



Alpine Majestic Terms and Conditions

SARL Alpine Majestic based in Ville Du Nant, la Chapelle d' Abondance 74360 is a French registered Company (Siret No: 789647864 00014).

Please read the booking terms and conditions set out below carefully before booking your holiday with Alpine Majestic. The booking conditions will form the basis of your contract with Alpine Majestic, herein after referred to as the "Company" and sets out the respective rights and obligations of both parties.

Contract

A contract shall exist between the client and the Company when we receive the deposit or full payment as applicable and a confirmation email or final invoices are issued by the Company. The person booking the holiday guarantees payment of the full cost of the holiday for all those people included in the booking form. When you receive your invoice, please check all the information carefully to ensure the details are correct and advise the Company immediately of any discrepancies.

If a booking has been made within 8 weeks of departure, a contract will exist immediately upon receipt of an email from the Company confirming your booking request. By making such a booking, you are deemed to have accepted and agreed to these booking conditions.

Prices

We reserve the right to make changes to and correct errors in advertised prices at any time before a booking has been accepted. We will advise you of any error of which we are aware and of the applicable price at the time of booking. Once a booking has been accepted we guarantee that the price will not change.

Amendments by the client

Changes to your booking with the Company should be communicated to the Company as soon as possible. Should you decide to alter your booking after our booking confirmation has been issued we will do our best to accommodate you. The client will be liable for any increased costs resulting from any change.

Cancellation by the client

Please notify the Company by email (in writing) immediately if you need to cancel the booking. Notification of cancellation will be effective from the date when it is received by us in writing. We are not liable for any cancellation being delayed, misdirected, or errors when sending. If you cancel your booking, the following charges will apply:

Notification

More than 8 weeks prior to arrival
Within 8 weeks prior to arrival
Within 6 weeks prior to arrival
Within 4 weeks prior to arrival
Within 2 weeks prior to arrival

Cancellation charge

Loss of deposit
30% of holiday cost
50% of holiday cost
70% of holiday cost
100% of holiday cost

In the case of a sole occupancy booking where an individual cancellation reduces the number of full paying party members, the price for the booking will remain the same. Clients are recommended to take out insurance offering protection against cancellation.

Alteration or cancellation by the Company

In the unlikely event that we need to make any changes to, or cancel, your holiday, you will have the choice of either accepting the change in arrangements or cancelling your holiday and receiving a full refund or credit for a future holiday. We reserve the right to alter or adjust any holiday arrangements as necessary, immediate notification will be communicated with the client. If a refund is requested we will be under no further liability outside the holiday costs charged by the Company.

Refunds will not be payable where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control such as, but not limited to, war, threat of war, riot, civil strife, terrorist activity, fire, natural or nuclear disaster, adverse weather conditions and all other similar events that could not be avoided, amounting to force majeure.

Payment

The deposit consists of £150.00 per person or in the case of sole occupancy arrangements 20% of the holiday cost and should be paid immediately upon receiving the Deposit Invoice. The balance of your holiday must reach us no later than Eight weeks prior to your holiday start date. This date is shown on your invoice. In the case of bookings made within Eight weeks of arrival, full payment must be made at the time of booking. **If we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we reserve the right to cancel your holiday, retain the deposit and recoup any additional charges.**

Payments are accepted by Bank Transfer (BACS).

Payments of the deposit and balance are due in Pounds Sterling (£). We do not share customer details or information with any 3rd parties other than those exclusively required for the services we help to provide.

Payments.

Bank Transfer to the UK Bank Stated on either the Deposit Invoice or the Final Invoice

Any payment associated with services within Resort (Lift passes, Ski rental, Ski School) etc. can either be paid directly with the provider or by Credit/Debit card with the Chalet.

We reserve the right to cancel the booking if a deposit is not paid within two weeks from the time of booking.

Insurance

It is a condition of booking that all clients have adequate winter sports/Summer holiday insurance to include medical cover.

Check-in/Check-out

Check-in time at the chalet is 4.00pm on the first day of the booking. Check-out time from the chalet is 10.00am. Arrangements can be made to accommodate early arrivals and late.

Transfers/Transport (Winter Only)

Transfers to and from Geneva airport are not included in the price of the holiday (December to April) due to Local restriction prevailing in Switzerland. We can arrange transfers with local providers at competitive rates.

The resort vehicle(s) and chauffeur service are provided to guests (December to April) for transfers to the lift station in the morning, transfers back to the chalet in the afternoon and transport to the village and back on staff night off and when might be required during the week. There is no set number of journeys per day or set times in which this service is offered. However, the company reserves the right to refuse should the request be deemed unreasonable. The resort vehicle is a gratuitous service and any client travelling in a resort vehicle does so at their own risk.

Weather

The Company accepts no responsibility for any delays or losses suffered as a result of adverse weather conditions.

Liability

We promise to make sure that all Health and Safety requirements are met during your holiday. We do not accept responsibility if you suffer injury, illness or death unless it is due to negligence of our employees, acting in the course of their employment.

We do not accept responsibility for injury, illness or death caused by your own actions or omissions, by any unforeseeable or unavoidable event, or by any third person not connected with the provision of your holiday which we could not have predicted or avoided. If a member of your party does suffer injury, illness or death due to misadventure as a result of an activity which does not form part of your contracted holiday arrangement, we will provide you with reasonable assistance and guidance. You are responsible at all times for all your personal belongings, documents and ski equipment (including hired).

Please ensure you have taken out the appropriate insurance cover before travelling.

Sports & Activities

If you ski or snowboard or partake in any activity with or without a representative of the Company, whether on an organised session or not, the Company cannot take responsibility for any injuries however caused. At all times clients must use their own judgements based on their own ability, and acknowledge that participation is at their own risk. We accept no liability should you choose to ignore this request.

Damage by and behaviour of Clients

The Company reserves the right to terminate, without compensation and without any further contractual obligations towards them (this includes any return transport arrangements), your holiday, if it is deemed that your behaviour is unsociable, abusive or in any way unacceptable, to ourselves or any other guest or in any way harms the reputation of Alpine Majestic together with local residents or suppliers. We will not make any refunds or pay any compensation to the individual involved or to the members of his/her party, or associates wishing to curtail their holiday as a result. The Company reserves the right to claim back from the client any costs or charges incurred due to damage to the chalet whether accidentally caused or not.

SARL Alpine Majestic

Chalet Soleil, 830 Route Ville Du Nant,
74360 La Chapelle d'Abondance
Rhone Alpes, France

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T.V.A. FR 01789647864