

**Nick & Kath Donohue, Alpine Elephant Accommodation,
Chalet Henriette, Salvagny, 74740 Sixt Fer à Cheval, France
Tel: 0033 (0)450 967 684 Mobile: 0033 (0)611 695 079
Email: info@alpineelephant.com**

Alpine Elephant Accommodation - Terms and Conditions

Please read the following terms & conditions carefully – they contain important information about your holiday.

These terms and conditions are written in good faith and are correct at time of publishing. Version 15.09.08

1. Pricing:

General: Our advertised prices are adult rates, based upon 2 people sharing a room. Single room supplements will apply (25% of the adult rate for that week). For details of our discounts (for children etc) please see Section 2.1.1 below.

1.1 Catered accommodation (i.e. any winter season holidays; summer season holidays on request). For 7 nights accommodation your holiday price includes:

- a) 6 nights of 3 course meals with aperitif, wine or beer during meals, digestif. Breakfast for 7 mornings (choice of cereals, local breads and patisseries, juices, yoghurts, porridge & eggs) and afternoon tea / coffee and cookies / cakes. (Self-service drink making facilities are available all day).
- b) Access to all guest facilities e.g. first floor lounge & dining area (with TV, DVD/CD), book collection, drink making facilities, small fridge; second floor ‘snug’ area, balcony; ground floor ski & snowboard store, drying room and boot store, access to garden. (Plus your ensuite bedroom). Please note the chalet and these facilities are always open to your use throughout the day.
- c) Bed linen, bath and hand towels (one set per week).
- d) One morning and one afternoon drop-off / pick up from Samoëns or Vercland or Morillon télécabines and/or Sixt Fer à Cheval (for skiers). Or in Summer / Autumn to walk / ride start and end point - up to half hour drive from the chalet. * Latest morning drop off leaves at 0945; earliest evening pick up is at 1600 (unless times are changed by mutual agreement). Guests wishing to access the télécabines / Samoëns etc outside these times may use the free ski bus or taxi services.
- e) A minimum of 1 days accompanied orientation to the Grand Massif - showing you the best slopes, lift systems etc. **
- f) Our attention and assistance in helping you hire equipment, buy passes, book lessons etc.

***Special arrangements for Special Interest Activity weeks – Ski touring and Ice climbing.** During these weeks we will provide transport to destinations up to one hours drive from the chalet (if local options are not available) by mutual agreement of the group. **We are not able to provide guiding or instruction - should you require this we can help you book the services of a professional guide. **IMPORTANT:** see section 3.5 Liability below.

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1.2 Part-catered accommodation (i.e. summer season holidays). For 7 nights accommodation your holiday price includes:

- a) 3 nights of 3 course meals with aperitif, wine or beer during meals, digestif. Breakfast for 7 mornings (choice of cereals, local breads and patisseries, juices, yoghurts, porridge & eggs). (Self-service drink making facilities are available all day). Optional extra evenings on request - €20 pp/pn. Packed lunches are also available on request for a small supplement.
- b) Access to all guest facilities e.g. first floor lounge & dining area (with TV, DVD/CD), book collection, drink making facilities, small fridge; second floor 'snug' area, balcony; ground floor drying room and bike / boot store, access to garden. (Plus your ensuite bedroom). . Please note the chalet and these facilities are always open to your use throughout the day.
- c) Bed linen, bath and hand towels (one set per week).
- d) One morning and one afternoon drop-off / pick up to walk / ride start and end point - up to half an hours drive from the chalet. Latest morning drop off leaves at 0945; earliest evening pick up is at 1600 (unless times are changed by mutual agreement). *
- e) Access to Reference material such as Walking, Riding and climbing guides, Plant and animal identification guides, maps.
- f) Route maps and suggested walk itineraries for your use.
- g) Our attention and assistance in helping you plan suitable walks, book refuges etc. **
- h) Fully guided walking (with an English speaking qualified Accompagnateur de Montagne) is available; prices are approx €95 per group per half day, €180 per group per day.
- f) You will be able to access your room from 16:00 on the day of arrival. We ask that you vacate your room from 10:00 on the day of departure.

