences in the holiday cost and/or any charges levied by our suppliers.

If you are forced to cancel your holiday, a charge will be made, as Ski Bonjour will have already incurred some expenses. The charge will vary according to when the cancellation is received.

ALL CANCELLATIONS MUST BE IN WRITING AND SIGNED BY THE GROUP LEADER.

If a cancellation is made more than 10 weeks before the intended departure date, only the deposit is forfeited. Otherwise, the scale of charges given below applies:

Between 29 - 70 days - 40%

Between 15 - 28 days - 65%

Less than 15 days - 100%

N.B. Your insurance premium is non-refundable.

As well as the above charges, rooms under occupancy charge or loss of group discounts may apply to the remaining group members if the cancellation/alteration changes the group's qualifications.

NOTE: Depending on the reason for your cancellation the charges may be claimable under the terms of your holiday insurance.

Ski Extras

As a special service, we offer the opportunity for all clients to pre-book lift passes, lessons, and ski/snowboard hire. These are sold separately (we act as an agent for the suppliers of these services) and at an extra cost to your holiday. Once the deposit for the holiday is paid, the group leader will be contacted regarding these extras. Please note that we try to offer significantly lower prices than would be obtained in the resort. Lessons and equipment hire are subject to availability and it is recommended that they are booked well in advance.

As suppliers' conditions apply we cannot make refunds on any part of your pre-booked extras. In particular we cannot offer refunds in cases of bad weather.

Après-Ski

Holiday plus and other additional activities offered are often dependent on weather conditions and achieving a minimum number of participants. Therefore certain programs may not always be available.

Ski and Boarding Hosting

Our ski hosting service is offered free to our guests. Our ski hosts are keen skiers and boarders who enjoy sharing their enthusiasm with you. However they are not instructors or guides and will not offer any instruction or ski with you off-piste.

The Ski Bonjour ski hosting service is designed for intermediate to advanced skiers. For beginners and those wanting to improve their technique, our booking staff can book you a place in advance. Off piste skiing should only be undertaken with a qualified mountain guide.

Please note children under 16 must be accompanied by an adult when using the ski hosting service.

Our ski hosts are obliged to observe local rules and regulations. If we are prevented from operating this service we reserve the right to withdraw it and to offer to engage local ski guides (the basic cost of which will be passed on to participating clients). The ski hosting service is subject to weather conditions and local laws.

Passports and Visas

You require a current passport for any holiday outside the UK.

N.B. a visa may be required by non British passport holders visiting France (check with your consulate).



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Health Requirements

An EHIC (European Health Insurance Card) should be obtained from your local post office or by visiting <http://www.ehicard.org> to allow you to receive reciprocal health benefits in France. All guests are reminded that they are required to hold valid winter sports holiday insurance for their stay.

In the event of illness during the holiday it is the responsibility of the client to pay all doctors fees, hospital expenses, repatriation expenses and Ski Bonjour shall not be liable for any refund either partial or total of money paid.

Behaviour

We reserve the right to decline to accept or terminate midway the holiday of any person as a client if their conduct is disruptive or unacceptable towards staff or other guests. We will be under no liability for any extra costs incurred by such a person as a result of us reserving this right. Nor will any refund be payable. Ski Bonjour also reserves the right to refuse ski hosting to any client without disclosing the reason.

Skiing or Boarding

At all times, every effort is made by Ski Bonjour to ensure your safety, whether on a hosted session or not. However, clients, when skiing or boarding, must at all times use their own judgment based on their abilities. Ski Bonjour cannot be held responsible for incidents occurring where a client shows undue regard for the terrain, the conditions, other participants or their own safety.

Data Protection

We are committed to protecting your privacy. We may disclose details such as name, contact details, travel preferences and special needs or diets that you have supplied to us in relation to yourself and your traveling companions to our suppliers for the purposes of providing you with our services. Only the information necessary for these purposes will be supplied to them. We do not provide any information or our mailing list to any other company. Please note that security regulations may require us to provide government agencies access to data you disclose to us.

Complaints

In spite of all our best efforts, we recognise that problems sometimes do occur. If you have a complaint please tell our chalet manager immediately so that he/she can help you. Problems are most easily sorted on the spot. If the problem cannot be resolved locally a written complaint must be made whilst in resort, signed by the Chalet manager and sent to our office within 28 days of your return. This will be dealt with after due consultation with our resort staff.

Force Majeure

Ski Bonjour will not be liable for problems or delays caused by strikes, riots, political unrest, hostilities, war,

terrorist activity, industrial disputes, fire, flood, tornadoes, hurricanes, transportation problems, airport closures, weather conditions or any other event beyond our immediate control. We suggest that you take out adequate travel insurance to cover such eventualities. Ski Bonjour cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by "force majeure". In these booking conditions, "force majeure" means any event, which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

Chalet Staff

During your stay our chalet staff will look after you to the best of their abilities. It must be remembered that they are not full time professional staff so please do not expect levels of service to reach that of luxury hotels!

Legal Section

Ski Bonjour, Ski Tignes les Brev, SkiTlb and Ski Tignes les Brevieres are the trading names for Ski Bonjour Limited (company No. 6292400) registered at Littlecroft, Harrogate, HG3 3RW, England.

We do not make any warranties and/or representations, express or implied, as to the accuracy of the information contained on our website. Nor do we make any warranties and/or representations as to the nature or standard or otherwise of any services offered on or through this site. We do not accept liability for any indirect or consequential loss of any kind in contract, tort or otherwise arising out of:

- (i) your use of or reliance on any content available on or through this Site,
- (ii) any failure to access or delay in accessing this Site or
- (iii) the performance or non-performance of any services by us.

Our liability shall be limited in respect of direct loss (save in the case of personal injury or death) to a maximum of the price of the product or service to which the claim relates.

If any of the above limitations and exclusions, in whole or in part, are found to be unlawful, void or for any other reason unenforceable, that exclusion or part thereof shall be deemed severable and shall not affect the validity or enforceability of the other exclusion(s) or part(s) thereof in question.

Our current booking conditions will govern all aspects of your holiday with us. If you would like a copy of these you can download them from this web site.

We have never had to cancel any holiday. However, if, for any reason, this should be necessary, you will be notified, and either a refund of any money paid will be given, or if available, we will find a suitable alternative holiday. We cannot accept any liability for any costs, that you may have incurred, relating to a holiday cancellation.