

Booking Conditions & Information

All bookings accepted by Chalet Alpage are subject to the following terms and conditions.

1. Terms of booking

No contract exists between the person making the booking and Chalet Alpage until a completed booking form and deposits have been received. The deposit is 10% of the price of the holiday at the time of booking after which the reservation will be confirmed. The person making the booking and signing the booking form guarantees payment to us of the total cost if the holiday booked and also does so on behalf and with the consent of all others for whom the booking is completed.

2. Payment

Payment in full less any deposit must be received no later than 8 weeks prior to departure.

Chalet Alpage has the right to apply cancellation charges as follows:

More than 8 weeks before departure	Loss of deposit
6 - 8 weeks before departure	50%
4 - 6 weeks before departure	60%
2 - 4 weeks before departure	80%
0 - 2 weeks before departure	100%

The client responsible for the booking must cancel in writing. If the cancellation is received after the booking has been confirmed the above charges will apply.

Chalet Alpage will only refund payments according to the cancellations charges listed above. We recommend clients have trip cancellation insurance.

3. Damage Deposit

On arrival at Chalet Alpage, you will be required to provide a damage deposit of 160 Euros which is refundable on departure. This deposit is a damage / cleaning deposit. If the chalet is damaged, the funds will be withheld for repair. You will also be responsible for leaving the chalet clean. If the chalet is left unclean, then 60 Euros will be deducted to cover cleaning costs.

4. Liability/Force Majeure

Chalet Alpage undertakes to provide the holiday as described in its publicity. However, should circumstances beyond our control arise Chalet Alpage will not be responsible, including, but not limited to failure of mechanical and electrical equipment, act of God, war, civil disturbance, acts of Government, strikes or industrial action. Chalet Alpage is not responsible for any misunderstandings between third parties. In the unlikely event that Chalet Alpage has to cancel your holiday prior to the date of departure, the client will be notified and a full refund will be made.

5. Client responsibilities

Clients are responsible for their own travel documents and medical and ski insurance. We recommend you purchase 'carte neige' insurance with your lift pass.

Clients undertake to behave in such a way as not to disrupt the enjoyment of others on holiday or in any way harm the reputation of the owners of Chalet Alpage. Chalet Alpage has the right to terminate their contract with the client if these conditions are not upheld. Any damages to the chalet and its contents will be deducted from the client damage deposit before their departure.

6. Complaints

In the unlikely event that you should have cause for complaint during your stay please contact the owners so that immediate action can be taken without delay; if the problem cannot be resolved, you must write to Chalet Alpage no later than 28 days after the completion of your holiday with Chalet Alpage.

7. Travel

Clients are responsible for making their own travel arrangements. They must ensure that they hold valid passports and any visas that may be required.

8. Children at Chalet Alpage

The care of children staying at Chalet Alpage is strictly the responsibility of their parents or guardians.

Chris and Jana Burton

Whinlands

Private Road

Martlesham

Woodbridge

IP12 4SG

E-mail : chrisjana@btconnect.com