



www.ski4less.com
Company No: 4623231



BOOKING CONTRACT

Please read these terms and conditions carefully, as they apply to all of the holidays booked through Ski 4 Less Ltd and form part of the contract between us.

OUR OBLIGATIONS

1. **Contract and Confirmation**

- (a) The Terms and Conditions set out in this section together with your Confirmation Invoice comprise your agreement with Ski 4 Less Ltd.
- (b) We will accept your booking once we have receipt of your confirmation deposit. To proceed with your booking, you must inform us of the full name and date of birth details of all those on your booking, your full postal address, telephone numbers and email address, please see our Privacy Policy regarding the details we collect from you. Without the requested details we will not confirm your booking. In the case of group bookings, the group leader is responsible for ensuring that all group members' details are correct and for collecting full payment of the holiday from all members of that group.
- (c) Assuming we are able to confirm your booking we will despatch a Confirmation Invoice on receipt of your confirmation of booking and after acceptance of this Booking Contract. Your contract is made with Ski 4 Less Ltd.
- (d) Although we would not anticipate any costing errors in the Confirmation Invoice, should there be an obviously incorrect price, we will issue a new invoice and will not be bound by the price quoted on the incorrect invoice. It is important that you check all the details shown on the confirmation invoice to ensure they are correct as this forms the basis of the contract. Any discrepancies should be brought to our attention within 7 days of the issue otherwise the details shown on the Confirmation Invoice will be presumed to be correct.
- (e) Any monies paid in order to action a request for additional accommodation or services, in particular within 8 weeks of departure, constitutes a commitment to proceed with the booking if your request is confirmed and such monies are non-refundable unless your request cannot be fulfilled.
- (f) If we are unable to confirm your booking, we will refund all monies paid.

Contract

- (a) A contract exists as soon as we despatch our Confirmation Invoice detailing what you have booked. This contract is made on the terms of these booking conditions which are governed by English Law. Your contract is with Ski 4 Less Ltd.
- (b) No representative of Ski 4Less Ltd has the authority orally to vary these terms and conditions or the information within the website, or company literature or to enter into verbal agreements with customers of Ski 4 Less Ltd.

2. **Your Financial Protection**

Ski 4 Less Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with Ski 4 Less Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Ski 4 Less Ltd. This insurance has been arranged by Towergate Chapman Stevens through HCCI International Insurance Company PLC.

In the unlikely event of Insolvency you must Inform Claims Settlement Agencies immediately on +44 (0) 1702 427 239 or at submitclaim.co.uk/TDC15. You can also write to them by email info@csal.co.uk or by post at 308-314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD. Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. Please ensure the Company you have booked with has the appropriate CAA / ATOL Bonds in place.

If you book arrangements other than a package holiday this financial protection does not apply.

Important notice

Our Financial Failure Insurance Policy is not your Travel Insurance Policy and it is your responsibility to ensure you have a suitable Travel Insurance Policy in place before you make a booking with us.

3. **ABTA**

We are a member of ABTA, membership number Y350X. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation.

4. **Holiday price**

- (a) We reserve the right to increase or decrease our prices at any time prior to booking.
- (b) The price of your holiday is invoiced in EUROS, is fully guaranteed and will not be subject to any surcharges. If you wish to pay in sterling the Post Office exchange rate will be used to convert from Euros to sterling each time you wish to make a payment. Please contact us for the rate.

