

## **BOOKING TERMS & CONDITIONS**

### **How to Book**

We hope that you would like to come on holiday with Alpine Ambiance. If you would like any further information about your holiday or if you would like to discuss your specific requirements please e-mail us at [enquiries@alpineambiance.co.uk](mailto:enquiries@alpineambiance.co.uk) or call us on 07515 264641.

### **Reserving your holiday**

You can make a preliminary reservation at no cost to give you time to confirm the details with other members of your party and book travel arrangements. Your preliminary reservation gives you first option on the chalet for a period of three days. If you do not confirm the booking within this time your reservation will lapse. However, we will be more than happy to extend this if necessary.

### **Confirming your holiday**

Having read and agreed our booking conditions please complete the booking form and return it to us with the appropriate non-refundable deposit of £100 per person by cash, cheque, credit/debit card or bank transfer. Please make cheques payable to Alpine Ambiance and send to:

Alpine Ambiance  
22a Village Green Avenue  
Biggin Hill  
Westerham  
Kent TN16 3LL

Bank transfer: If you wish to make a bank transfer please ask for our bank details. Please include name of party leader and invoice number.

We will e-mail/send you confirmation of your holiday booking and invoice. Please check these carefully and let us know if you wish to change any details. We will send you a reminder one week before the balance is due.

### **Payment of Balance**

The balance of your holiday is payable ten weeks prior to your departure. If you are booking within eleven weeks of departure we will require full payment with the booking form. You can pay the balance by cheque, bank transfer or credit/debit card. Please note 3.5% will be added to all credit card payments to cover our incurred costs which we feel is fairer than increasing the cost of everyone's holiday.

## **Booking Terms & Conditions**

The following Booking Conditions together with the general information contained in our publicity and promotional materials form the basis of the contract between you (the client) and us (Alpine Ambiance). Please read them carefully as they set out our respective rights and obligations.

Alpine Ambiance 22a Village Green Avenue Biggin Hill Kent TN16 3LL

### **1. THE BOOKING FORM**

All bookings must be made on our Booking Form and signed by the party leader who must be over 18 years of age. For group bookings there should be one single payment. The party leader is responsible for making all payments due to us and guarantees payment of the full cost of the holiday for all those mentioned on the Booking Form and of others whom he may add later. Once we have received the Booking Form and all appropriate payments we will confirm your holiday by issuing a confirmation invoice. A binding contract between us comes into existence when we dispatch this confirmation invoice to the party leader. Telephone quotations are subject to written confirmation.

### **2. PRICES**

The prices quoted on our website or in our publicity and promotion materials are correct at the time of publication. In the event of any changes in our prices to those stated we will notify you prior to accepting your booking.

### **3. PRICE GUARANTEE**

Whilst we reserve the right to change our prices your confirmation invoice price is fully guaranteed and will notify you prior to accepting your booking.

### **4. DEPOSITS**

A deposit of £100 per person is payable at the time of booking for all persons whether for a free place or a paying place. Payment may be made in cash, by cheque (payable to "Alpine Ambiance") credit/debit card or by bank transfer and in the case of group bookings there should be one single payment. If we are required to take more than one payment in respect of a group booking we reserve the right to levy an administration fee of £25 per group booking.

## **5. BALANCE**

The balance of the holiday cost is payable 10 weeks before departure or full payment if booking within 11 weeks of departure. The date of payment will be shown on the confirmation invoice. If we do not receive all payments due in full by this date we reserve the right to treat your booking as cancelled by your. In this case the cancellation charges laid out below will be payable. Payment may be made by cash, cheque (made payable to "Alpine Ambiance"), bank transfer or by credit or debit cards. Please note that 3.5% will be added to all credit card payments to cover our incurred costs. In the case of group bookings the outstanding balance should be made by one single payment. If we are required to take more than one payment in respect of a group booking we reserve the right to levy an administration fee of £25 per group booking.

## **6. AMENDMENTS BY YOU**

If you wish to make amendments to your booking after the contract is formed we will do our best to arrange this. Amendments requested within ten weeks of departure may result in cancellation charges as set out below.

## **7. CANCELLATION BY YOU**

You or any member of your party may cancel your booking at any time providing that the cancellation is made in writing by the person signing the booking form. Alpine Ambiance takes no responsibility for non-delivery or non-receipt of the notification of cancellation. Cancellation charges will be calculated from the date of receipt of the written (email, fax or post) cancellation. In all cases of cancellation the deposit and any amendment charges will be forfeited. The following cancellation fees expressed as a percentage of the total holiday cost will become immediately payable to Alpine Ambiance. If a member of your party wishes to cancel and the size of the party therefore changes the price of the rest of the party members will be recalculated based on the new party size.

