



## Important Information before you make a booking

### **Our ABTA membership**

We are Principle members of ABTA; our membership number is Y350X. Being members of ABTA offers our customers' peace of mind that we have been carefully inspected and assessed for our financial security and business dealings by the largest and most respected travel trade organisation in the UK.

Find out more about [ABTA](#).

### **Protecting your money**

#### ***Packages that include a flight, our ATOL membership***

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means to you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some case, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Find out more about [ATOL](#).

### **Our Financial Failure Policy**

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" 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 [The Travel Vault in conjunction with Towergate Travel through Zurich Insurance PLC](#).

**Claims** - In the unlikely event of Insolvency, you must Inform Towergate Travel immediately on +44 (0) 1932 334140 or by email at [tcs@towergate.co.uk](mailto:tcs@towergate.co.uk). 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.

***If you book arrangements other than a package holiday these financial protections do not apply.***

### **Our Booking Conditions**

Please ensure you view our [Booking Conditions](#). You can view these and our other important documents at any time on our [website](#) footer. By paying your confirmation deposit it will be deemed that you have read and accepted our Booking Conditions and understand that a contract will exist between us from the date we issue a Confirmation Invoice.

## **Our prices**

### **Our website prices**

The prices displayed on our website are in euros and will be converted to sterling at the current Post Office exchange rate. All prices are subject to change without prior notice.

The accommodation prices displayed on our website are the basic per apartment price for self-catered accommodation. The price does not include any apartment or other applicable supplements, only where indicated on the relevant web page are additional services included. The price does not include the compulsory tourist tax or the apartment caution charges unless otherwise stated, both of which will be collected at the time of check-in at your chosen accommodation on your 1<sup>st</sup> day of arrival.

### **E-mail price quotes**

The price you have been quoted for your holiday may differ from our website prices, this is because we have tailor made your holiday quote to suit your needs and will have included any additional services that you will have requested at the time of your enquiry. The quote is only valid for the date shown on your email from us, after this date we cannot guarantee that the price will remain the same.

## **Making a booking**

We do not have an on-line booking facility; we can accept your confirmation of booking via e-mail or by writing to us at

[ukoffice@ski4less.com](mailto:ukoffice@ski4less.com)

or

Ski 4 Less Ltd, 30 Upper Promenade, Colwyn Bay, North Wales, LL28 4BS

### **Information you must provide when making a booking**

To enable for us to confirm your booking you must provide us with a valid postal address, landline and mobile contact number, e-mail address, the full name of all those on your booking and their date of birth. For bookings that include a flight passport details will be collected. Without these details, we are not able to confirm your booking. Please refer to our Privacy Policy with regards to our data protection.

### **Your contact details**

We send holiday documentation by e-mail using the e-mail address you have provided. We assume that this address is correct and that you check your e-mail account on a regular basis. You accept the risks associated with this means of communication as we cannot be held responsible if you fail to receive our e-mails.

### **Your confirmation invoice**

You must check your invoice carefully and inform us immediately of any omissions or errors. Your confirmation invoice will display the compulsory charges you will be expected to pay on your arrival at your chosen destination. Please make a note of our payment due by dates, failure to pay on time could be taken as a cancellation by you and our cancellation charges will be applied as per our Terms and Conditions. If you make any amendments to your holiday booking, an amended copy of your Confirmation Invoice will be sent to you.

### **Making changes to your booking**

It may be possible to make changes to your booking after it has been confirmed. Please see our Booking Conditions for further information and details of our charges.

## **Making payments**

To confirm your booking, you will need to pay a non-refundable deposit, this will be 25% of your total holiday costs. The date you must pay your deposit by will be on your confirmation invoice from us. 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.

You may be required to pay in full at the time of booking for any non-transferable and/or non-refundable items, we will inform you if you need to do this before you book.

Your holiday balance date is on your invoice this will be 8 weeks prior to departure unless you have made a late booking; all monies owed must be paid no later than this date otherwise it could be taken that you wish to cancel your booking and our cancellation charges will apply as per our Booking Conditions.

**Late bookings**

If you make a booking of less than 8 weeks prior to departure full payment is due no later than the date on your confirmation invoice.

