

TERMS AND CONDITIONS

These Booking Conditions, together with any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with The Boutique Chalet Company Ltd, Registered Office: 31 Bathwick Street, Bath, BA2 6NZ ("The Boutique Chalet Company", "we" or "us"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "the client", "guest", "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- he/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- he/she consents to our use of information in accordance with our Privacy Policy;
- he/she is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

We are not a tour operator. We only provide serviced accommodation which we manage on behalf of private property owners. This means that when you make a booking with us, it will not be protected by The Package Travel and Linked Travel Arrangements Regulations 2018. This means it is expressly important that you read and understand all parts of these terms and conditions in relation to your booking, particularly in regard to your rights in various circumstances of amendment or cancellation.

As part of your booking our staff may provide you with a concierge service. The concierge service is provided free of charge as a convenience to you. You are not required to use this service and must make your own decisions about any other parts of your trip. If you choose to use this service, the concierge can, if you wish, help you to make other arrangements relating to your trip. This may include booking other tourist services provided by third parties. Where we do this we do so solely in the capacity of acting as your agent - your booking will be made directly with the third party supplier and will be subject to their terms and conditions. If as your agent we take payment for such services for onward payment to the supplier, we uphold that you will pay no more than if you were to pay the supplier directly (based on the specific product at the specific time of confirmation). In all circumstances our involvement in any such bookings as your agent shall in no way infer that a package or linked travel arrangement as defined in The Package Travel and Linked Travel Arrangements Regulations 2018 has been made. As your agent, we accept no responsibility or liability for any information about the arrangements that we pass on to you in good faith, nor for the actual provision of the service by the third party. Our responsibilities are limited to making the booking in accordance with your instructions.

1. BOOKING ACCOMMODATION

An accommodation booking is made when you:

- complete and sign our Booking Form - be that in ink or electronically - and return it, or;
- where you accept to enter into contract with us through our online platform, and in either case once;
- we receive cleared funds for the full value of your deposit as stated on your booking information.

On receipt of this we will forward a booking confirmation to you or you will have access to a booking summary if you are using our online platform. On receipt of your booking confirmation please check it carefully and report any incorrect or incomplete information to us immediately. Please ensure that all names detailed are exactly as stated in the relevant passport.

All correspondence to The Boutique Chalet Company is to be addressed to: The Boutique Chalet Company, 31 Bathwick Street, Bath, BA2 6NZ, UK.

2. ACCURACY OF DESCRIPTION

We endeavour to ensure that all of the information and prices displayed on our website are accurate; however occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

We strive to ensure accuracy of descriptions shown however we are not always able to control all the components of the booking arrangements and it is possible that an advertised facility may be withdrawn or changed.

3. PRICING

The price of your accommodation will be confirmed on booking. When you have booked and paid your deposit (or the full amount if due according to our payment terms), the price of your booking as shown on your confirmation invoice is guaranteed unless you elect to change the confirmed booking, and also in situations as defined in 'Surcharges'.

4. SURCHARGES

In rare circumstances, we reserve the right to levy a surcharge after the confirmation of your booking in accordance with industry standard guidelines. However, we guarantee that no such surcharge would be applied within 30 days of your Departure Date.

A surcharge would only occur as a result of cost changes arising from government action such as changes in VAT or any other government imposed changes; and to changes in the currency exchange used to calculate your arrangements any or all of which may result in a variation of the price of your arrangements.

In the event that we require to levy such a surcharge, we will absorb and you will not be charged for any increase equivalent to 2% of the price of your accommodation, which excludes insurance premiums, additional service and any administration charges. You would, however, be charged for increases over and above that amount. If this means that you have to pay an increase of more than 10% of the price of your accommodation, you will have the option of accepting a change to another accommodation if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid (with the exception of monies taken on behalf of third parties where their own terms apply).

Should you decide to cancel your booking pursuant to the above condition, you must exercise your right to do so within 14 days from the date printed on the written notice of surcharge that we send.

5. TOURIST TAX

Tourist Taxes will be payable by the client within resort at the end of their stay. The tax is mandated by the local resort and is typically based on the number of adults, children, the rating of the property and the governing resort. Typically this is a nominal sum that is between 2.50 and 3.50 EUR per person per night though further discounts are sometimes available for family groups.

6. PAYMENT TERMS

All booking agreements are made in EUR and payments are required according to the following schedule:

- 20% deposit on booking
- 80% balance payment at least ten (10) weeks before your arrival date

If full payment is not received as cleared funds according to the payment schedule we reserve the right to cancel your booking in accordance with the relevant clause below. Payment can be made by Bank Transfer and we also accept most major debit / credit cards. We are unable to accept cash for any part of your booking - this includes services you may request / book through our concierge service whilst in resort.

