



Key points:

You enter into a contract with us when we issue our confirmation invoice. If you then cancel, there will be cancellation charges. Initially this is your deposit, but after you've paid the balance of the holiday price, charges rise and can go up to 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances.

We are responsible to you for providing your holiday but there are legal limits.

We are a Member of ABTA and ATOL and we provide protection for your money.

NB read the full terms below for more information and for other important rights and obligations.

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 and Linked Travel Arrangements Regulations 2018" 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 . 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 this financial protection does not apply.

3. ABTA

We are Principle members 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.

To find out more about ABTA please visit <https://abta.com>

4. ATOL

We are a member of ATOL, membership number 11308. 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 cases, 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.

To find out more about ATOL please visit <https://www.caa.co.uk/atol-protection/consumers/about-atol/>

5. Holiday price

- (a) We reserve the right to increase or decrease our prices at any time prior to booking. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.
- (b) The price of your holiday has been converted from euros to sterling using the most up to date Post Office exchange.
- (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 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 (c).
 - 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.
 - 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.

6. When we can change your holiday price

We can change your holiday price after you've booked, only in certain circumstances:

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure.

We will absorb, and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value) or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel you must do so within 14 days from the date on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

7. If we cancel or change your booking

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time. We will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of *force majeure* or failure by you to pay the final balance.

(a) Alterations before your holiday

Usually only minor changes are made to arrangements, for which no refund or compensation 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. We will pay compensation, subject to 7(b) below.

Minor Changes – These include change of departure by less than 12 hours, changes to aircraft type or airline, change to accommodation to another of the same or higher standard, room type changes, loss of facility in room type booked, changes of carriers. Please note that carriers such as airlines used in our publications may be subject to change. Any other change not specified in (b) below. These changes are only an illustration.

Major Changes – Change of resort, change to transport method, change to UK departure airport (excluding a change within London airports, this is considered a minor change), time of departure by more than 12 hours, accommodation of a lower classification, cancellation of holiday. These changes are only an illustration.

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) Purchase another holiday from us (if available) at the current selling price, or
- (iii) 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. Whichever option you choose, you will be entitled to compensation as outlined in the table below, subject to 7(b).

We will pay compensation as detailed below **except** where the major change or cancellation arises due to reasons of *force majeure*. The compensation that we offer does not exclude you from claiming more if you are entitled to do so. Compensation will not be paid to adults or children travelling on a free place. These compensation payments do not apply to discounted holidays.

IF WE CANCEL OR MAKE A MAJOR CHANGE TO YOUR HOLIDAY

Period before departure in which we notify you	Amount you will receive from us, per full fare paying person
More than 56 days	Nil
43-56 days	£15
29-42 days	£20
15-28 days	£25
0-14 days	£30

- (b) Refunds, compensation, reimbursement of expenses/losses will not be made prior to, during or following the holiday where changes or cancellations are caused by situations under the heading *force majeure* (circumstances beyond our control). We cannot accept responsibility if, as a result of *force majeure* we have to change your holiday before or after departure or we or our suppliers cannot supply our holiday as agreed. When we refer to *force majeure*, we mean any event that we, or our suppliers could not foresee or avoid even after taking all reasonable care. Such circumstances will usually include, but are not limited to, war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, epidemics, health risks, fire, unavoidable technical problems to transport, closure or congestion of airports, stations or ports, changes of schedules or cancellations by carriers ceasing to operate for whatever reason, the alteration of an airline or aircraft type, adverse weather conditions affecting resort access and/or operation or other reasons and similar events outside our control. Refunds and compensation payments will not be made where we cancel your holiday due to your failure to pay the balance or where cancellation is due to clause 9(d) below.

8. 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.

9. Our liability to you

- (a) Although we do not control the day-to-day operation of our travel partners, 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 travel partners. In the case of accidents arising from carriage by air, 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 a maximum of twice the cost of your holiday. This maximum will only be payable when every aspect of your holiday has gone wrong and you have not received any benefit from your holiday. However, we will not be liable where any failure in the performance of the contract is due to:
 - (i) your own actions or the actions of those in your party; or
 - (ii) a third party unconnected with the provision of the holiday
 - (iii) unusual or unforeseeable circumstances/events beyond our or our travel partners control (*force majeure*)
- (d) If in the opinion of any person in authority such as a transport operator, 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/disturbance to property & other guests at the 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 or compensation payments.

10. Resolving complaints

If you have a problem during your holiday, please inform the relevant travel partner (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 while still 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 & 4.

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, 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. If you fail to arrange adequate travel insurance, you understand that you make and take these travel arrangements at your own risk and cost
- (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(d) 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 holiday arrangements 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. If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes is to be made must be in writing from the person who made the booking. You will be asked to pay an administration charge of £25 per person, and any further costs we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made, and you should contact us as soon as possible. Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

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.

