

Alpine Answers - Booking Conditions (for accommodation only, or transfer/taxi only, or any other single item)

1. Your contract is with Earl Knudsen and Simon Hoskyns, trading as Alpine Answers, a member of ABTA

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

2. Your Financial Protection

As you have booked a single item (e.g. accommodation only or airport transfers only) we do not offer financial protection against the insolvency of the supplier (e.g. the hotel or transfer/taxi company) although whilst we hold your money in our account it is protected by our ABTA bond. If you would like to purchase an ABTA recommended financial insurance policy issued by IPP London (International Passenger Protection London) which offers cover up to £3,000 per person then please contact sam@alpineanswers.co.uk. Please note we charge £5.00 per person to cover the admin and cost of this policy.

3. ABTA

We are a Member of ABTA, membership number D4050. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

4. Your Holiday Price

i) We reserve the right to alter the prices of any of the holidays shown on our website. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

ii) When you make your booking you must pay a non refundable deposit of £300 per person but higher deposits may be requested if pre-payments to suppliers are necessary. The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date. We accept deposit payments by credit card but we do not accept credit cards for the payment of your holiday balance. To pay your holiday balance we accept debit card, cheque or bank transfer.

Once we have received your deposit (or full payment) we will, subject to availability, confirm the booking by issuing and sending to you a Confirmation Invoice. Please check this invoice very carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation, or any other document, appears to be incorrect as it may not be possible to make changes later. We regret we cannot take liability if we are not notified of any inaccuracies in any document within five days of issue.

The party leader (the name on our invoice and confirmation letters) is liable for full payment for all the people for whom the booking was made and for anyone else we are requested to make a booking for and in respect of whom we send you a confirmation invoice.

If the deposit and/or balance is not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

In some cases you will be charged for resort tax in the resort, in others we will include this in the cost of your booking. It depends on the individual accommodation booked as to which scenario applies. The resort tax is a nominal charge (1.5 – 3.0 euros per person per night or the equivalent in Swiss Francs). If you would like to know if the resort tax ('tax de sejour' in France) is included in your booking please do call.

iii) The price of any accommodation that is booked for you is fully guaranteed and will not be subject to any surcharges.

5. Making a Booking and Payment

When you have chosen what you wish to book you must pay a non refundable deposit of £300 per person (sometimes a higher deposit may be necessary) or, if you are booking within 10 weeks of your arrival date, pay the full balance. Your booking is confirmed and a contract between us exists when we issue our confirmation invoice which we will send to the party leader by email. Please check your confirmation carefully and report any incorrect or incomplete information to us immediately. Please ensure that names are exactly as stated in the relevant passport. If you have paid a deposit, the balance of your booking is due 10 weeks before departure. If it is not received in time we reserve the right to cancel your booking and retain your deposit. The cost of any accommodation does not include any extra chargeable services that you may use whilst at the accommodation. These are payable direct to the hotel.

6. Your Responsibility for your Booking

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. This means that you are responsible for making all payments due, notifying us if any changes or cancellations are required and for receiving the confirmation and keeping your party informed.

7. If you Change your Booking

If, after our confirmation invoice has been issued, you wish to change your booking in any way, for example your chosen dates or any aspect of your accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing by email or post from the person who made the booking. You will be asked to pay an administration charge of £40 plus any charge made by the accommodation supplier or taxi/transfer company. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: If you change the number in your party, the booking price will be re-calculated. If the party size is reduced, this might mean the remaining members paying more due to under-occupancy charges.