For all payments by bank transfer the customer is liable for all bank charges arising from the transfer, this includes charges levied by our bank if you make payment in a foreign currency. Only the credited amount will be credited to your account.

For all payments by debit / credit card, there are no processing charges for customers based / using cards registered in the UK or EU, however, we reserve the right to levy a surcharge for card payments made from cards registered in other international destinations. In this case, we promise that the surcharge will be no more than the actual increased cost of processing the payment method as is charged to us by our bank or merchant. Whilst we reserve the right to vary this amount accordingly, this is typically 1.5%.

7. STERLING PAYMENTS

If clients wish to pay a balance in GBP then we are able to offer two options:

One Time Payment - if you wish to make a one time payment then we will advise you of an exchange rate which shall be applicable for 72 hours only. Payment must be received by us within 72 hours otherwise we reserve the right to re-value the rate. In this instance, the payment amount may be worth less than initially indicated if the rate moves against you.

Fixed Contract - if you wish to fix the entirety of the Accommodation/Booking Cost in GBP then we can offer this service at a 1.5% surcharge of the total balance. If you choose this option the exchange rate will be set at the time of confirmation by us and will remain valid for the duration of the booking period. All Accommodation/Booking Cost payments shall then be made in GBP.

Notes:

1. All other Expenses/Additional Services associated with your booking - for example but not limited to services booked through our concierge such as ski instruction, lift passes and transfers - can only be paid for in EUR and are payable in EUR by card only.

8. SECURITY DEPOSIT

A security deposit is required in advance of your arrival the amount of which shall be advised to you on your booking paperwork. In the event there is no specific amount listed, we may set this at up to 20% of the accommodation cost plus any outstanding amount owing for additional resort services requested through our concierge (for example lift passes or equipment hire). This amount shall be blocked as a card pre-authorisation, no funds will be taken at this time. Blocked funds will be released within 48 hours of check-out less any outstanding amounts owed - this period may be extended in the event of any damage which requires further investigation or repair.

9. CHALET CAPACITY

The nominal capacity is considered the normal recommended occupancy of the chalet. This is made up of a primary capacity - which is typically no more than two people per room in regular fixed beds - plus a secondary capacity - which is still a fixed bed but often in a space or room configuration more suited to children. The prices quoted are for occupancy up to the nominal capacity - further additional beds may be possible but a surcharge will apply. In all cases the maximum capacity of a chalet will always be determined by the relevant health and safety law - for most chalets this shall limit the capacity to 14 persons.

10. ADDITIONAL BEDS (over nominal capacity)

Additional beds are subject to the suitability of the request being approved by the operator - limits and room restrictions shall apply on a chalet-by-chalet basis for safety reasons. Where an additional bed is possible it shall be charged at a fixed rate of 500 EUR per week during a catered stay or 200 EUR per week during a self-catered stay.

11. COTS

Where the stated nominal capacity is exceeded a cot charge will apply if a cot is required. This shall be charged at a flat rate of 150 EUR per week and includes a cot, bedding and infant room facilities (changing mat, baby bath, nappy bin, bottle sterilizer, bottle warmer). Cots are only available for children under the age of 3 - older children will be required to pay the additional bed rate.

If the total number of guests (including the infant) is within the stated nominal capacity then no charge will apply.

12. ADDITIONAL DAY GUESTS

For guests staying in a property where catering is provided, additional guest charges will apply where a guest not staying in the chalet is invited for any food or beverage service. The following charges (priced per person) shall apply regardless of the actual duration or consumption.

| | Adults | Children (<16 yrs) |
|--|--------|--------------------|
| Breakfast | 15 EUR | 10 EUR |
| Afternoon Tea | 10 EUR | 10 EUR |
| Canapes & Pre Dinner Drinks | 20 EUR | 5 EUR |
| Dinner (inc. Canapes & Drinks) | 60 EUR | 20 EUR |
| Use of Spa Facilities (inc. use of towels) | 20 EUR | 10 EUR |
| Special Events and Celebrations | POA | POA |

13. LINEN, TOWEL, ROOM AND CHALET CHANGES

Where additional linen, towel or room changes are requested the following tariff shall apply. As standard, linen is changed weekly in all our properties. Towels are changed twice weekly with our Catered or Bed & Breakfast service and weekly with our standard Self Catered service. Bathroom products are replenished according to reasonable usage - where products are physically removed we reserve the right to charge accordingly.