Note: Certain arrangements may not be transferred to another person or group 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.

5. Cancelling your booking

If you cancel your holiday the lead name on the booking must advise us in writing 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 in writing by us either by post at 30 Upper Promenade, Colwyn Bay, North Wales, LL28 4BS or by email ukoffice@ski4less.com. 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, plus any non-cancellable/changeable element
28-55 days	60%
22-27 days	80%
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, sea or air the relevant carrier's cancellation policy applies.

6. While 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 9(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 flights, airport transfers and UK to resort coach travel** – These conditions do not apply to those guests making their own travel arrangements, please see (i) below.
 - (a) **UK to resort overnight coach transfers operated by Ski 4 Less Ltd**
 - 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 resort. The vast majority of our coach departures leave on time, but occasionally delays occur due to circumstances which are beyond our control.
 - At peak times coach transfers often take longer due to very heavy amounts of traffic on the roads. On any journey, be it peak or non-peak we aim to ensure that the coach stops for a break. Transfer times where given are therefore a guide as we cannot take into account the prevailing weather or traffic conditions or any other delaying factors.
 - Keep your passport with you on the coach – you will be asked to go through passport control at the ferry or tunnel ports
 - Our luggage policy is strictly enforced for the comfort & safety of passengers.
 - We operate an alcohol-free policy – it is against the law in UK and in France to consume alcohol in a moving vehicle.
 - Please bear in mind that the cold weather may affect the WC on your coach.
 - (b) **UK to resort overnight coach transfers operated by another supplier**
For coach bookings that are not operated by Ski 4 Less Ltd these are governed by the relevant operators Terms and Conditions. We are not able to influence or change their Terms and Conditions. All bookings must be paid for in full at the time of booking.
 - (c) **Airport transfers**
 - Airport transfers must be booked and paid for at the time of booking. A minimum of 14 days' notice is required to book airport 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.
 - 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 the check-in at your accommodation you must telephone the number provided on your booking information document to let them know your arrival time, you will need to do this in good time and before the check-in closure time. You will be given details of where and how to pick up your accommodation keys. Please note that we **do not** hold information about late check-in and key collection procedures nor do we have door entry codes to your accommodation. Any costs incurred to you as a result of missing the accommodation check-in and accommodation key collection will not be refunded.
 - (d) When you travel by air, land and water, the relevant carrier's 'Conditions of Carriage' will apply to your journey, some of which may limit liability, see clause 9(b) of 'Our Obligations' – Our liability to you.
 - (e) Operational decisions may be taken by the coach company, flight operator, airport transfer company or port authorities resulting in delays, diversions, re-scheduling or cancellation. 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 destination on time or on the stated day.
 - (f) Ski 4 Less Ltd holidays start and finish where stated on your invoice. We are not responsible for your travel to and from these points or for any expenses incurred including travel, accommodation, subsistence and loss of earnings caused by delay in return to your departure point, howsoever caused.
 - (g) It is your responsibility to meet your travel service at your designated departure 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.
 - (h) 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**
Many resorts have parking restrictions and parking charges. In some resorts parking must be booked and paid for in advance.
3. **Visas, passports and health**
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.

Visit the government website <https://www.gov.uk/government/organisations/hm-passport-office> 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.

For up to date health and travel information relating to individual countries is available from the Foreign Office website <https://www.gov.uk/foreign-travel-advice> or <https://travelaware.campaign.gov.uk/>

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 repatriation costs 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 by visiting <http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>
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, written descriptions and floor plans of rooms are non-contractual. As most apartments include a double bed, double sofa bed or sofa bed for 2, when an apartment or room is fully occupied this means 2 people will be sharing these types of bed. Where multiple apartments or rooms have been booked these may not be in the same building or next to each other.

(b) Prices

Accommodation prices that are on our website, holiday quote or Confirmation Invoice is based on a price per apartment or room. Solo travellers who wish to occupy accommodation with fewer people than the number shown on the description may feel that the cost of a holiday appears higher than it should be. The reason for this is that our contract with the owners is based on a price per apartment or room and cannot be sold per bed. Therefore, the price for a solo traveller is for the entire apartment or room.

(c) 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 bank card, euro cheque or euro 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 after a satisfactory check-out; details of the deposit relating to your specific accommodation will be on your booking information document and any check-in documents you are given at your accommodation. 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 accommodation please check everything is present and in working order. Anything missing or broken must be reported to reception within the stated time frame 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 and is a compulsory charge per day for guests age 18 years and over.

