

# Courchevel Chalet & Apartment Rentals – Chalet & Apartment Holidays – Booking Terms & Conditions Form

## Holiday Booking Terms & Conditions and General Information

For the letting of holiday accommodation and provision of services as booked through Chalets & Apartments Limited, Registered in England and Wales No: 6974758 trading as Courchevel Chalet & Apartment Rentals and website [www.Courchevel-Chalets-Apartments.com](http://www.Courchevel-Chalets-Apartments.com) and acting as agent for property owners or referral and/or booking agent for other service providers.

### 1. Definitions and Interpretation

In these conditions, “we”, “us” and “our” mean Chalets & Apartments Limited and/or the Property Owners. “You” and “your” mean the person “party leader” booking the Holiday. These Terms & Conditions together with the General Information provided here and on our websites apply to you and your group’s booking with us. It is your responsibility to understand the General Information and read and agree to the Terms & Conditions and ensure all of your group also understands and agrees before you sign the Booking Form. The “party leader” named on the Booking Form is liable in full for all persons booked using that form, and also for any person added or substituted in relation to that booking. The contract is made at the time we accept your booking.

### 2. How to Book

Read these Terms & Conditions in full and then contact us to confirm your requirements, availability & pricing. Complete and return the Booking Form to us as soon as possible either by emailing a signed scanned copy or by fax. When we receive the completed Booking Form we will issue an Invoice and make a Provisional Booking for you and your group.

### 3. Making Payment

Your Invoice will confirm the details of your holiday booking and the various ways to make deposit, full payment, security and/or other payments. Upon receipt of the deposit or full payment (& security deposit, etc), whichever is first, your booking is accepted and becomes confirmed so please make immediate payment to avoid disappointment.

### 4. Please Check Booking Details

It is your responsibility to check all the information on the Invoice is correct and corresponds with your booking. We will not be responsible for any errors or omissions not notified to us within 7 days of our sending you the Invoice or after you leave to commence your holiday.

### 5. Currency Exchange, Bank Transfer and/or Credit Card Fees.

You are responsible for any currency exchange costs, bank or transfer fees and/or credit card fees on bookings. The use of credit cards will incur a fee depending on the card and will be detailed on the Invoice. Cards charges vary but most will be less than or equal to 2%. There are no other booking or administration charges applicable with booking.

### 6. Payment Amounts & Timing

If you book more than 2 calendar months before the start of your holiday, you pay a deposit of 25% of the holiday booking. Any outstanding payments are then due 2 calendar months before the arrival date. If you book less than 2 calendar months before the start of your holiday, you pay the full amount and any other amounts such as a security deposit (if one is required) at the time of booking. We will account to you any charges and return the security deposit (less any charges if applicable) within 14 days of the end of your holiday with us.

### 7. Property Access and Departure Times

Occupancy shall not commence before the agreed time & date and you must leave by the agreed time & date unless otherwise confirmed by us in writing. The agreed times & dates are listed on our website, invoice and/or the Information Sheet provided. These times are important and must be adhered to and allow for cleaning and preparation of the property. If the property uses keys (and not a code lock) a minimum £20 surcharge for arrival after 8 pm may be charged.

### 8. Ski/Activity, Travel & Holiday Insurance – “A Must Have”

Adequate ski/activity, travel & holiday insurance is essential and we strongly recommend full and early insurance cover. Please take out appropriate cover when you book so you are fully covered in case of a cancellation. We will not be responsible for any loss or liability because you do not have full and adequate insurance.

### 9. Cancellations or Alteration by the Client

Notification of cancellation or requesting an alteration must be made to us in writing and as soon as possible. It is your responsibility to ensure we receive the notification, especially if sent by email, as it will only be effective upon receipt.