- (c) In addition to the details confirmed on the invoice the price of your holiday includes all VAT, UK and overseas service charges.
- (d) During the season it may be necessary on certain dates to purchase extra accommodation, or coach capacity. This may mean an increase in costs being passed on to you, as we cannot always negotiate the same favourable seasonal rates. Such charges will be advised to you at the point of booking.
- (e) **What is/is not included in your holiday price**
 - The requested accommodation rental is included. A charge for under occupancy of your accommodation will be added to your holiday price if less than full occupancy.
 - A full area or local ski pass is not included unless stated on your Confirmation Invoice. The ski area and dates of any pre-booked ski pass is stated on your Confirmation Invoice.
 - Apartment damage and cleaning deposit often called a caution and tourist tax (Taxe de Sejour and an Eco recycling tax) is not included in your holiday costs unless stated on your Confirmation Invoice. These are to be paid locally on arrival at your accommodation. See 'Important Information' 4 (e)
 - Travel is not included unless stated on your Confirmation Invoice. Where return UK to resort coach travel is included all fuel, channel crossings, road tolls and driver's allowances are included. Where airport transfers are included all fuel and road tolls are included. Travel to your designated pick up points and or vehicle parking charges are not included in your chosen method of Ski 4 Less Ltd arranged travel. Ski 4 Less Ltd does not book or include flights on any of our holidays.
 - Additional services e.g, bed linen and towels, ski or snowboard lessons, equipment hire are not included unless stated on your Confirmation Invoice.
 - End of stay or mid-week accommodation cleaning is not included unless stated on your Confirmation Invoice.
 - Individual meals or full or half board are not included unless stated on your Confirmation Invoice.
 - Travel Insurance is not included or provided by Ski 4 Less Ltd.

5. Cancellations and alterations by us

- (a) We plan our holiday programmes many months in advance, so it is sometimes necessary to make changes to the holiday described. Therefore, we must reserve the right to change any of the details after this contract has been entered into. Usually only minor changes are made to arrangements, for which no refund is due. However, if major changes are made, as defined in the next paragraph we will advise you as soon as we are in a position to do so and you have a number of options available to you subject to (e)
- (b) Major Changes – Change of resort, time of departure by more than 12 hours, accommodation of a lower classification, cancellation of holiday.
- (c) Minor Changes – These include change of departure by less than 12 hours, and any other change not specified in (b) above.
- (d) If we alter your booking in any way which amounts to a major change, or we cancel the original booking within 56 days of the scheduled departure you will be free to:
 - (i) Accept the new holiday arrangement offered by us, or
 - (ii) Cancel your holiday with us altogether and receive a full refund of all monies paid.You must notify us of your choice within 7 days of our offer of the alternative holiday arrangements. If you fail to do so we will assume that you have chosen to accept the alternative holiday offered.
- (e) Please note – Refunds will not be made either prior to, during or following the holiday where changes are caused by situations under the heading force majeure, such as war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural disasters, epidemics, health risks, fire, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control, or where we cancel because you fail to pay the balance of your holiday cost.

6. Changes to your holiday arrangements in resort

On rare occasions the accommodation we have reserved for you may not be available on your arrival owing to an incident or occurrence outside our control in respect of which we may not have been notified in time to advise you before your departure. If this occurs, we will endeavour to provide an accommodation of equivalent standard in the same area. If we are unable to do so and the only available accommodation is of a lower classification, we will refund the difference in price.

7. Our liability to you

- (a) Although we do not control the day-to-day operation of our suppliers, we accept responsibility if it is proved that facilities or services that form part of the holiday which we contract to provide are deficient. However, please bear in mind that in some countries local standards will not be the same as in the UK, and it is not always within our control to impose our own standards.
- (b) We cannot be held liable or accept responsibility for death, bodily injury or illness caused on holiday unless it is proved that it is due to the negligence of our suppliers. In the case of accidents arising from carriage by land or sea liability and damages are limited in accordance with the relevant international conventions. All bookings are subject to the carrier's conditions of carriage, some of which exclude or limit liability. Copies can be made available on request.
- (c) Ski 4 Less Ltd liability in any action (excluding that for personal injury, illness or death) will be limited to twice the cost of your holiday.
- (d) If in the opinion of any person in authority such as a coach driver, accommodation owner or manager or Ski 4 Less Ltd representative you appear to be unfit to travel or because of anti-social behaviour are likely to cause a disturbance to other passengers or damage to property we may terminate your holiday arrangements with us. We will not be liable to make alternative arrangements for other accommodation or repatriation nor will we cover costs, which you may incur or make any refunds.