**What if I need more time to pay?**

It is your responsibility to make sure you can pay for the holiday you have booked. You must pay all monies owed no later than the balance due by date as shown on your confirmation invoice, if you need more time to pay you must inform us in writing before the balance due by date so that we can come to an agreement. Your holiday must be paid in full before your date of departure otherwise your booking will be deemed as cancelled by you and any documents or vouchers already issued will become null and void and our cancellation charges will apply as per our Booking Conditions.

**Payment methods**

We encourage you to pay us electronically via on-line methods using the options below. Paying electronically allows you to track your payment via on-line banking. Electronic payments are fast, secure and convenient.

**Paying by bank transfer**

**BANK** – Santander. **ACC NAME** - Ski 4 Less Ltd. **ACCOUNT NO** – 25201079. **SORT CODE** – 090129.

**Paying by debit or credit card**

We are not able to accept payment **by personal credit card**. Due to the very high handling fees merchants charge for processing credit card payments we no longer accept payment using personal credit cards. We prefer to keep costs down rather than add an administration fee to the cost of your holiday. We do accept debit cards.

If you wish to pay by corporate, business or commercial credit card a charge of between 2.5% - 4% will apply, this will be added to your invoice.

Let us know if you wish to pay by debit card, corporate, business or commercial credit card and we will send you a secure pay by link with Worldpay Ltd. We are unable to handle card payments over the phone.

**Cheques**

We do not accept cheques by post. If you wish to pay by cheque make it payable to Ski 4 Less Ltd and take it to any Santander branch using the bank details above.

***Whichever method of payment you chose, we ask that you use your invoice reference as a payment reference so that we can easily identify your payment. Failure to do so will leave you with an unpaid invoice.***

**Travel and health advice**

Up to date health and travel information relating to individual countries can be found [here](#).

ABTA, with support from the Foreign and Commonwealth Office and the Ski Club of Great Britain, is launching its ski safe campaign to make sure people have the right insurance and are safe on the slopes. Full details can be found [here](#).

**Travel Insurance**

Having adequate travel insurance for all members of your party is a **condition of booking**. We do not include travel insurance with your booking, nor can we recommend policy to you. If you fail to arrange adequate travel insurance, you understand that you make and take these arrangements at your own risk and cost. For a no-obligation quote you can visit our [website](#).

Help and tips on choosing the right travel insurance policy can be found [here](#).

**European Health Insurance Card (EHIC)**

The European Health Insurance Card (EHIC) is available to UK Residents travelling temporarily to an EU country. It provides travellers with free or cheaper medical treatment provided by the state healthcare scheme in the EU country you are visiting. It is not a replacement for travel insurance and it does not cover the cost of repatriation or the many other eventualities provided for by comprehensive travel insurance. You can find out more about the scheme and apply for a card free of charge [here](#).

EHICs expire every five years so make sure your EHIC hasn't expired before you travel.

**Passport requirements**

You are responsible for ensuring that all persons named on your booking qualify to travel on the holiday and to the destination booked and you have/will have valid documents and insurance, including a relevant visa for the entire duration. If you or your party cannot travel because of this, you understand it will amount to a cancellation on your part and the relevant terms and conditions will apply.

**Where can I find passport information?**

Visit the [HM Passport Office](#) website for detailed, up-to-date information on passport validity, renewing and applying for passports. If you're a British citizen, you need a full, 10-year British passport for all holidays featured. Ordinarily holiday companies and the UK Passport Office suggest that passports should be valid for at least 6 months after you return. Each country, however, sets its own rules covering this. More information can be found from the embassy or consulate of the country you plan to visit.

**Visa requirements****Geneva Airport**

Non-EU and EEA passport holders should note that transfers for flights arriving into Geneva leave from the Swiss side of the airport and it will be necessary, therefore, for you to obtain the relevant visas. Failure to do so will necessitate having to pay for your own transfer.

**How do I find out about visas?**

For full details of any travel restrictions, entry and stay requirements, visa and travel advice to your destination, visit the [Foreign Office](#) website. Visas may be required for entry into non-EU countries. Information about visa requirements may be found by accessing individual country pages on the Foreign and Commonwealth Office website. Non-British citizens including other EU nationals should contact the embassy, high commission or consulate of the destination for up to date advice on immigration, visa and entry requirements.

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