<b>Notification Given</b>	<b>Cancellation Charge</b>
More than 10 weeks	Deposit
Within 10 weeks	40%
Within 6 weeks	60%
Within 4 weeks	80%
Within 2 weeks	100%

We reserve the right to re-sell any part of a cancelled holiday and this does not affect our right to levy the cancellation fees.

## **8. WHOLE CHALET BOOKINGS**

**Non peak holiday weeks:** Where one group books the whole chalet you pay the advertised group reduction rate.

**Peak holiday weeks:** New Year, Half Term and 2 Easter weeks are peak weeks. Chalets can only be booked for full occupancy. Full occupancy is 14 standard beds. If your party size is less than the full occupancy numbers, you will have to pay an empty bed supplement for each empty bed. If the size of your party reduces we will re-calculate the cost of the holidays of those still travelling. If this means that the chalet is under occupied you will have to pay an empty bed supplement for each empty bed.

## **9. AMENDMENTS BY ALPINE AMBIANCE**

We will do our utmost to deliver the holiday which we are contracted to provide you. As our holidays are booked many months in advance we may occasionally have to make changes and reserve the right to do so at any time. If we do alter your holiday in any way we will inform you of the alteration as soon as possible. In the event of a major change we will offer you the choice of agreeing to the changes and accepting their impact; another holiday of at least comparable standard or to cancel your holiday and receive a full refund of monies paid by you to us.

## **10. CANCELLATION BY ALPINE AMBIANCE**

If through circumstances beyond our control Alpine Ambiance is forced to cancel your booking all monies paid will be returned in full. Circumstances beyond our control do not include events amounting to 'force majeure'. Force majeure means unusual and unforeseen events such as war or threat of war, riot, terrorism, natural disasters, fire, industrial disputes, technical problems or accidents with airports of transport, adverse weather conditions or governmental action.

## **11. OTHER GROUPS**

We reserve the right to have other parties staying in the chalet unless the whole chalet is taken.

## **12. BEHAVIOUR**

The client must undertake to behave in such a manner as not to disrupt the enjoyment of other guests staying in the chalet or prejudice the reputation of Alpine Ambiance with our customers, the owners of its chalets, its suppliers, staff or local residents. The holiday of any client or party in breach of this clause may be terminated immediately and without compensation and Alpine Ambiance will have no further contractual obligations to them. Clients shall indemnify Alpine Ambiance in respect of all and any claims made against Alpine Ambiance as a result of damage caused to the chalet or any of its contents. All losses, damages and breakages, whether accidental or deliberate, will be charged to the client and must be paid for before departure from the chalet.

## **13. DAMAGE DEPOSIT**

We reserve the right to levy a damage deposit in certain circumstances prior to arrival in resort.

## **14. COMPLAINTS**

If you have a complaint or problem with your holiday we would ask you to discuss this with us whilst in Moulin in the first instance and we will try to resolve any problems immediately.

## **15. INSURANCE**

It is a condition of booking that all clients have appropriate insurance at the time of booking.

## **16. SERVICES PROVIDED BY THIRD PARTIES**

Bookings for extra services such as taxis and passes made on your behalf by Alpine Ambiance are subject to the terms and conditions laid down by the service provider and additional terms which may be laid down by Alpine Ambiance. Alpine Ambiance does not warrant the standard or performance of any additional services. You take full responsibility for satisfying yourself in advance as to the quality and the provider's ability to deliver the services and will address any complaints about the extra services with respective provider(s) directly.

## **17. PASSPORTS, VISAS AND HEALTH REQUIREMENTS**

It is your responsibility to ensure that you are in possession of a valid passport and all necessary travel and health documents before departure. Information on health is contained in the Department of Health leaflet T6 (Health and Advice for Travellers) available from your local Department of Health office and most Post Offices, GPs or by calling the Health Literature Line on 0800555777. Please note that if flying in to Geneva Switzerland that this is not an EEC member country.

## **18. WEBSITE AND PUBLICITY MATERIALS**

We make every effort to ensure the accuracy of the information contained in our brochure, supplement and website. However, content is subject to change from time to time. We will endeavour to notify you of any changes known to us affecting your holiday prior to issuing you with our booking confirmation. We are not responsible for the content, policies and services of any sites linked to or accessible via our website.

## **19. LIMITATION OF LIABILITY**

We accept responsibility for the services we have contracted to provide. If you suffer personal injury or death from any activity which is not part of your holiday booked with us, but occurs during the holiday we will not be liable for any compensation. Alpine Ambiance accepts no responsibility for the acts or omissions of its clients whether negligent or otherwise and shall not be held liable for any claims made against its clients either by other clients of Alpine Ambiance or third parties.

## **20. LAW AND JURISDICTION**

The contract between us and any matters arising from it will be governed by and construed in accordance with English Law and are subject to the jurisdiction of the courts of England and Wales.

**09/07**