8. Resolving complaints

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to Ski 4 Less Ltd, 30 Upper Promenade, Colwyn Bay, LL28 4BS, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as informing Ski 4 Less Ltd by telephoning us on +44 (0) 1492 532752 without delay whilst in resort. If you fail to follow this simple procedure, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

YOUR OBLIGATIONS

1. Booking your holiday and understanding the contract

- (a) A deposit of 25% of the total holiday cost or the amount as printed on your Confirmation Invoice is required to confirm your booking. Please note that there may be a supplementary deposit or charge payable on some holidays where it is necessary to secure specific facilities with full payment at the time of booking which are non-refundable in the event of cancellation. Once your holiday has been confirmed by us the deposit will not be refunded except in circumstances set out in clause 5(d) of 'Our Obligations'.
- (b) Bookings for young persons will not be accepted unless one member of the party is 18 years of age and is the lead name on the booking.
- (c) Please note that travel insurance is essential and no liability will be accepted for any customers travelling without adequate travel insurance. It is recommended that insurance should be in effect at the time of booking. Ski 4 Less Ltd does not provide any form of travel insurance.

- (d) If you wish to include any additional pre-bookable services e.g. equipment hire, or other offers as part of your holiday booking, these should be requested at the time of booking.
- (e) Upon the receipt of our Confirmation Invoice unless any discrepancies are brought to our attention (see Clause 1(e) of 'Our Obligations'), it will be deemed you are confirming your acceptance of this Booking Contract on behalf of all persons included on the booking that forms the basis of the contact between us.

2. Paying for your holiday

- (a) The date you must pay your deposit by will be on your Confirmation Invoice. Up to and including this deposit due by date we can guarantee that your chosen accommodation will still be available and your total holiday price will not increase due to surcharges or other price increases. After this deposit due by date we can no longer make such guarantees.
- (b) The final payment of the balance shown on your invoice must be made before the date printed on your invoice; or if your booking is made within 8 weeks of departure you will have to pay the full amount immediately. Please note we do not issue reminders for payments. If you do not pay in full by the date shown on your invoice we reserve the right to cancel your booking if we so wish which will make you liable for cancellation charges as set out in the table shown in this section 5.
- (c) Dishonoured cheques may be treated as a cancellation, which may make you liable for cancellation charges as set out in the table shown in this section 5.

3. Making amendments to you booking

- (a) If you wish to make any changes at all to your holiday booking, including name changes, once we have issued a confirmation invoice but outside the cancellation period outlined in (5) we will do our best to help. However, we may not always be able to meet your request and have no obligation to do so. Where it is possible to meet your request the total holiday cost will be recalculated in accordance with any new arrangements taking into account the prevailing prices, under occupancy supplements, any cancellation fees or other extra charges payable and a new Confirmation Invoice issued. Our administration charge for making changes is £50 each time a change is made.
- (b) Any change in departure date will be treated as a cancellation and full cancellation charges will apply. You will be asked to pay an admin fee of £50 per person and a new deposit per person to secure the new departure date.
- (c) If you wish to add any new persons onto the booking and we are able to confirm such change, no amendment fee will be levied. However, such changes may not always be accepted within 14 days prior to the date of departure, unless confirmed at the time of booking.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements. In some cases, any changes made may mean you having to pay for the cancelled arrangements and purchasing new ones at full cost.

4. Transferring your booking

- (a) If you are prevented from travelling, you may transfer your booking to another person or group, if you give us at least 21 days' notice and the arrangements remain the same as the original booking. You must also agree to pay any charges we may incur or levy to make this change. For the purpose of this contract we define "prevented" to be death, accident, illness or witness summons, or redundancy of you or travelling companion.
- (b) If you wish to transfer your booking to another Ski 4 Less Ltd product thereby changing the arrangements completely this will be treated as a cancellation with loss of deposit and, if applicable, cancellation charges as set out in paragraph 5 and it will be necessary to re-book another holiday.