| | |
|--|-----------------|
| Linen Only | 60 EUR per room |
| Towel Change Only | 30 EUR per room |
| Bathroom Product Replenishment (Soap, Body Wash, Body Lotion, Shampoo, Conditioner) | 15 EUR per room |

Please note that if a room is to be changed over for different guests then the full room change charge will apply to cover additional cleaning and restocking costs. In addition, if more than 3 rooms are changed then the chalet changeover surcharge will also apply so that the chalet can be suitably presented for the new guests.

| | |
|--|----------------------|
| Room Change (includes linen, towels and products) | 135 EUR per room |
| Chalet Changeover Surcharge (applicable when 3 or more rooms are being changed) | 500 EUR per property |

14. LAUNDRY

A laundry service is available to guests staying on a Catered or Bed & Breakfast basis. Laundry bags are provided and the costs quoted are for these only. Unfortunately we are not able to offer a laundry service for guests staying on a standard self catered basis.

| | |
|-------------------|--------------------------|
| Wash & Tumble Dry | 10 EUR per bag |
| Press | 15 EUR per bag laundered |
| Dry Cleaning | 10 EUR plus actual cost |

15. SELF-CATERED SERVICES

For guests staying on a self catered basis the following charges may apply where additional service is requested.

| | |
|---|---|
| Grocery Shop | 35 EUR or 10% bill whichever is greater |
| Personal Assistance / Secretary outside of our normal concierge service | 55 EUR per hour (billed in 15 min increments) |
| Additional Housekeeping | 36 EUR per hour (billed hourly) |

16. AMENDMENTS BY YOU

If you wish to make alterations to your booking after the contract is formed we will seek to accommodate your request, where it is reasonable to do so. Such changes are at the sole discretion of The Boutique Chalet Company. Amendments must be confirmed in writing, signed by you or any authorised member of your group. They will come into effect on the day they are confirmed by The Boutique Chalet Company. You agree to indemnify The Boutique Chalet Company for any reasonable expenses incurred in making an amendment whether or not The Boutique Chalet Company succeeds in confirming your request.

Subject to availability and our standard booking periods, any change of dates within the same season more than 12 weeks prior to departure will be accepted by The Boutique Chalet Company. If the period chosen is set at a higher tariff, a surcharge may be required. No refund will be payable for changes to a lower tariff period. A change of dates within 12 weeks of departure will be deemed a full cancellation. Please see the relevant clause for details.

Please note that you will not be able to change your rate plan once your booking has been confirmed - for clarity, it will not be possible to 'upgrade' from a booking made on the Classic Rate Plan to the Flexible Rate Plan after the point of confirmation.

17. AMENDMENTS BY THE BOUTIQUE CHALET COMPANY

We reserve the right to advise you of a change to your booking both before and after you make a reservation. An amendment made prior to departure which is deemed to be significant by The Boutique Chalet Company (for example a change of dates or a change in accommodation standards) gives you the right to cancel the booking if you choose. Should you cancel in such circumstances you will receive a full refund (excluding insurance premiums). In all significant cases we will pay you compensation as follows:

| Days before departure | Compensation per person |
|-----------------------|-------------------------|
| More than 43 days | 10 EUR |
| 42-15 days | 20 EUR |
| 14-0 days | 40 EUR |

Once your booking has started, The Boutique Chalet Company will pay you a pro-rata refund for any part of your booking which, due to an amendment made by The Boutique Chalet Company, cannot be taken.

Please note that The Boutique Chalet Company cannot pay expenses, costs or losses incurred by you as a result of any change or cancellation and shall not be liable for any refund should The Boutique Chalet Company be forced to cancel or change your booking due to circumstances amounting to Force Majeure (see the relevant clause below). We recommend that all guests have a comprehensive insurance policy in place to cover such events as is required and set out in 'Travel Insurance'.

18. CANCELLATION BY YOU

If you choose to cancel your booking you must do so in writing and have clear confirmation of receipt by The Boutique Chalet Company. Deposit payments (typically 20%) are non-refundable. Once the full balance has been paid, the following schedule will apply. The percentages shown are reflective of the full booking price where the full balance has been paid - these percentages do not relate to additional charges or third party services booked on your behalf.

| Time before arrival date | Refund | Credit Voucher |
|--------------------------|--------|----------------|
| Greater than 10 weeks | 80% | 80% |
| 10 weeks < 5 weeks | 10% | 20% |
| 5 weeks < 48 hours | 5% | 10% |
| Less than 48 hours | 0% | 0% |

You will also be able to elect to receive a credit voucher instead of a cash refund. The credit voucher can be used for a new booking in the same accommodation only and cannot be used to re-book the same dates as the original booking. The new booking can be confirmed at any time but must commence within 18 months of the cancellation date. If the cost of the new booking is greater than the credit available the balance must be paid for according to our normal terms. If the cost of the new booking is for less than the value of the voucher, no cash refund or alternative will be offered. Upon expiry of the voucher all liability shall cease; for the avoidance of doubt, the voucher shall not convert to 'cash' and no other refund shall be due. Please note that vouchers cannot be used in exchange for other goods or services, they are only valid for the booking of primary accommodation.

