

Terms and Conditions

Please read the booking terms and conditions set out below carefully before booking your holiday at Chalet Blanc Châtel. The booking conditions will form the basis of your contract with Entreprises Françaises (Guernsey) Limited, the “Company” and sets out the respective rights and obligations of both parties.

Your contract

A contract shall exist between the client and the Company when we receive the deposit or full payment as applicable and a confirmation email is issued by the Company. The party leader must be over the age of 18 years of age at the time of booking and he/she must be authorised to make the booking on behalf of all the persons listed in the booking. The person booking the holiday guarantees payment of the full cost of the holiday for all those people included in the booking. When you receive your invoice, please check all the information carefully to ensure the details are correct and advise the Company immediately of any discrepancies.

If a booking has been made within 10 weeks of departure, a contract will exist immediately upon receipt of an email from the Company confirming your booking request. By making such a booking, you are deemed to have accepted and agreed to these booking conditions.

Holiday prices

We reserve the right to make changes to and correct errors in advertised prices at any time before a booking has been accepted. We will advise you of any error of which we are aware and of the applicable price at the time of booking. Once a booking has been accepted we guarantee that the price will not change.

Amendments by the client

If you wish to alter your booking with the Company you should inform us as soon as possible. Should you decide to alter your booking after our booking confirmation has been issued we will do our best to accommodate you, however, we do not guarantee that any change will be possible. The client will be liable for any increased costs resulting from any change. If any member of your party is prevented from travelling, that person may transfer their place to someone else providing we are notified not less than two weeks before arrival.

Cancellation by the client

Please notify the Company by email (in writing) immediately if you need to cancel your booking. Notification of cancellation will be effective from the date when it is received by us in writing. We are not liable for any cancellation being delayed, misdirected, or errors when sending. If you cancel your booking, the following charges will apply:

Notification	Cancellation charge
More than 10 weeks prior to arrival	Loss of deposit
Within 10 weeks prior to arrival	40% of holiday cost
Within 6 weeks prior to arrival	60% of holiday cost
Within 4 weeks prior to arrival	80% of holiday cost
Within 2 weeks prior to arrival	100% of holiday cost

In the case of a whole chalet booking where an individual cancellation reduces the number of full paying party members, the price for the booking will remain the same.

Clients are recommended to take out insurance offering protection against cancellation.

Alteration or cancellation by Entreprises Françaises (Guernsey) Ltd

In the unlikely event that we need to make any changes to, or cancel, your holiday, you will have the choice of either accepting the change in arrangements or cancelling your holiday and receiving a full refund. We reserve the right to alter any holiday arrangements as necessary. The client will be notified of the changes as soon as possible. If you accept a refund we will be under no further liability outside the holiday costs charged by us.

Payment

The deposit consists of 20% of the holiday cost and should be paid immediately upon placing your booking request. The balance of your holiday must reach us no later than ten weeks prior to your holiday start date. This date is shown on your invoice. In the case of bookings made within ten weeks of arrival, full payment must be made at the time of booking. If we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we reserve the right to cancel your holiday, retain the deposit and recoup any additional charges. Payments are accepted by credit/debit card, PayPal, bank transfer or by cheque. Payments made using credit/debit card or PayPal carry an additional charge of between 2% and 3.6% and this will be detailed in your invoice. Bank transfers carry no additional fee so payments using this method should be made at the NET amount. Payments of the deposit and balance are in Pounds Sterling (£).

Payment options:

Credit/Debit Card or PayPal Account (2% - 3.6% fee):

All card transactions are handled securely by PayPal and carry an additional fee. All major cards accepted, a PayPal account is not necessary and there are a number of ways to pay:

- Click in the 'Payment' tab in the Customer Portal
- Use the Pay Now button on our website - www.chalet-blanc.co.uk.
- Directly over the phone. Request a call-back or contact us on +33 676 37 40 91.

We do not store any credit/debit card details or other sensitive information. Nor do we share customer details or information with any 3rd parties other than those exclusively required for the services we help to provide.

Bank Transfer (no fee – pay NET amount only):

Bank: Barclays Private Clients International
Account Name: EF(GSY) Ltd.
Acc Number: 33612406.
Sort Code: 20-35-32.
IBAN: GB20 BARC 2035 3233 6124 06.
Swift: BARC GB 22

Note: Any Euro (€) expenses (lift passes, equipment hire etc.) are due in Euros before departure either in cash or by credit/debit card (2% fee).