5. Cancelling your booking

If you cancel your holiday the lead name on the booking must advise us in writing, by post immediately. Verbal cancellations will not be accepted. If you cancel you will be liable to pay the cancellation charges set out in the table below. Cancellation periods are calculated on the date of your cancellation being received by us at 30 Upper Promenade, Colwyn Bay, North Wales, LL28 4BS. The term "total holiday cost" in the table means the total holiday cost but not including travel arrangements – see clause (c) - for all persons included on the booking and shown on our invoice, if cancellation occurs prior to the scheduled date of departure.

Period before scheduled departure date when your cancellation notification is received	Cancellation charge expressed as a % of total holiday cost
56 days or more	Deposit
42-55 days	60%
29-41 days	70%
22-28 days	90%
0-21 days	100%
Departure date/no show	100%

- (a) If one member of the party wishes to cancel this may mean that the accommodation booked will be under-occupied and result in the remainder having to pay any applicable supplements to retain the booking.
- (b) If you cancel your holiday on the day of departure due to circumstances beyond our control refunds will not be payable by ourselves and any such claims should be forwarded to your insurers.
- (c) Where your booking includes travel by land or by land and sea the relevant carrier's cancellation policy applies.

6. Whilst on holiday

- (a) The accommodation booked is only available for use by those persons included on the booking unless otherwise agreed by us in writing.
- (b) You are responsible for any damage caused to your holiday accommodation, during your stay and any charges levied by the owner in this respect must be met by you and paid locally. A damage and cleaning deposit per apartment is required before your accommodation keys will be released; this is charged locally upon check in at your accommodation.
- (c) Please remember you are a guest at your holiday accommodation and the owner, manager or Ski 4 Less Ltd representative may remove anyone whose behaviour is disruptive or affects the enjoyment of other guests, see clause 7(d) of 'Our Obligations' – Our liability to you.

7. Any problems

Any problems should be brought to the attention of the Ski 4 Less Ltd representative or the relevant supplier, whilst in resort. Every effort will be made to achieve a satisfactory solution. If you are not satisfied with the resolution you must contact Ski 4 Less Ltd in writing within 28 days of returning from your holiday and we will endeavour to reach a satisfactory solution.

GENERAL CONDITIONS

- 1. Travel arrangements. Ski 4 Less Ltd arranged airport transfers and UK to resort coach travel** – These conditions do not apply to those guests making their own travel arrangements, please see (l) below.