***Special arrangements for Special Interest Activity weeks – Wildlife spotting and Mushroom Foraging.** During these weeks we will provide transport to destinations up to half an hours drive from the chalet. ** We will also be available to accompany you on these activities for 3 days (per week) to show you good wildlife spotting & mushroom foraging locations. **IMPORTANT:** see section 3.5 Liability below.

1.3 B&B holidays (available summer season only) include:

- a) As for Section 1.2 above excepting evening meals and afternoon drinks and cakes.

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1.4 The price of your holiday does not include:

- a) Flights and travel within the UK.
- b) Transfers – i.e. travel to and from the resort / chalet. However, we can provide airport transfers – from 40 euros per person (dependent on party group). See our Airport Transfers information for further details.
- c) Lift Passes.
- d) Equipment hire – but we will assist with arranging any equipment hire if you need it; you pay the hire shop at the end of your period of hire.
- e) Lessons e.g. for skiing – but we can book these on your behalf prior to your arrival. Please ask.
- f) An evening meal on our night off (catered holidays); meals at lunchtimes; alcohol outside of evening meal times.
- g) Holiday insurance. We **STRONGLY ADVISE** that you check that you are adequately covered for cancellation, any OFF PISTE skiing, personal accident, loss of personal property and third party liability. If SELF-DRIVING (from the UK) to obtain the equivalent insurance cover (to that in the UK) you will need to ask your insurance company to supply an insurance ‘green card’. We would also advise you to organise European breakdown cover.
- h) Transport to resorts other than the Grand Massif, where a supplement will apply (usually €10 to €15 per person depending on number).

Please note that these are our standard arrangements, but if you have any special requests we will do our best to accommodate your needs – please ask.

2. Booking & Payment:

2.1 Prices: Currency

Our prices are formally expressed in Euros. Alpine Elephant Accommodation guarantees the price of your holiday **AS QUOTED IN EUROS** at the time of booking. Where / if our prices are listed in Sterling (in other web-listings in which we appear) we have calculated the Sterling equivalent based on the currency converter operated by the Financial Times (<http://markets.ft.com/ft/markets/currencies.asp>).

Whilst we make every effort to update our data regularly, events beyond our control (such as exchange rate fluctuations and bank charges) may cause the Sterling price to go up or down, and we cannot be liable for these changes.

We reserve the right to change the price of any unsold holidays at any time.

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2.1.1 Discounts:

- **Children** (2-12 years inclusive) will gain **20%** discount (or **50%** if sharing parent's room).
- **Infants** under 2 - total charge **€ 70** per week. Infants must share with their parents (or another person of the same group). Please provide your own baby food if required.
- We give **early booking** discounts of 5% (e.g. before end May for winter holidays, before end November for summer holidays).
- **Returning guests** – 5% discount.
- For **large groups** – 11th person, **25%** off; 12th person, **50%** off. Please note that in any mixed group of adults and children this discount will apply to the child price.

2.2 Availability: Please phone or email to check availability and make a booking request. Please note that no holiday is actually booked until we have received your deposit or we have EXPRESSLY agreed to reserve it for you pending payment of the deposit or balance.

2.3 Booking procedure: Following a booking request (and with suitable availability) we will reserve the holiday for you until payment of the deposit via credit card. We will contact you by email (or by phone) to confirm the reservation and then arrange a time to take this payment (see below). Once your deposit is taken your holiday booking is secured. We will confirm your booking by email (with attached 'Booking confirmation form' and 'Group Details Form') and send you your credit card receipt by post. Our 'Group Details Form' requests details such as the names and age of all guests in your group, their contact numbers, flight arrival / departure times (as appropriate), and any dietary requirements such as allergies. If you have any special requirements or requests please discuss with us on booking or notify us via this form.

2.4 Payment: A 25% deposit (of the accommodation cost) is payable on booking. The final balance must be received 8 weeks before your holiday start date. If not we reserve the right to treat this as a cancellation. Deposits must be taken via credit card; the payment is taken in EUROS.