Upon cancellation we will attempt to re-sell the property. If we are able to do so we will deduct such amounts from your cancellation charges, less any additional administrative costs incurred which shall also include additional sales costs and third party commissions.

The date of arrival is the date of your arrival in the destination resort. In the case of a multiple week stay the date of arrival is the start date specified on the booking agreement. The amount refunded will be calculated on each week booked individually. In the case of a multiple week stay the refund will only be calculated on the value of the week(s) cancelled, not on the total value of the booking.

Please also note that where you wish to cancel services booked with a third party on your behalf, their terms will apply which may affect any refund that is available. The Boutique Chalet Company accepts no liability for any losses you may incur in relation to third party services even where we have acted as your booking agent.

19. CANCELLATION BY THE BOUTIQUE CHALET COMPANY

If you fail to pay the balance of the booking price or other sums owing before the due dates, we reserve the right to cancel your reservation with no refund to you.

20. OUR LIABILITY

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

- the act(s) and/or omission(s) of the person(s) affected;
- the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
- an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

We limit the amount of compensation we may have to pay you if we are found liable under this clause in the following ways:

- Loss of and/or damage to any luggage or personal possessions and money. The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the applicable excess on your travel insurance policy because you are assumed to have adequate insurance in place to cover any losses of this kind.
- Claims not falling under the above or involving injury, illness or death. The maximum amount we will have to pay you in respect of these claims is the price paid by or on behalf of the person(s) affected in total.

It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves strictly in accordance with the complaints procedure set out in these conditions.

Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

Please note we cannot accept any liability for:

- Any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or
- Any business losses.

We will not accept responsibility for services which do not form part of our agreement or where they are not advertised on our website. For example any excursion you book whilst away, or any service or facility which any supplier agrees to provide for you.

In cases of compensation or damage arising from non-performance or improper performance of the services involved in any of the company's contracts, compensation for personal, including psychiatric injury and non-personal injury is limited by all relevant international conventions including but not limited to the Geneva Convention, the Montreal Convention and the Athens Convention.

No employee, representative, agent or officer of The Boutique Chalet Company Limited shall be authorised to commit The Boutique Chalet Company Limited to any admission of liability whatsoever and The Boutique Chalet Company Limited shall not be bound by any such admission unless it is explicitly stated in writing and executed on behalf of The Boutique Chalet Company Limited.

21. YOUR RESPONSIBILITIES

As part of this contract you hereby agree to guarantee payment for any chargeable services requested by any member of your group before, during or after your booking.

We do not specialise in providing accommodation for persons with a disability, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any allergies, medical conditions or disabilities which may affect your stay, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen arrangements. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

All children under the age of 18 years old are the responsibility of their parents or authorised adult. Children (all people under the age of 18) are not permitted to be in the property alone without the supervision of an adult. None of our regular team is trained or qualified in child care. Should you require a nanny we can arrange this through our Concierge service. Childcare service will only be booked with professional qualified third-parties or individuals. The parents/guardians must satisfy themselves of the suitability of the services offered and fully indemnify The Boutique Chalet Company from any responsibility for the provision of such child care services.

All guests are responsible for securing/locking property doors on exit. If this requires any special actions, guests will be notified of this procedure on arrival at the property. Any guest not following this procedure will be liable for any uninsured losses arising from this negligence.

Please note that in catered chalets the kitchens are classified as a technical area and for your own safety should not be entered unless accompanied by a member of staff.

In the interest of your safety, guests are not permitted to tend the fires or woodburners in the properties – these will be maintained by a trained member of staff.

Ski, snowboard or mountaineering boots must not be worn in the chalet at any time other than in a designated boot room. In addition, guests are advised to be considerate of damage that could be caused by their footwear, for instance, the client shall be liable for any damage to flooring caused by footwear such as high heel stilettos.

Where pet dogs are allowed, with prior confirmation and agreement by The Boutique Chalet Company, a signed pet waiver is required before The Boutique Chalet Company will allow the pet dog into a specified property.

