



Important Information before you make a booking

About us

We are a company registered in England and Wales No: 462323

Our VAT no: 862 4783 95

Our address - Ski 4 Less Limited, 30 Upper Promenade, Colwyn Bay, LL28 4BS

Our telephone number - 01492 532752

Our email address - ukoffice@ski4less.com

Our Booking Conditions

Please ensure you read 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 ABTA membership

We are Principal members of ABTA; our membership number is Y350X.

ABTA has been a trusted travel brand for over 75 years, offering advice and guidance to the travelling public, as well as leading the travel industry in supporting high service standards. 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.

View our membership [certificate](#) or you can search for us on the ABTA website, [here](#).

For further information about ABTA, the Code of Conduct, and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London, SE1 9EQ. Tel: 020 3117 0500 or www.abta.com.

Protecting your money

Packages that include a flight, our ATOL membership

We provide full financial protection for our package holidays, by way of our Air Travel Organiser's Licence number 11308, issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. 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 whom 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 can 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.

View our ATOL [licence](#).

Find out more about [ATOL](#).

Packages that do not include a flight, our ABTA Bond

We are fully ABTA bonded. Our membership number is Y350X. We provide financial protection for your money when you buy a package holiday. If you buy other travel arrangements such as accommodation only this protection does not apply. You can learn more about ABTA at the top of this page.

If you book arrangements other than a package holiday or your booking is for business/corporate purposes these financial protections do not apply.

Our prices

We reserve the right to increase or decrease our prices at any time prior to booking. The prices on our websites, newsletters, social media, or printed publications are a guide only. The price of your holiday has been calculated using a predefined standard rate of exchange. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

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 1st 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 by e-mail - ukoffice@ski4less.com

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, telephone 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 Booking 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. 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.

General deposit

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.

Deposit where a flight is included in the package

100% of the flight price with luggage and 25% of the other elements of the package, this is your deposit. The standard deposit is increased to secure the airline tickets, and these are non-refundable. Please note that there could also 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 our Booking Conditions. If you book your holiday within 8 weeks of departure full payment will be due immediately upon receipt of the invoice.

Holiday balance

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.

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

ACCOUNT NAME: Ski 4 Less Ltd

ACCOUNT NUMBER: 25201079

SORT CODE: 090129

Paying by debit card 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 up to 3% 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.

*Credit cards and protection under section 75 of the Consumer Credit Act - Your package holiday is financially protected by either our ATOL licence or our ABTA Bond.

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 the booking number on your invoice as a payment reference so that we can easily identify your payment. Failure to do so will leave you with an unpaid invoice.

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 Booking Conditions will apply. You can check the entry requirements for the country you plan to visit on the [UK Government website](#).

Currently if you are travelling to France a British passport must be:

- Valid for at least 3 months after the day you plan to leave the country you are visiting (check the expiry date)
- Issued less than 10 years before the date you enter the country you are visiting (check the issue date)

Where can I find passport information?

Visit the [UK Government's passport pages](#) for detailed, up-to-date information on passport validity, renewing and applying for passports.

Please also make sure you check the passport rules for the country you are visiting. Each country sets its own minimum requirement with regards to passports. More information can be found from the embassy or consulate of the country you plan to visit.

Visa requirements

Visas are not needed for British passport holders for short trips to Europe (90 days or less in a 180-day period).

How do I find out about visas?

Information about visa requirements may be found by accessing individual country pages on the [Foreign, Commonwealth & Development Office](#) website. If you are flying into Geneva for onward travel to France, you should check the entry requirements for Switzerland and for France.

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.

European Travel Information and Authorisation System

In 2026 the EU is aiming to bring in the European Travel Information and Authorisation System (**ETIAS**). This is a visa waiver program designed for visitors who do not need a visa to enter a European country in the Schengen area. Once the system is live British passport holders will need to apply and pay for a travel authorisation to enter most European countries, this will be valid for 3 years. Certain travellers will be exempt, you can find the list of exemptions on the ETIAS website.

Full information on the [ETIAS website](#).

Entry/Exit System

The Entry/Exit System (**EES**) is a digital border system which registers non-EU visitors travelling into the EU instead of manually stamping passports as they enter and again as they exit.

When EES is introduced, you will need to create a digital record on your first visit, this will be done at a port or airport on arrival. You will be required to submit your fingerprints and have a photo taken at dedicated booths. You will need to allow extra time on your first visit for this process and you may experience longer queue times when you arrive at your destination.

Your digital record will be valid for 3 years. If you enter the EU again during this time, you will only need to provide a fingerprint or photo at the border, when you enter and again when you exit.

Further details can be found on the [EES leaflet](#), [EES website](#), [ABTA website](#) or the [GOV.UK website](#).

Travel and health advice

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

ABTA has a ski safe campaign to make sure people have the right insurance and are safe on the slopes. Further details can be found [here](#).

Travel Insurance

Having adequate travel insurance which ideally includes Covid-19/Pandemic cover is a **condition of booking** for all members of your party. 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.

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

Health Insurance Cards

Global Health Insurance Card (GHIC)

A UK Global Health Insurance Card (GHIC) gives you the right to access state-provided healthcare during a temporary stay in the European Union (EU). 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](#).

Your GHIC will have an expiry date so make sure your GHIC hasn't expired before you travel.

European Health Insurance Card (EHIC)

The European Health Insurance Card (EHIC) is no longer available; it has been replaced by the Global Health Insurance Card (GHIC).

For those who have an existing EHIC, it is still valid up to its expiry date.