2.5 Cancellation: After the booking has been confirmed any cancellation (in full or part) must be made to us in writing by either letter or email. Please note that deposits are **NON REFUNDABLE**. Thereafter the following refunds / cancellation fees apply: Cancellation with more than 8 weeks notice: refund of any balance paid (minus the 25% deposit); with 8 to 4 weeks notice: refund of 50% of total holiday cost; with 4 weeks (inclusive) or less: no refund available. In the unlikely event that Alpine Elephant Accommodation needs to cancel your booking any money you have paid to us will be refunded in full or a suitable alternative holiday will be offered.

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3. Important Information:

3.1. Departure and arrival: You will be able to access your room from 16:00 on the day of arrival. We ask that you vacate your room from 10:00 on the day of departure.

If you wish to use our Airport Transfer service on our main changeover days (Saturday or Sunday) this will normally run to a mid-morning departure (outgoing guests) and late-afternoon / early evening arrival (incoming guests). **Should you wish to depart later / arrive earlier to maximise skiing time or get cheaper flights (etc) we will endeavour to accommodate this by providing luggage storage but may not be able to provide your transfer.**

Very early arrivals or late departures make it difficult for us to provide the standard of hospitality (re. cleaning, preparing rooms & food etc) that we expect and you (and any other guests) deserve. **We reserve the right to refuse arrival / departure times that would cause nuisance to other guests in the chalet and would ask you to arrange a hotel for that night at your own expense.**

3.2 Group Leader: The 'group leader' is the main contact named on the booking form. The group leader is responsible on behalf of all other members of the group for all matters relating to the booking. The 'group' refers to all persons booked to stay in the accommodation; this includes any change of names to the original booking.

3.3 Passports & visas: It is each client's responsibility to be in possession of a valid passport (and visa if required).

3.4 Insurance: It is each client's responsibility to ensure that they have adequate insurance cover. Please provide us with the details of insurance for each person prior to the holiday. Please be aware that you may have to pay for some items / treatment yourself and claim it back off your insurance company at a later date.

3.5 Liability: Alpine Elephant Accommodation and its employees cannot accept responsibility for any injuries caused by personal negligence of a client or a third party. Clients participating in any activity do so at their own risk at all times. Alpine Elephant Accommodation staff are NOT instructors or qualified guides therefore participation of Alpine Elephant Accommodation staff in any activity (such as during any skiing, walking, ice-climbing and ski touring) cannot be taken as a guarantee of personal safety or imply or warrant any abdication or transfer of client responsibility for their own actions. Our presence in these situations is 'social' and to offer 'friendly advice'. **If you are uncertain as to the safety of, or your fitness for, any proposed activity or route you must inform us. Professional guides (for skiing, walking, climbing etc) are readily available and we will gladly assist you to book their services.**

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It is the clients responsibility to ensure the safety and security of their personal possessions, documents and equipment. No responsibility can or will be accepted in respect of such items.

3.6 Weather: Alpine Elephant Accommodation is not responsible for adverse weather conditions affecting travel arrangements or the ability to participate in any activity.

3.7 Damage & Losses: If the chalet, its fittings and contents, the equipment or vehicles belonging to Alpine Elephant Accommodation are unreasonably damaged (or lost) by any client, the person responsible or their guardian will be liable for the cost of repair or replacement. This shall be payable before the end of the holiday.

3.8 Conduct: All clients must behave in an acceptable manner which does not threaten or disturb the enjoyment of other guests or our neighbours. We reserve the right to terminate the holiday of any client without notice or liability in such circumstances.

3.9 Smoking & pets: For insurance and health and safety purposes, smoking is not allowed within the chalet. Clients wishing to smoke may do so in the covered area outside the ground floor front door. We are sorry but pets are not allowed.

3.10 'Acts of God': Alpine Elephant Accommodation cannot accept liability for any events which it could not reasonably foresee or avoid, or which are out of it's jurisdiction of control (such as industrial action, traffic conditions, traffic accidents, adverse weather, decisions by resort authorities or ski schools, acts of terrorism, war etc). If any such 'act of god' makes it necessary for Alpine Elephant Accommodation to change or cancel a booking we will contact the group leader as soon as possible and endeavor to make arrangements for alternative accommodation (to an equal value) or offer a full refund of any monies paid. No other compensation will be offered.

3.11 Suggestions or complaints: We want you to enjoy your holiday. If there is any way in which we can improve our service or if you have any complaints, please let us know so that we can put things right.