



Summer Booking terms and conditions

Provisional booking / deposit

Summer holiday bookings made to us via telephone or email will be provisional until we have received a completed booking form and deposit of £10 per night per person. If you are booking the whole chalet for a weeks exclusive occupancy a deposit of £1000 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, bank transfer or card. Please make deposit cheque payable to "Up the Hill Ltd". Card payments will incur a 3% processing fee. Please contact us for bank transfer account details. Please note 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. 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, bank transfer, 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.

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

Amending travel dates

If you need to change your booked summer holiday dates we will endeavour to accommodate your new requirements. The earlier we know the more likely we will be able to help. If we are unable to do so: eg. The chalet is fully booked during your revised dates we will refer you to our cancellation policy.

Insurance and travel documentation

It is a condition of booking that each individual travelling is covered by the appropriate holiday insurance, If you intend to take part in the summer activities on offer such as mountain biking, paragliding, white water rafting, abseiling etc make sure the wording of the policy covers you and you have the appropriate safety equipment or made arrangements to hire. 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 at a charge of 70euros return. This can be paid in advance in sterling and we will use the latest exchange rate on the day of booking from the xe.com website.

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 La Beziere or Chalet Carclion Morzine. Bed and Breakfast rates include a room with daily cleaning, all linen, towels and taxes, continental breakfast each morning, all day tea and coffee facilities. Catered rates include accommodation with daily cleaning, all linen, towels and taxes, continental breakfast each morning, afternoon tea and cakes and a three course evening meal with wine. The resort has a comprehensive courtesy bus service with a stop close to the chalet. Buses run regularly to Avoriaz, Pleney and Lac Montriond etc.

Check out times: Bed and Breakfast and Catered guests will be required to check out of their rooms by 10.30am on the day of departure. If your flight is later in the day we are happy to store your luggage in the chalet for you until departure.

Check in times: 12pm on your day of arrival. If you arrive earlier in the day we are happy to store your luggage for you until your room is ready. Of course if your room is ready you may check in immediately on arrival.

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 deposit made payable to Up the Hill Ltd or your card payment details 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 or bank transfer.

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