For self-drive guests, please check when booking regarding the parking available at the property. Please note that some parking spaces may be reserved for staff use, especially where you are staying on a catered basis. The Boutique Chalet Company accepts no responsibility for your vehicle and it is parked at your own risk. For self-drive guests, it is their own responsibility to ensure their vehicle is suitably equipped for travel including but not limited to suitable tyres, snow-chains and other European safety equipment. The Boutique Chalet Company accepts no responsibility for self-drive journeys, nor any liability in the event that your vehicle becomes immobile due to inadequate equipment.

22. TRAVEL INSURANCE

It is a condition of your contract with us that you and your party obtain suitable insurance, from a reputable provider, which must at least include the following:

- Emergency Medical Expenses including, amongst other costs; mountain rescue, ambulance charges and repatriation
- Cancellation of your trip or Curtailment (cutting short your trip)
- Personal Liability to include, amongst other liabilities; damage caused by your negligence to the property in which you are staying and may not include a clause which restricts actions being taken against a travelling companion other than family
- Travel and transfer delays which must include amongst other costs; additional costs incurred in the event of a delay beyond your or our control
- The policy must include the activities you are likely to do and in particular off-piste skiing with or without a guide (it is possible to ski off-piste inadvertently)

In the event that you fail to obtain suitable insurance we shall not be liable for any costs incurred or claims made against us due to your failure to comply with this term.

23. PASSPORTS, VISAS AND ESSENTIAL TRAVEL ADVICE

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your booking. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up to date position in good time before departure.

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. In addition, you agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

We do not accept any responsibility if you cannot travel, or incur any other loss because of restrictions upon you in your home country which may include but are limited to border restrictions and travel advice. If you are concerned that your home country may introduce any such restrictions prior to your booking, you should seek a separate insurance policy to cover your own financial risk.

24. BEHAVIOUR

All guests staying with us are expected to conduct themselves in an orderly and acceptable manner. If in our opinion or in the opinion of any chalet manager or any other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any third party or damage to property we reserve the right to terminate your booking arrangements with us immediately.

In the event of such termination our liability to you and/or your party will cease and you and/or your party will be required to leave your accommodation immediately. We will have no further obligations to you and/or your party. No refunds for lost accommodation will be made and we will not pay any expenses or costs incurred as a result of termination.

You and/or your party may also be required to pay for loss and/or damage caused by your actions and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the chalet manager or other supplier prior to departure from the chalet. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you.

The Boutique Chalet Company reserves the right to charge the card details which you provided on check in / deduct from any security deposit held in accordance with its rights under this clause.

Please note that smoking is strictly prohibited inside The Boutique Chalet Company properties and is limited within the grounds of our properties. You will be informed of the designated smoking location when you check in - smoking in any other location is prohibited. Ashtrays are provided and must be used. We reserve the right to levy an additional cleaning charge for cigarette/cigar butts/ash that has not been disposed of correctly.

25. OUR STAFF

Many of our properties are staffed. The staff that work in our properties all have very specific tasks and duties, which have been carefully selected and designed to ensure that the property is fully operational and to ensure that you obtain as much enjoyment as possible from your stay.

Because the staff have such carefully selected duties they will not be able to assist with all tasks that you may ask of them. For instance, chalet staff should not be asked to wash or pack guests personal clothes or otherwise handle any personal property. In the event that such a request is made of chalet staff and the staff agree to perform such tasks, acting reasonably at all times, The Boutique Chalet Company accepts no liability for any loss or damage that may be caused to such items.

It is also essential that our staff are spoken to politely and treated with due respect and courtesy at all times. We will take very seriously any reports of discrimination or sexist behaviour, and we reserve all rights as set out in 'Behaviour'.

26. SERVICE TIMES

In order for our staff to complete their duties professionally and to good standards in a reasonable amount of time in-line with their employment, service time limitations apply. Whilst we will always endeavour to be as flexible as possible to meet the needs of our guests during a stay, in some instances we may need to restrict services that fall outside of these 'regular' service hours:

- Our full breakfast menu is served for one hour - please inform your host of your preferred seating time which can be between 07:30 and 09:00.
- Afternoon Tea: 16:30 to 17:30
- Children's Supper (seating time): 17:30 to 18:30
- Dinner (seating time): 19:30 to 20:30

On changeover days these service times will govern the level of service provided for guests. For example, guests arriving late who will not be ready to sit for dinner until 22:00 would be offered an alternative to a regular dinner service such as a buffet or platter.

Housekeeping of rooms typically takes place between 09:00 and 16:30 each day. The housekeeping team will work on a daily rota and it is not possible to set a specific time that housekeeping will take place for a given room in a given chalet. As such, if on arrival of the housekeeping team they are unable to service a room as it is occupied and cannot be vacated, then we may not be able to service your room on that day.

