

AGE

Ages of guests are calculated on the last day of the holiday.

PASSPORTS

Passports are the responsibility of Party Leaders.

ALTERATIONS TO DETAILS

All details and arrangements shown in the brochure are accurate to the best of our ability at the time of printing. However, from time to time it may be necessary to amend details or change schedules, etc, and we naturally reserve the right to do this without prior warning. *Please note that some comments made by Party Leaders may have been placed next to resorts other than those which the remark may have been applied to, and to differing periods.*

BOOKING CONDITIONS

Our exact booking conditions are shown on the reverse of our official booking form. This form completed and signed must accompany each booking.

DEPOSITS

For coach groups a deposit of £75 per person will be required at the time of booking (air groups £100), with a second deposit of £75 being due 8 weeks after, and a third deposit of £75 being due a further 8 weeks after the second and a fourth deposit of £75 is due a further 8 weeks after the third. Full payment must be made 10 weeks before departure, and tickets, arrangements, etc., can only be given when payment is complete. Alternatively within reason we are happy to let groups propose their own deposit schedule.

All deposits are accepted as part-payment for a holiday, and are non refundable.

CANCELLATIONS

N.B. For complete statement see reverse of booking form.

Cancellations should be received in writing and charges will be levied on the following scale:

<i>Period before departure date:</i>	<i>6wks</i>	<i>4wks</i>	<i>2wks</i>
<i>% of total cost (after payment of deposits) to be forfeited</i>	<i>30%</i>	<i>45%</i>	<i>60%</i>

PRICE GUARANTEE

The basic price of the holiday is guaranteed, in line with the details in our price list, provided that all deposits and final payments are made on time. This guarantee obviously excludes any special government action, devaluation or revaluation of any currency, introduction of special foreign taxes such as VAT, or any major catastrophe such as the Gulf war which had such a dramatic effect on fuel costs.

ARRANGEMENTS

N.B. For complete statement see reverse of booking form.

The holidays offered in this brochure are prepared in the utmost good faith. However, as the firm does not own the transport and accommodation facilities etc., we cannot be held responsible for alterations beyond our control. For some of our tours we act as agents. In the event of any alterations being necessary, the firm will make the greatest endeavours to ensure the maintenance and smooth running of the arrangements or holiday.

ACCOMMODATION

Our accommodation has been selected by our continental negotiators as being especially suited to the requirements of our holidays. The type of accommodation varies from large hotels to smaller pensions. However, be it a Pension, Gasthaus, Gasthof, Hotel, etc., we have established a standard of accommodation in all resorts (all are referred to in the brochure as hotels). It must always be appreciated that the typical British understanding of a lounge or bar can differ considerably from the continental definition. However, we are sure that parties will accept these hotel facilities in the spirit of the country they are in! Please note that in some resorts our accommodation may be outside the main town or village. We will always give you full information on request.

COACH TRAVEL

Unless specifically agreed to the contrary, when clients contract with us for a certain number travelling by coach we will provide that number of seats, and it is our prerogative if and how we wish to fill any additional seats. If Clients wish to have empty seats reserved for them we are happy to quote for this

POLICY

Our policy is simple. We want our guests to have the best possible holiday and to return to us for their skiing year after year. To this end we make careful arrangements before your departure to ensure this will happen. In the resorts our representative or instructors will be on hand to answer any queries that may arise. However, all our staff know that our guests' satisfaction comes first and any problem, however small, needs only be mentioned and we will take any action necessary to try to rectify it.