- (a) Ski 4 Less Ltd UK to resort coach transfers - All land travel arrangements timings etc. may change due to circumstances beyond our control. We reserve the right to make any necessary alteration to your travel arrangements, including method of carriage, in a force majeure situation to enable us to fulfil our obligation to transport you to and from the resort.
- (b) When you travel by land and water, the relevant carrier's 'Conditions of Carriage' will apply to your journey, some of which may limit liability, see clause 7(b) of 'Our Obligations' – Our liability to you.
- (c) Operational decisions may be taken by the coach company, airport transfer company or port authorities resulting in delays, diversions or re-scheduling. When such situations occur this is not within our control and we cannot accept liability for them. Refunds cannot be given if you fail to arrive at your accommodation or the airport on time or the stated day.
- (d) Ski 4 Less Ltd holidays start and finish where stated on your invoice. We are not responsible for your travel to and from this point or for any expenses incurred including travel, accommodation, subsistence and loss of earnings caused by delay in return to your departure point, howsoever caused.
- (e) Please bear in mind that at peak times, such as Christmas, New Year and February half term, Ski 4 Less UK to resort coach transfers often take longer due to very heavy amounts of traffic on the roads.
- (f) Please also bear in mind that the cold weather may affect the WC on your coach.
- (g) We aim to ensure that the Ski 4 Less Ltd coach on long journeys from the UK to resort stop for a break. Transfer times given are therefore a guide as we cannot take into account the prevailing weather or traffic conditions or any other delaying factors.
- (h) The vast majority of our Ski 4 Less Ltd UK to resort coach departures leave on time, but occasionally delays occur which are beyond our control.
- (i) Airport transfers must be booked and paid for at the time of booking. A minimum of two weeks' notice is required to book transfers. Once your transfer is booked alterations cannot always be made or transferred to another person. Refunds cannot be given if you cancel your booking under any circumstance. It is your responsibility to follow any instructions given on your airport transfer confirmation or any other written instructions, failure to do so may result in you not being transferred for which Ski 4 Less Ltd cannot be held responsible or offer refund for un-used transfers.
- (j) If you miss your airport transfer due to flight delays you may be booked onto the next available transport subject to availability, this is at the discretion of the relevant supplier and they are under no obligation to do so. If this means that you miss your check-in time at your accommodation you must telephone the number provided on your arrival information to let them know your arrival time, you will be given details of where and how to pick up your keys. All costs incurred to you as a result of delays will not be refunded.
- (k) It is your responsibility to meet your coach or airport transfer service at your designated pick up point and time. Ski 4 Less Ltd cannot be held responsible or offer refunds for any part of your holiday should you miss your departure due to you arriving too late.
- (l) Where you chose to make your own travel arrangements, travel to and from resort is your own responsibility and Ski 4 Less Ltd will have no involvement in your travel arrangements. We cannot be held responsible or offer refunds due to a delay in the commencement of your holiday due to your late arrival in resort. A total no show will be taken as a cancellation and refunds will not be given.

2. Parking

- (a) Many resorts have parking restrictions and parking charges and in some resorts parking must be booked in advance.

3. Visas and passports

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

4. Special requests

We will always pass on any special requests and try to meet them but cannot guarantee to do so. However, please note that special requests do not form part of our contractual agreement and we will have no liability if they are not met.

5. Administration charge

We reserve the right to levy an administration charge in certain circumstances, such as the extra administration relating to late bookings within 7 days of departure etc. This charge is usually £25 per booking. This charge does not relate to any amendments made to your booking as outlined under 'Your Obligations' 3 or 4.

6. Conditions and prices

The prices and conditions on our website and company literature are correct at the time of going to press but may vary. Any further website issues and company literature will supersede these conditions and prices.

IMPORTANT INFORMATION

1. Accuracy of website

All information in the website is to the best of our knowledge and belief correct at the time of publication. However, we reserve the right to make changes to information contained within our website and will advise you of these changes on booking or when they are known to us. Many pictures are included for their attractiveness and general relevance. Photographs of rooms represent the type of accommodation available, but not all rooms will be the same and room sizes will vary.

2. Early and late season

Due to poor weather conditions, or low number of tourists in resort particularly in early or late season, cable cars, chair lifts, and other facilities may not be operational. Decisions to operate such facilities are not made by us. Also ski and public bus services may not be fully operational.

3. Ski/snow conditions

The risk of skiing being adversely affected by weather conditions or lack of snow has to be accepted. Refunds cannot be given for lost skiing days due to weather.

4. European Self-catering Apartments

(a) Property descriptions

All descriptions given either verbally or in writing are made in good faith based on the information believed to be correct at the time. Photographs of rooms are non-contractual.

(c) Prices

Prices are based on full occupancy of the accommodation as stated. As most apartments include a double bed, double sofa bed or sofa bed for 2, occupancy and price is based on 2 people sharing this bed. Apartments may not be in the same building or next to each other.

(d) Single travellers and under occupancy

Single travellers who wish to occupy accommodation with fewer people than the number shown on the description may feel that the cost of your holiday appears higher than it should be. The reason for this supplement is that our contract with the owners is based on a price per apartment or room, while our

holidays are sold per person. Therefore, the per person price for a single traveller includes the entire apartment or room cost. We do not make additional or excessive profits from these sales, the prices charged merely reflect the real costs to us.