Please note that check in time for all chalets is 16:00 and check out is 10:00. This allows for the chalet to be fully prepared for your arrival. Earlier access will only be allowed if the chalet is not occupied the previous week.

27. SERVICE CHARGES, TIPS, GRATUITIES AND COVER CHARGES

We are committed to the Code of Best Practice on Service Charges, Tips, Gratuities and Cover Charges. We do not add a service charge to your bill, however, gratuities are greatly appreciated by our staff. Should you wish to leave a tip our suggested gratuity for a fully catered stay is 20 EUR per adult guest per night stayed and 10 EUR per child guest per night stayed. You are able to leave gratuity by cash or card payment. Regardless of method, 100% of the tips you leave are distributed evenly amongst the staff - no percentage is withheld by the business for any purpose.

28. FACILITIES

Guests staying in chalets and villas with swimming pools, hot tubs or other spa facilities, use them at their own risk and The Boutique Chalet Company can accept no responsibility for accidents/injuries whilst using these facilities. In the interest of hygiene all guests are asked to shower before using these facilities. Guests are advised not to use these facilities if you:

- Suffer from heart disease or circulatory problems.
- Suffer from an infectious skin disease, sores or wounds.
- Are pregnant (or seek medical advice before using the facilities).
- Are taking anticoagulants, antihistamines, vasodilators, vasoconstrictors, stimulants, hypnotics, narcotics or tranquilisers or any other medications.

Children must be supervised whilst using chalet facilities including, but not limited to, swimming pools, jacuzzis, steam rooms, saunas and gyms. The Boutique Chalet Company do not provide lifeguards and no members of the chalet team are trained nor qualified to act as such.

Typically, water in hot tubs/spas is changed on a weekly basis and therefore please be aware that it may still be heating to temperature on the first night of your stay.

The consumption of beverages in or around spa facilities must only be from a plastic vessel to avoid the risk of injury. The use of glass containers of any kind is prohibited. In addition, it is advised that the intake of alcoholic beverages whilst using spa equipment should be limited in line with government consumption recommendations.

29. DRIVING SERVICE

During the Winter Season certain properties are provided with a driving service which will be defined by the service basis of your booking. Typically, one dedicated driver/vehicle is available to each property however we reserve the right to share driving resources across chalets in the same resort at quieter times. Outside of the Driving Service hours any provision of this service will be at the discretion of the local management.

We operate a fleet of high quality minibuses that have been selected for your comfort and safety. Most of our vehicles have at least 6 passenger seats. Seatbelts must be worn by all passengers when in the vehicle. Please be aware that we can only transport passengers in designated vehicle seats – for instance, it is not possible for children to travel sitting on the laps of adults. As such it may be necessary for the driver to complete two journeys to transport your whole group.

Children must use the appropriate seating aids as specified in French law. This means that all children aged 12 years and younger, or children shorter than 1.35m may be required to use a booster or child seat. The interpretation of this requirement rests with our driving team and we ask that parents be supportive of this. Please note that children cannot be transported in our vehicles unless they are accompanied by an adult. In turn, this means our drivers are not able to collect children from lessons unless an adult is present.

In the interest of your safety, drivers can only drop-off and pick-up from designated areas. Please be aware that our ski resorts are busy towns with numerous traffic regulations designed to ensure the safety of road users and pedestrians. To abide by these it may sometimes be necessary for clients to walk a short distance to meet the driver at a suitable location.

Please be aware that drivers are not always based in our properties as they also have other responsibilities within the company. Whilst drivers are always available 'on-call' we ask for at least 20 minutes notice of your transport requirements to allow the driver enough time to meet you at your location. Please note that without specific prior arrangement we're unable to offer a dedicated 'on-demand/chauffeur' service where a driver is located specifically with your group/in your property throughout the day. Our chalet teams can also help you plan an agreed pick up time / location at the start of the day.

Please note that drivers are only able to wait at a specified location for a maximum of 10 mins. In the event a client is late for a scheduled pick-up we ask that the driver is contacted – please note that in extreme circumstances this may require the driver to return at a later time in order to complete other scheduled commitments.

The Driving Service operates 'in-resort' which includes locations within the commune that the property is located in which are accessible by open public roads. We reserve the right to refuse transport to a location if we consider it to be dangerous or outside the normal fair usage of this service.

The Driving Service is subject to fair usage. We ask that guests be organised with regards to their transport requirements to prevent unnecessary trips taking place. In the event of excessive usage (upwards of 80km per day including 'empty' journeys) we reserve the right to withdraw the availability of the service or make an additional charge at €1.50 per km.

