



Self Catering Summer Booking terms and conditions

Provisional booking / deposit

Self Catering summer holiday bookings made to us via telephone or email will be provisional until we have received a completed booking form and deposit. The deposit for a 7 night stay is £300, If you are booking less than a week the deposit is £60 per night. We will keep your provisional booking open for 7 days. We require all individuals to be listed on the same booking form and a single deposit payment for the chalet. 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 SELF CATERING 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. We require a single payment to cover the outstanding balance. 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.

Security Deposits

Security deposits will be collected off each group on arrival at the property.

This will be in the form of either £500 cash or a signed declaration with a credit card number.

A member of staff will look over the property at the end of your stay to check for need of repairs or replacement of an item or excess cleaning. If there are any breakages, excess cleaning you will then be charged accordingly. If there is serious damage over and above normal breakages the full

amount of the repair will be billed to you. The security deposit minus any charges will be refunded to you on the day that you leave.

Cleaning / Laundry Charge

A €100 cleaning / laundry charge will be collected from you on arrival at the chalet. This covers normal levels of cleaning of the chalet and laundering of all linen and towels. If there is excessive cleaning this will be deducted from your security deposit.

Conditions

La Beziere is a strictly non smoking chalet. Smoking is permitted outside the garage door or in the back garden. No Pets are allowed. No bikes inside the living area of the chalet. All bikes must be stored in the garage area. You have use of the chalets kitchen and the appliances. These must all be left in the clean condition that you found them in. Fridges and cupboards cleared of food you have purchased. The maximum number of guests staying at the apartment is 14.

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 , appliances or furniture or loss caused by the individual.

The holiday

All prices stated are in £ sterling per person. The price of the holiday includes self catered accommodation at Chalet La Beziere Morzine. All linen and towels are provided and the bedrooms will be made up and ready for use.

Check out times: You will be required to check out of the chalet 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 the chalet is ready. Of course if the chalet 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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