(e) **Damage and cleaning deposit and Taxe de Sejour/Eco-recycling tax**

A deposit against damages or breakages and cleaning will be collected on arrival before your accommodation keys will be allocated, this can usually be made by credit card, euro cheque or cash (credit cards are not accepted by all agencies). This deposit will usually be between 200–800 Euros per apartment and is refundable upon departure; details of the deposit relating to your specific accommodation will be on your arrival information. It is in your best interests to leave the accommodation as it was found, as deductions for breakages, damage or leaving the accommodation unclean or untidy can be made by the local agents. As deposits are normally held by the accommodation owner/management and not Ski 4 Less Ltd, we cannot become directly involved in situations or disputes that may occur. On arrival in your apartment please check everything is present and in working order. Anything missing or broken must be reported to reception immediately or you may be charged for it. You will also be charged a tourist tax known locally as 'Taxe de Sejour' and by some suppliers an eco-recycling tax is also collected when you check-in. These taxes are passed on in full to the town council.

(f) **Apartments – a general guide**

- Bed linen and towels are not provided unless stated on your invoice or arrival information letter.
- Accommodation is usually available from 1700 hours to 1900 hours on the day of arrival, times will vary depending on the supplier, please check your arrival information. Checking out is usually no later than 1000 hours on the day of departure.
- All accommodation is basically equipped with cutlery, crockery, blankets and pillows etc. Kitchenettes offer only hot plates and not usually ovens, microwaves, dishwashers or washing machines, unless advertised to the contrary. Toasters and kettles are not considered essential in Europe and are rarely provided.
- Customers are expected to make their own beds on arrival except where stated on your invoice or arrival information.
- Please note that starter packs are not provided and you should, therefore, anticipate purchasing items such as milk, toilet roll etc on arrival.
- Bunk beds. French Law stipulates that beds at height (bunks etc) should not be used by children under 6 years of age.

Most French apartments are quite compact and prices quoted are for using the maximum number of beds, including 2 people sharing any double beds or twin bedrooms or bunk beds. Apartments are often privately owned and even in the same block vary in shape and size. We cannot guarantee they will be alike. Apartments layouts may vary from those described.

5. **Ski hire and lessons**

- A minimum of 14 days are required to book ski hire and lessons. It may not be possible to make changes or alterations to your booking once it has been made.
- Please note that during peak dates such as Christmas, New Year, February term and Easter, ski schools become fully booked. It cannot be guaranteed that your requirements for lessons can be met. If you have pre-paid for your ski lessons and it has not been possible to reserve these for you, a full refund of the ski lesson price will be given.
- Please make sure that your travel insurance covers you for hired equipment. Alternately you can take the insurance that is offered by the hire shop in resort, this will cover you against breakage, loss and theft, the charge of 1-3 euros per person per day is to be paid locally. This service is optional.
- You will be issued a voucher to exchange for your equipment at the shop listed on your voucher. The voucher is only redeemable against the equipment listed. If you wish to upgrade to a higher standard of equipment the difference in cost must be paid for at the time directly to the shop.
- Please note that we cannot refund should you not use all or part of what has been booked. We cannot refund in the case of bad weather. Suppliers' conditions apply.
- We act as an agent for ski hire and lesson services and are therefore not liable.

6. **Vouchers and tickets**

If you have been issued a voucher or ticket for ski passes, ski or snowboard equipment hire, lessons, airport transfers, please have these with you. Please consider them as you would currency and take good care of them. If vouchers or tickets are lost you will have to pay again and any pre departure discounts you received are not available in resort. Refunds cannot be given for lost vouchers.

7. **Unused parts of package**

No refunds will be made for unused parts of the package, e.g. unoccupied bed spaces, unused ski passes, ski lessons or equipment hire. No representative is authorised to make or promise refunds and Ski 4 Less Ltd will meet no such promises.

Our contract with you is deemed to be made at 30 Upper Promenade, Colwyn Bay, North Wales, LL28 4BS.

This document was produced on 25 November 2016.