The Boutique Chalet Company reserves the right to withdraw this service at any time or impose scheduling and/or route restrictions. Please note that the Driving Service is only available to guests staying with The Boutique Chalet Company. We are not able to transport any persons staying in any other property.

30. WHERE WE ACT AS AN AGENT – ALL SERVICES BOOKED THROUGH OUR CONCIERGE

If you choose to engage our concierge services, any services suggested or booked by our team will solely be done so in the capacity of an agent. This may include but is not limited to:

- Transfers
- Equipment Hire
- Lift Passes
- Instruction
- Childcare
- Restaurant Bookings
- any other reservations or purchases made on your request

In all cases, it is your responsibility to ensure that correct information concerning your requirements is passed to the supplier and that you verify and accept the service proposed by the supplier.

The supplier's terms and conditions may limit and/or exclude the supplier's liability to you. It is your responsibility to request and review their terms prior to instructing the booking, whether you do that directly, or through us as your agent. For your convenience, the current Terms & Conditions for some of our key suppliers can be found using the links below, however, you should always seek to verify the latest, issued terms from your supplier at the time of confirmation:

Transfers

- Haute Transfers - <https://www.hautetransfer.com/en/terms-conditions/>
- Ski Lifts - <https://www.ski-lifts.com/terms-and-conditions/>
- Snow Drone - <https://snow-drone.com/aboutourservice/terms-conditions/>

Equipment Hire

- Gravier - <https://www.gravierskis.com/terms-and-conditions>
- Sports 1600 - <https://www.skimium.co.uk/ski-info/terms-and-conditions>
- Ardent Sports - <https://ardentsports.sport2000.fr/uk/legal-information/1051-1051-rental-and-insurance-terms-and-conditions>

Ski Instruction

- White Blancmange - <https://theboutiquechalet.com/pdf/WB-Ski-Lesson-T-and-C.pdf>
- PEAK Snowsports - <https://www.peaksnowsports.com/terms-and-conditions>
- New Generation - <https://www.skinewgen.com/about-new-generation/terms-conditions/>
- Avoriaz Alpine Ski School - <https://www.avoriazalpineskiskool.com/booking-conditions>
- ESF - <https://widget.vente-en-ligne-esf.com/cgvs/en/ESF-470-en.pdf>

31. ANY PROBLEMS

If you are ever unhappy with any aspect of your booking, you must address your complaint immediately to both the chalet manager and the local service provider. Failure to contact the chalet manager, or local service supplier whilst in resort, may affect your rights under this contract.

In the unlikely event that your problem cannot be resolved locally, you must inform The Boutique Chalet Company in writing of your complaint within 28 days of your return so that any rights to compensation can be examined.

32. FORCE MAJEURE

Except where otherwise expressly stated in these booking conditions, we will not be liable or pay you a refund or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority, epidemics or pandemics, industrial dispute, natural or nuclear disaster, fire, chemical or biological disaster, adverse weather conditions and all similar events outside of our own or the relevant supplier(s) control. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.

33. GENERAL

Headings within these booking conditions are for reference purposes only. These booking conditions and any matters arising from them are exclusively governed in all respects by English Law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be subject to the exclusive jurisdiction of the Courts of England and Wales.

EXTENSION OF TERMS IN RELATION TO THE COVID-19 PANDEMIC

The following terms shall apply to all bookings taking place after 1st September 2020 during the COVID-19 pandemic. For the avoidance of doubt, it is currently envisaged that these terms will remain in effect for the duration of the winter 2021-22 ski season and the summer 2022 season. The terms shall also apply to advanced bookings taken for future seasons notably the winter 2022-23 ski season however they may be withdrawn in the event that a significant and relevant international body (such as the World Health Organization) declares the end of the pandemic and associated measures in the destination country and the UK are lapsed.

The terms set out here are in addition to our normal Terms & Conditions. Where these contradict part of our normal terms the wording here shall apply.

