



Chalet Carclion Winter Booking terms and conditions

Provisional booking / deposit

Winter holiday bookings made to us via telephone or email will be provisional until we have received a completed booking form and deposit of £100 per person. If you are booking the whole chalet for exclusive occupancy a deposit of £2000 will be required. We will keep your provisional booking open for 7 days. For group bookings we require all individuals to be listed on the same booking form and a single deposit payment for the whole group. Deposit payments can be made by cheque. Please make deposit cheque payable to "Up the Hill Ltd". All deposits are non refundable.

The contract

All bookings must come via a completed Sugar Mountain booking form. Upon receipt of the completed booking form and required deposit we will despatch an invoice confirming all booking details and balance due date. Once confirmation is despatched a contract will be deemed to exist between Sugar Mountain and the party leader who has signed and accepted our conditions on behalf of all persons named on booking form.

Balance payment

The full outstanding balance of the holiday must be received no later than 8 weeks prior to the date of travel. This date will be shown on your invoice. For group bookings we require a single payment to cover the outstanding balance for the group (please note where this is not possible and it is required to debit more than one card an additional processing fee of £10 will apply per additional card). Payments can be made by cheque, credit or debit card. Card payments will incur a 3% processing fee. For bookings made less than 8 weeks prior to date of travel full payment will be required immediately. If we do not receive the full balance by the due date

we reserve the right to cancel the booking and any deposit paid will be forfeit.

Please contact us direct if you wish to pay by direct bank transfer.

Cancellation procedure

In the unlikely event that we will need to cancel your booking due to circumstances beyond our control a full refund will be paid immediately to you. Payment will be either by cheque or we will credit the card used to make payment.

If you need to cancel your booking or part of your booking with us we must receive notice in writing from the individual who has signed the booking form. Depending on the date that cancellation notification is received by us the following cancellation penalties will apply.

8 weeks or more	loss of deposit
6 - 8 weeks	35% of total holiday price
4 - 6 weeks	50% of total holiday price
2 - 4 weeks	75% of total holiday price
2 weeks or less	100% of total holiday price

Insurance and travel documentation

It is a condition of booking that each individual travelling is covered by the appropriate winter holiday insurance. We cannot accept any liability for unforeseen events or financial loss by an uninsured individual.

It is the responsibility of each individual travelling that they have a valid passport / visas to enter France and Switzerland and to re-enter the UK.

Airport to resort transfer

We do not provide travel between the UK and Geneva and it is the customer's responsibility to arrange this. We can arrange transfers from Geneva airport to resort please contact us for details.

Behaviour

Whilst travelling to and in resort we expect that all our customers will behave in a responsible and respectful manner. We will not tolerate actions that may bring the name of Sugar Mountain Chalet holidays in to disrepute and reserve the right to terminate the holiday of any individual that breaks this agreement. We will not be held liable for any damage to property or financial loss caused by the customer. We reserve the right to recover from any individual the cost of any damage to property or furniture or loss caused by the individual.

The holiday

All prices stated are in £ sterling per person. The price of the holiday includes accommodation at Chalet Carclion Morzine. Half-board consisting of continental breakfast, afternoon tea and cakes and three course evening meal with wine. Our staff have 1 full day off a week which gives you a chance to sample local cuisine in town. Breakfast and afternoon tea will be laid out on the staff day off. We will provide a lift to the slopes each morning and an afternoon pick up to bring you back to the chalet except on the chalet staff day off. The resort has a comprehensive courtesy bus service with a stop close to the chalet. Buses run every 20mins to the bottom of the Avoriaz telecabine and every 30mins to Morzine /Pleney telecabin. **Check in:** Check in is from 12pm on your arrival day. If you arrive earlier we can store your luggage until your rooms are available. **Check out:** Your holiday finishes at 10am on the day of departure. You will be required to vacate your rooms by 10am so they can be prepared for the following guests. If your flight is later in the day we are happy to store your luggage for you until departure. Please note whilst we try and accommodate people on their last day we cannot guarantee that you will have access to showering / changing facilities after your check out time.

Recap of the booking procedure:

Confirm availability with the Sugar Mountain team for your dates and party size. Make provisional booking, which will be held for 7 days. The provisional booking will automatically expire after 7 days.

Request a booking form by post or print off our online version. Only 1 booking form required per group.

Send the completed booking form to our U.K office with cheque for the deposit made payable to Up the Hill Ltd, within the 7 days of your provisional booking.

Sugar Mountain team will send you confirmation letter on receipt of deposit with party details and balance due date. Please check details and notify us immediately of any discrepancies.

Full payment required 8 weeks prior to date of holiday. Payment can be made by cheque, credit or debit card.