(d) Apartments – a general guide

- Bed linen and towels are not provided unless stated on your invoice or booking information document.
- Accommodation is usually available from 1700 hours on the day of arrival, check-in times will vary depending on the supplier, please check your booking information document. Check-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 are usual part of the living space of the apartment and are equipped as stated on your invoice. An oven, toaster, kettle, dishwasher or washing machine for example are only provided where stated on your invoice.
- Guests are expected to make their own beds on arrival except where stated on your invoice or booking information documents.
- 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 with limited storage. 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. Late arrival at your accommodation check-in

If you are going to arrive late or you miss the check-in at your accommodation you must telephone the number provided on your booking information document to let them know your arrival time, you will need to do this in good time and before the check-in closure time. You will be given details of where and how to pick up your accommodation keys. Please note that we **do not** hold information about late check-in and key collection procedures nor do we have door entry codes to your accommodation. Any costs incurred to you as a result of missing the check-in and accommodation key collection will not be refunded.

6. Ski passes

- A minimum of 72 hours is required to book ski passes. It may not be possible to make changes or alterations to your booking once it has been made. All ski passes booked must be paid in full before the start of your holiday.

- You will be issued a voucher to exchange for your ski passes from the pick-up point listed on your voucher. The voucher is only redeemable against the ski passes listed and from the pick-up stated. If you wish to upgrade your ski passes the difference in cost must be paid for at the time directly to the lift office.
- Photographic ID will be needed at the time of collection. Proof of age for children's or seniors ski passes is required. Proof of family identity and children's age is required for ski passes purchased at the family rate.
- Photos are not required for ski passes except for reduced priced or free ski passes.
- All ski passes are personal and non-transferable.
- Partially used or unused ski passes shall be neither reimbursed nor exchanged. We cannot refund in the case of bad weather. Suppliers' conditions apply.
- We act as an agent for ski pass services and are therefore not liable.

7. Ski hire

- A minimum of 72 hours is required to book ski or snowboard hire. It may not be possible to make changes or alterations to your booking once it has been made. All hire booked must be paid in full before the start of your holiday.
- Ski or snowboard 'packs' do not include a helmet. These are available to hire separately. Helmets are either recommended or compulsory for children under 15 years in most countries.
- You are full responsible for the equipment hired. The replacement or repair cost for loss, theft or damage to the equipment hired must be met by you. 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, this 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 and from the shop stated. 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.
- Photographic ID and a bank card for a security caution is needed at the time of collection.
- 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 services and are therefore not liable.

8. Ski and snowboard lessons

- We recommend that you book lessons as early as possible. It may not be possible to make changes or alterations to your booking once it has been made.
- Lesson times and duration vary between resorts and lesson type. We provide the most up to date information, but these are subject to change by the supplier, this is out of our control. The prices quoted are normally by lesson type and where the duration, the start or end time are varied, refunds are not due.
- Please note that during peak dates such as Christmas, New Year, February half 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 or snowboard lessons and it has not been possible to reserve these for you, a full refund of the ski or snowboard lesson price will be given.
- In peak periods ski schools often change, reduce or alter the timings of their lesson packages.
- Where group lessons have been booked there may be other nationalities in your group. Also note that English speaking instructors are not guaranteed.
- Lesson classes are dependent on minimum participants. If the minimum numbers are not fulfilled, you will be offered an alternative, for children this could mean joining an adult class. You can either accept the alternative or cancel with a full refund.
- In order to book lessons, we will require the full name of the participant, their age, the class they wish to join and the class time.
- You will be issued a voucher to exchange for your lessons tickets from the ski school listed on your voucher. The voucher is only redeemable against the lessons listed and from ski school stated.
- If you are unable to complete your lesson course due to injury, illness or any other personal event refunds are not due. Nor can we refund in the case of bad weather, you change your mind and stop turning up to class or you have a complete no-show. Suppliers' conditions apply.
- We act as an agent lesson services and are therefore not liable.

Note: Pre-bookable ski extras cannot be purchased within 72 hours before departure. You are able to source your ski extras once in resort at the prevailing local rate.

9. Vouchers and tickets

If you have been issued a voucher or ticket for ski passes, ski or snowboard equipment hire, lessons, flights, airport transfers or coach travel for example you will need to print them and take these documents with you, copies are not available in resort and in most cases digital copies are not accepted. You should consider them as you would currency and take good care of them. If you lose your vouchers or tickets or you fail to print and take them on holiday you will have to pay again locally and any pre-departure discounts you received will no longer be available. Refunds cannot be given for lost vouchers or tickets.

10. Unused parts of package

We cannot cancel or refund unwanted parts of your holiday arrangements you booked with Ski 4 Less Ltd during or after your holiday, e.g. unused travel arrangements, ski passes, lessons or equipment hire. No representative is authorised to make or promise refunds and Ski 4 Less Ltd will meet no such promises. For this you need to contact your travel insurance company.

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

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