



TERMS & CONDITIONS

Please read carefully as you and every person in your booking will be bound by these terms and conditions.

The chalet sole occupancy, self catered holidays featured on this website (www.familyfriendlyskiing.com) are offered for sale by Family Friendly Skiing Limited, referred to as Family Friendly Skiing, registered office, 70 Market Street, Tottington, Bury, BL8 3LJ, United Kingdom.

These booking terms and conditions will apply to all bookings and will govern your contractual agreement with Family Friendly Skiing. Please note that Family Friendly Skiing do not sell package holidays or linked travel arrangements as defined under the package travel and linked travel arrangements regulations 2018 and therefore you do not have the protection offered under this regulation. It is therefore important that you ensure you have adequate insurance protection cover for your booking.

Where we refer to you, your, we are referring to all persons named in your booking, including anyone who is added or substituted at a later stage. When reference is made to we, our and us, this is Family Friendly Skiing.

1. Bookings & Payments

A completed booking form together with a deposit of £1,400 (Chalet Nicole), £1,200 (Chalet Abigail) must be received within the stipulated time of seven days from your telephone booking or e-mail reservation. If your booking is within 8 weeks of your holiday date, full payment must be forwarded with the booking form.

Once availability has been confirmed by Family Friendly Skiing any requested provisional reservation confirmed in writing by Family friendly Skiing will be held for seven days, pending receipt of the deposit and a completed booking form. There after the booking will be deemed cancelled and Family Friendly Skiing reserves the right to re-book the week without notification.

Family Friendly Skiing reserve the right to increase or decrease the price of their holidays if deposits and booking form are not received within the stipulated time of seven days from the confirmed reservation. Once a holiday is confirmed with a completed booking form and deposits the agreed price cannot be altered.

Family Friendly Skiing advise that you take out appropriate holiday insurance which covers you for extreme sports or buy in resort the infamous Carré Neige Insurance.

Full payment should reach us not later than 8 weeks prior to departure. If payment is not received, Family Friendly Skiing Limited reserves the right to cancel your booking and charge cancellation fees.

No contract shall exist between Family Friendly Skiing Limited and the client until a deposit and completed booking form have been received. Confirmation and an invoice will be issued to the party leader once all booking details are confirmed. The said party leader undertakes full responsibility to pay the full price for the holiday 8 weeks prior to departure.

2. Cancellations

Cancellations by the client prior to departure for whatever reason must be made in writing to Family Friendly Skiing Limited, and the appropriate charges/reimbursements (see table below) will be made upon receipt of your letter.

More than 10 weeks	Loss of deposit
8 - 10 weeks	40%
4 - 6 weeks	60%
2 - 4 weeks	75%
Less than 2 weeks	100%

3. Damage

All damage caused by a client to the accommodation, property or contents therein, whether accidental or otherwise, must be paid for in the resort.

4. Website Information

Although Family Friendly Skiing take every care to ensure that the particulars on our website are correct, Family Friendly Skiing are not liable for any changes that may occur between the time our clients go on holiday.

5. Data Security

We take data security serious, the transmission of information via the internet is not completely secure, and although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, therefore any transmission is at your own risk. We will take all reasonable steps to keep your personal data secure and to try to prevent any unauthorised access, use or loss of your data, by putting in place appropriate security measures and limiting access to those who have a business need to know. All information you provide to us is stored on our secure servers. Any credit card payment details will be destroyed after the transaction has been taken, we do not store customer card data on our internal systems. We have a process to deal with any suspected personal data breach and will notify you.

6. Baggage & Lost and Stolen Property

All personal belongings and baggage, including sports equipment, are at all times and in all circumstances at the owner's risk, and covered by their insurance. Where a third party is involved, Family Friendly Skiing Limited accepts no liability for loss, damage or delay.

7. Liability

Family Friendly Skiing Limited does not accept liability for the actions of any company, person or circumstances over which Family Friendly Skiing have no control. This includes ski lifts, ferries, trains, flights, bus companies, outside catering services and childcare.

Clients travelling by air are bound by the terms and conditions of the airline with whom they are travelling, signing a separate booking form to obtain protection with the licensed tour operators ATOL.

8. Price Guarantee

Family Friendly Skiing guarantee that no surcharges will be added once you have made a confirmed booking. Family Friendly Skiing reserve the right to

increase or decrease the price of our holidays at will, however, the price shown on the confirmation of booking invoice will be the price charged.

9a. Cancellation by Family Friendly Skiing Limited

Family Friendly Skiing reserves the right to cancel your holiday at any time for reasons of "Force Majeure". These include weather, strikes, riots, war, natural disasters, political unrest, civil strife, epidemics, pandemics, acts of God, etc. We do not accept liability for disruption, travel delay or holiday enjoyment as a result of "Force Majeure".

9b. FAMILY FRIENDLY SKIING Flexible Covid 19 Security Policy (available for all from September 2020 – April 2022)

The following conditions are supplementary to and do not replace (unless where stated) the terms and conditions stated above.

Should the resort be closed due to the Covid 19 pandemic we will reimburse you all monies paid to Family Friendly Skiing in full or move your balance over to a future date later in the same year or the following year.

Should you be forced to cancel your holiday due to government travel restrictions imposed to prevent the spread of Covid 19, we will reimburse you all monies paid to Family Friendly Skiing or move your balance over to a future date later in the same year or the following year.

The said such travel restrictions include:

- **If the borders between your departure country and destination are closed or are denying entry.**
- **If you are required to quarantine on arrival in France.**
- **If you are required to quarantine on return to the country you are travelling from.**
- **If the FCDO (foreign, commonwealth & development office) advise against nonessential travel to France.**
- **If the chalet you have booked has been forced to close due to the effects of Covid 19 by local or national government restrictions.**
- **The guarantee is for the whole chalet booking only and the agreement is with the Party leader.**

Please be aware that these listed above Covid 19 reasons to cancel your holiday must be in place at the time you are due to take your holiday with Family Friendly Skiing.