If you cancel the following cancellation charges being a % of the total holiday booking will automatically apply:

More than 2 calendar months before arrival	25%
1 to 2 calendar months	50%
15 days to 1 calendar month	75%
0 to 14 days	100%

These charges are irrespective of whether or not you have paid in full at time of cancellation. Any lost of income and/or costs, including administration and legal expenses, involved in us collecting any outstanding amounts 14 days after

notification will also be paid by you. Security deposits are not included in the calculations and will be refunded in full unless there are any outstanding charges. You may make another booking but no booking can be exchanged with another property because of different ownership so the charges will unfortunately still apply. If you wish to alter a booking at the same property and if, at our absolute discretion, we are able to do so we will confirm the changes to you in writing and charge you a £30 administration fee plus direct costs (if any).

### 10. Cancellation or Alteration by Us

In the unlikely event we have to cancel or alter your confirmed booking and the change is substantial, you have the option to take any amended holiday offered by us or cancel your booking. If you cancel under this provision, we will refund the full amount you have paid to us, and this will be our only liability.

### 11. Force Majeure

If your holiday is altered or can’t be taken due to events, which may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control, we cannot accept liability, make refunds or pay compensation.

### 12. Accuracy of Information

We try hard to ensure you are provided with honest and accurate information on our website and in all written and verbal communications but we do sometimes have to rely on other parties. Unfortunately errors and omissions can also occur and descriptions are subjective so please check with us if there is any part of your holiday which is of particular importance and/or you feel there is, or may be a risk of, inaccurate information. We reserve the right to correct any errors if a genuine mistake has been made in our contract with you.

### 13. Nuisance by the Client

If you or visitors undertake activities which are illegal; are rude, threatening and/or aggressive to us, property managers, contractors or service providers; behave in a way which in our view is likely to disturb the enjoyment of others within or surrounding the property or damage our reputation, we can terminate your holiday immediately and have no liability to make any refund or pay any amounts in respect of that termination.

### 14. Damage, Breakages, Uncleanliness, Missing or Stolen Items

Please notify us within 24 hours of arrival if you find any damage, significant stains, uncleanliness, missing or stolen items otherwise it may be assumed you are responsible. If you cause any damage, breakages or stains and/or remove or allow any items to be removed or stolen (by leaving windows or doors unlocked for example) please notify us immediately as you are liable. Cleaning is normally included (unless otherwise stated) but you are required to leave the property in a clean and tidy state. If you don’t you may be liable for a cleaning surcharge. Any charges not covered by a security deposit will be paid by you within 14 days of notification. Any costs, including administration and legal expenses, involved in us collecting any outstanding charges after 14 days will also be paid by you.

### 15. Breakdowns or Disruption

Please immediately report to us any breakdown in equipment, defects or lack of public services and arrangements for repair or replacement will be made as soon as possible. However we shall not be liable to you for any temporary defects or stoppage in the supply of public services to the properties, nor in respect of any equipment, machinery or appliance.

### 16. No Smoking, Maximum Occupancy, Pets, Children, Single Sex Groups and Other Requirements

All properties are non-smoking, all properties list their maximum occupancy in their details, most do not allow pets and some have special requirements in regard to children or groups of all the same sex, for example. Please ensure you check the property details carefully when booking as we reserve the right to cancel your holiday with no refund or liability if any of the specified requirements are not understood or complied with.

### 17. Personal Security and Belonging

Mountain holidays with extremes of weather, cold, ice and snow and activities including skiing, hiking, mountain biking, paragliding, snowboarding, etc, etc. involve risks of personal injury and even death. We accept no responsibility for any of the risks involved and the possible consequences. We may recommend or book lift tickets, nanny & child minding services, ski schools, instructors, airlines, transfer services, etc. for you. However you must make your own enquiries as to the qualifications, credentials, insurance and overall suitability of any of the services and we accept no responsibility in regard to the security or performance of these services.

### 18. Limitation of Liability

If we are found liable on any basis whatsoever our maximum liability to you is the price of your holiday booking.

### 19. Law of the Contract

The law of this contract is England and any disputes will be subject to the exclusive jurisdiction of the English courts

### 20. Holidays Are Important

We understand the stress and sometimes difficulty of getting your holiday right and the disappointment if things don’t go as expected so please tell us politely if you have a problem and allow us the opportunity of resolving it quickly for you.