We reserve the right to cancel the booking if a deposit is not paid within two weeks from the time of booking.

Refunds will not be payable where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control such as, but not limited to, war, threat of war, riot, civil strife, terrorist activity, fire, natural or nuclear disaster, adverse weather conditions and all other similar events that could not be avoided, amounting to force majeure.

Check-in/Check-out

Check-in time at the chalet is 3pm on the first day of the booking.

Check-out time from the chalet is 10am although we ask that guests vacate their rooms by 9am.

Arrangements can be made to accommodate early arrivals and late departures for a discretionary charge.

Transfers/Transport (Winter Only)

Transfers to and from Geneva airport are included in the price of the holiday (December to April) providing flights arrive in Geneva on the first day of the booking between **11am and 4pm** and depart on the last day of the booking **no later than 2pm**. Guests in a single booking are not required to arrive or depart at the same time but private transfers will only be granted to groups of five or more that arrive on the **same flight**, smaller groups will be booked onto a shared transfer. The transfer company will ultimately decide the schedule based on each guests' flight time and their service agreements with the Company. The Company reserves the right to charge accordingly should transfers be provided outside of these times.

The resort vehicle(s) and chauffeur service are provided to guests (December to April) for transfers to the lift station in the morning, transfers back to the chalet in the afternoon and transport to the village and back on staff night off and when might be required during the week. There is no set number of journeys per day or set times in which this service is offered. However, the company reserves the right to refuse should the request be deemed unreasonable.

The resort vehicle is a gratuitous service and any client travelling in a resort vehicle does so at their own risk.

Weather

The Company accepts no responsibility for any delays or losses suffered as a result of adverse weather conditions.

Liability

We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed and provided with reasonable skill and care.

We do not accept responsibility if you suffer injury, illness or death unless it is due to negligence of our employees, acting in the course of their employment. We do not accept responsibility for injury, illness or death caused by your own actions or omissions, by any unforeseeable or unavoidable event, or by any third person not connected with the provision of your holiday which we could not have predicted or avoided. If a member of your party does suffer injury, illness or death due to misadventure as a result of an activity which does not form part of your contracted holiday arrangement, we will provide you with reasonable assistance and guidance.

You are responsible at all times for all your personal belongings, documents and ski equipment (including hired). The Company will not arrange your travel by sea, rail or air and accordingly the Company cannot accept responsibility for injury or loss suffered as a result of the acts or omissions of the providers of such services. Such arrangements are entirely your responsibility.

Please ensure you have taken out the appropriate insurance cover before travelling.

The operations element of the Company and therefore all insurance and public liability is operated through: **SARL Chalet Blanc Chatel**: R.C.S. THONON 534 064 803

Sports & Activities

If you ski or snowboard or partake in any activity with or without a representative of the Company, whether on an organised session or not, the Company cannot take responsibility for any injuries however caused. At all times clients must use their own judgements based on their own ability, and acknowledge that participation is at their own risk. We accept no liability should you choose to ignore this request.

Damage by and behaviour of Clients

The Company reserves the right to terminate, without compensation and without any further contractual obligations towards them (this includes any return transport arrangements), your holiday, if it is deemed that your behaviour is unsociable, abusive or in any way unacceptable, to ourselves or any other guest or in any way harms the reputation of Chalet Blanc Châtel with local residents or suppliers.

We will not make any refunds or pay any compensation to the individual involved or to the members of his/her party, or associates wishing to curtail their holiday as a result.

The Company reserves the right to claim back from the client any costs or charges incurred due to damage to the chalet whether accidentally caused or not.

Complaints

If you are unhappy about any aspect of the Company's arrangements whilst on holiday or experience any problems with your holiday whilst away, you must immediately inform the director of the Chalet Blanc Châtel team who will make every effort to rectify the problem. We regret that we cannot accept liability in respect of any complaints which are not notified entirely in accordance with this clause.

Insurance

It is a condition of booking that all clients have adequate winter sports holiday insurance to include medical cover.

Our responsibilities to you

We have taken every care to ensure the accuracy of the details set out in our website. However, if there is any change we will endeavour to bring these to your attention as early as possible. We are responsible for ensuring the accommodation you book with us as described in our website and the services provided are of a reasonable standard.