

Ski Extra

Booking Conditions:

Your holiday booking is made between Ski Extra Ltd and the signatory on the booking form, who must be over 18 years of age. All bookings are subject to the conditions below.

Confirmation and Payment

Once we have received a signed booking form and deposit payment, you will receive a confirmation invoice for the balance of the cost of the holiday. The person who signs the booking form is liable for full payment for all guests to whom the form applies and for any additional guests subsequently added to the booking. For bookings made within 10 weeks of departure full payment for the holiday must be made immediately to confirm your booking.

Damage deposit

Ski Extra reserves the right to take a damage deposit payable with the balance payment 10 weeks before the start date of your holiday. This deposit is fully refundable 30 days after your departure date from the chalet. However, if you have caused any damage to the contents, furnishings or structure of the chalet, the cost of replacement or repair will be taken out of your deposit. If the repair/replacement costs exceed the amount of your damage deposit you will be liable for the additional costs. Any outstanding payments such as telephone bills, lift passes, ski lessons etc. these will also be deducted from deposit before it is refunded. Ski Extra accepts no responsibility for the action of its clients and shall not be held liable for any claim made against them (or as a result of their actions) by a third party.

Your responsibilities

- a) By accepting our terms and conditions you hereby agree to guarantee payment for any chargeable services requested by any member of your group both before and during your holiday.
- b) We expect all our guests to treat the chalet with care and respect. Ski Extra will be entitled to recover the cost of any damage caused by any member of your group. Unacceptable behaviour will result in the termination of your holiday with no right to a refund for your holiday or any expenses incurred as a result of the termination.

No surcharge guarantee

The price of your holiday is fully guaranteed and will not be subject to any surcharges. The prices listed are in £ pounds sterling.

Insurance

Although ski and piste rescue insurance can be purchased on arrival from the resort operator Televerbier, it is a condition of booking that all our guests arrange adequate travel and ski insurance in their home country before travelling. If you intend to ski off-piste, please ensure that your policy has the appropriate cover.

Ski hosting

If you ski with a Ski Extra employee it will always be on a purely social level. We cannot take responsibility for any injury howsoever caused. At all times guests ski at their own risk. Skiing conditions can adversely affected by bad weather. We cannot be held responsible for circumstances beyond our control where certain facilities or arrangements may be withdrawn or altered.

Changes to your booking

Any changes to your booking must be made in writing and signed by you or a member of your party.

Cancellation by you

Cancellations are valid only once received in writing by Ski Extra. If cancellation is more than 10 weeks before departure, the deposit will be forfeited. Within 10 weeks of departure the following cancellation charges apply.

Less than 10 weeks 50% of total

Less than 6 weeks 85% of total

Less than 4 weeks 100% of total

Departure date or after 100% of total

If no written notice of cancellation is received and the client does not arrive, they will be deemed to have cancelled on the day of departure. Ski Extra reserves the right to resell any part of the cancelled holiday. This shall in no way alter their right to levy cancellation charges.

If you fail to settle either the deposit payment or the final balance payment or any other extra costs by the due dates, Ski Extra reserves the right to cancel the reservation with the same terms as above.

Cancellation by us

If Ski Extra is forced to cancel or change your holiday due to circumstances beyond our control, such as wars, riot, strikes, terrorism, natural disaster, fire, technical problems to transport, closure or congestion of airports, adverse weather conditions or similar events, refunds will not be paid. In the unlikely event that Ski Extra is forced to cancel your holiday for any other reason, you will be receive a full and prompt refund.

Liability

Ski Extra is covered by public liability insurance, however we cannot accept responsibility for the actions of its clients and shall not be held liable for any claim made against them (or as a result of their actions) either by other clients of Ski Extra or by third parties.

Weather Conditions

Ski Extra accepts no responsibility for any loss, delay or costs connected with adverse weather conditions.

Complaints

We do not pretend that everything will always be perfect. If you do have a complaint during your stay, please do raise it with us at the time, and we will endeavour to rectify the problem immediately.

The above booking conditions and any matters arising from them are subject to and governed by English law.

Ski Extra Ltd, 6 Ravencourt Place, London, W6 0UN