8. If you want to Cancel your Booking

The person that made the booking must put this in writing to us, by email or post. Because we incur costs in cancelling confirmed bookings, particularly if cancellations occur close to arrival date, you will be charged a cancellation fee. Cancellation fees: If you cancel (this is the date on which we receive your written notice of cancellation during the hours of 9.00am to 5.30pm):

70 days or more:	loss of deposit (and any insurance premium if applicable)
69 – 56 days:	30% charge
55 – 35 days:	50% charge
34 – 21 days:	70% charge
20 – 14 days:	90% charge
13 – 0 days:	100% charge (ie no refund at all)

9. If we Change or Cancel Your Booking

We reserve the right to change or cancel your booking. Subject to the note below, if we make a change and you don't want to accept it, you can take any alternative accommodation or transfer arrangements we are able to offer you (you will pay the increase in cost if the replacement is advertised at a higher price than your original booking, or receive a refund of the difference if it is less expensive) or a refund of the money you've paid to us. This does not apply where the change is not material. Examples of non-material changes include, but are not limited to, temporary withdrawal of facilities or seasonal unavailability of amenities. Subject to the note below, if we have to cancel, again we may be able to offer you an alternative. If you accept it, you would pay the difference if it was advertised at a higher price than your original booking, or receive a refund of the difference if it was advertised at a lower price. Or we will refund the monies you have paid us for your booking. We will not be responsible to pay any compensation following a change or a cancellation by us. Any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts are not claimable from us.

Force Majeure. We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics and unavoidable technical problems with transport.

10. Our Responsibility for Your Booking

We have a duty to select the accommodation or transfer/taxi providers with reasonable skill and care. We have no liability to you for the actual provision of the booking, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the provider with reasonable care and skill, we will have no liability to you for anything that happens at the accommodation, or during your transfer/taxi ride, or any acts or omissions of the provider or others.

We also have no liability in the following situations:

- i) where the accommodation or transfer/taxi cannot be provided as booked due to circumstances beyond our control (see clause 9)
- ii) where you incur any loss or damage that could not have been foreseen at the time of your booking, based on the information provided by you.
- iii) where you incur any loss or damage that relates to any business activity.
- iv) where any loss or damage relates to any services which do not form part of our contract with you.

If we are found liable to you on any basis, we limit the amount we have to pay you to a maximum of two times the cost of your accommodation or transfer/taxi. This limit does not apply to cases involving death or injury.

11. Check-in and Check-out

Check-in to accommodation is normally after 4.00pm. If you check-in after midnight, your accommodation has been reserved for you from the previous day and this counts as the first night of your stay. Check-out is normally at 10.00am.

12. If you have a Complaint

If you have a problem during your stay, please inform the accommodation or transfer/taxi provider immediately, who will endeavour to put things right. You should also try to find a solution whilst you're there. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at Alpine Answers, 250 York Road, London SW11 3SJ or by email: ski@alpineanswers.co.uk giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please bear in mind that we are only liable to compensate you in line with these booking conditions - in particular clause 10 above makes clear that our obligation is to choose the accommodation or transfer/taxi provider with reasonable skill and care. Any dispute or claim arising out of this contract that can't be settled between

us can be referred by you to ABTA arbitration or court. We agree that the courts of England and Wales have jurisdiction and English law applies (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scots or Northern Irish law, as applicable.)

13. Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

14. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of the booking provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

15. Insurance

We consider adequate travel insurance to be essential. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We are unable to accept responsibility for any costs you or a member of your party may incur as a result of failing to take out adequate insurance cover.

16. Weather conditions

Alpine Answers will not be responsible for any loss, delay or cost connected with adverse weather conditions.

17. Damage by and behaviour of clients

When you book accommodation or a transfer/taxi through us, you accept responsibility for the proper conduct of all members of your party during your stay or journey. We reserve the right at any time to terminate the stay or journey of any party member(s) whose behaviour is such, in the reasonable opinion of the provider or us, as to cause or to be likely to cause danger, upset or distress to anyone else or damage to property. Full cancellation charges will then apply and no refund will be given. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation or transfer/taxi costs) you may incur as a result of your stay or journey being terminated. If you cause damage to the accommodation you are staying in or the vehicle in which you are travelling, you must fully reimburse the provider concerned for the cost of the damage before the end of your stay or journey if the cost has been established by then or as soon as it has been established if later. You must also indemnify us for the full amount of any claim (including all legal costs) made against us by the provider or any third party as a result.

18. Honesty

Alpine Answers is a professionally managed business that aims to continue with our superb return rate. We will do all we reasonably can to keep standards as high as possible. We hope you have a great holiday.