



## **ALPINE ETHOS TERMS AND CONDITIONS 2017-18**

### **Booking, Deposits & Payment**

A deposit amounting to 25% of your total booking cost must accompany your completed booking form to confirm the booking. Full payment is due 8 weeks prior to the start of your holiday. If the final balance has not been received by this date, the booking will be treated as cancelled by you. Should your booking be made within 8 weeks of the date of the start of your holiday, the full amount is payable at the time of booking. No contract shall exist between AE Chalets Ltd and you until the booking form and deposit have been received and confirmed by us.

### **Changes or cancellation**

If you wish to change your booking we will do everything we can to try to accommodate you, but we cannot guarantee we will be able to do so. If you decide to cancel your holiday, you should let us know immediately. If you cancel more than 8 weeks before the start of your holiday you will only lose your deposit. However, if you cancel between 8 and 4 weeks before the start of your holiday, the cancellation charge would be 40% of the total cost, and if you cancel 2 to 4 weeks before, this would rise to 70% of your holiday cost. If you cancel within 2 weeks of the start of your holiday, the charge is the full cost of your holiday. If we have to change your holiday we will let you know as soon as we can. If this change does not suit you, we will refund all amounts you have paid. We will not be held liable for any changes caused by actions outside our control or by force majeure.

### **Insurance**

Everyone booking an AE Chalets Ltd holiday should take out adequate insurance cover at the time of booking.

### **Your promise to us**

Whilst on a holiday with us you promise to behave in an acceptable manner which does not threaten the condition of the chalet or disturb the enjoyment of other guests. If you cause any damage to the chalet, fittings or equipment you will be liable for the cost of repair or replacement. If your behaviour or that of any member of your party seriously impairs the enjoyment of the other guests, we reserve the right to refuse to further accommodate the guilty party and contractual obligations to that individual(s) will cease.

### **Our promise to you**

We promise that our brochure / website information is correct to the best of our knowledge at the time of going to print. Information relating to the resort and prices for additional services can change and we will make every effort to inform you of these if they occur. If you have any complaints about your holiday please let us know straight away and we will do everything we can to put them right.

### **Passport & Visa**

It is your responsibility to be in possession of a valid passport and/or visa as necessary.

### **Holiday information**

The chalet will be available for you from Saturday at 3.00p.m. and you will need to vacate by 10.00 a.m. on your departure day (unless otherwise agreed). We are able to provide additional services for those arriving early or leaving late. Please enquire for details.

### **Non-smoking chalet**

For the comfort of our guests and for safety reasons our chalets are completely non-smoking areas. Guests who wish to smoke may do so outside.

### **Lost and stolen property**

In the event that guests lose property while on holiday, or leave items in the chalet when returning home, no responsibility will be accepted by AE Chalets Ltd in the event that the property is not recovered or returned. AE Chalets Ltd cannot accept any responsibility for theft from the chalet or at any other time during your holiday. Postage and packing will be charged for the return of left items.

### **Chalet/Apartment facilities**

We make every effort to ensure that all advertised chalet facilities are in full working order. In the event of their failure all efforts will be applied to ensure continuous provision of these facilities. However no down-time of any of the above will constitute any refunds if circumstances are outside our means.