The intention of these terms is to set out the circumstances under which you will be able to cancel or rebook your trip in the event of COVID-19 related disruption. Each term sets out a clear circumstance with an associated definition. Please note that in order for the term to be active, that specific circumstance will need to be in effect. There is no time constraint between the circumstance and your arrival date - that is to say if, for example, a border closure is in effect, you will have the same right to cancel if your arrival date is within the next week as if it were more than a month away. At the same time please be aware of our parity of contract clause as set out below. A probability or expectation that the circumstance may come into effect at a future point in time will not in itself activate the term. If you chose to cancel in such a case it will be considered a disinclination to travel and our standard terms regarding cancellation shall apply. The percentages shown are reflective of the full booking price where the full balance has been paid - these percentages do not relate to additional charges or third party services booked on your behalf.

| Circumstances | Definition | Notes | Refund | Credit Voucher |
|--|---|---------|--------|----------------|
| Ski area closed due to a government mandated COVID policy | The full ski area in the specific destination resort is closed and skiing is prohibited. This does not include: - closures not linked to a COVID related policy i.e. weather related closures - partial closures or restrictions that are intended to manage usage according to a COVID policy that still enable skiing to take place | 1,2,5,7 | 70% | 100% |
| Accommodation closed due to a government mandated COVID policy | We are forced to close your accommodation owing to a government mandated COVID policy. | 1,2,5 | 70% | 100% |

| | | | | |
|--|---|---------|--------------------------------|--------------------------------|
| French borders closed | Visitors are not allowed to enter France for tourism activities. Note that this is a hard restriction where it is applied to all citizens of the country in question - other measures such as but not limited to government travel advice, quarantine requirements or other travel limitations do not apply. | 1,2,3,5 | 70% | 100% |
| Borders closed for outbound / return travel in your country of origin | The border in your country of origin is closed for outbound or return travel. Note that this is a hard restriction where it is applied to all citizens of the country in question - other measures such as but not limited to government travel advice, quarantine requirements or other travel limitations do not apply. | 1,2,3,5 | 70% | 100% |
| Mandated quarantine requirement of more on return to country of origin | When returning to your country of origin you are required to quarantine / isolate in your home country - where this is not a voluntary / recommended requirement. | 1,3,4,5 | None | None |
| Mandated quarantine requirement of more than 24 hours on arrival in France | When arriving in France to commence your trip you are required to quarantine / isolate for more than 24 hours - where this is not a voluntary / recommended requirement. | 1,3,4,5 | 70% | 100% |
| Service changes / limitations due to a government mandated COVID policy | You are able to stay in your accommodation as planned but service limitations exist - i.e. in chalet catering is prohibited - however alternative processes are possible that still enable your booking to be provided - i.e. the provision of a meal delivery service. | 2,6 | None / Partial Refund / Credit | None / Partial Refund / Credit |
| Other resort facilities closed due to a government mandated COVID policy | Other facilities in the specific destination resort are closed such as restaurants, bars, shops, leisure complexes but where we can still deliver your booking in your private accommodation and where recreational skiing is still possible. | | None | None |

| | | | | |
|--|--|-------|--------------------------------|--------------------------------|
| Travel arrangements cancelled by a third party | <p>For instance your airline cancels your flight due to schedule limitations.</p> <p>As the airline industry is facing significant challenges at present you may want to consider alternative options for travelling to the Alps - see our driving guide for some helpful tips.</p> | | None | None |
| Personal illness before your booking | Where a member of your group is ill or showing symptoms that mean you can not travel. We would recommend you are cautious about exposing yourself to heightened risk ahead of your booking. | | None | None |
| Personal illness whilst during your booking | <p>Where a member of your group is ill or showing symptoms that mean:</p> <ul style="list-style-type: none"> - you need to leave early - you cannot engage in public activity (i.e. skiing) - we have to limit or change the service provided to you in order to follow safety advice for the benefit of our staff <p>Note that whilst we will always follow government advice in relation to the control of the virus and the protection of our staff, we will endeavour to provide you with all service possible and / or a reasonable alternative that can be delivered in a safe manner. Please be aware that where service alterations are necessary owing to the health of a member of your group, no refund or credit shall be applicable.</p> | 8 | None | None |
| Staff illness during your booking | Where a member of staff assigned to deliver service for your booking falls ill or shows symptoms that mean they (and potentially other members of your team) cannot work according to government guidelines. In the first instance we will always endeavour to substitute any staff who cannot work, however during busy periods we may need to reduce the service we can offer you in order to ensure your safety and to adhere to government guidelines. | 2,6,8 | None / Partial Refund / Credit | None / Partial Refund / Credit |

NOTES RELATING TO COVID-19 TERMS:

1. This clause shall only apply if your entire group chooses not to travel / where you cancel in accordance with these terms in advance of your planned arrival date.
2. In the event that this restriction occurs during your booking and where you choose to depart early, a pro-rata refund / credit of the applicable amount according to these terms / your rate plan will apply for the remaining part of your booking. If you choose to stay on in your accommodation and depart as per your original planned date, no refund / credit will be due.
3. Where a group is traveling from multiple countries of origin, this clause shall only apply in relation to the country of residence of the booking lead who is the signatory to the booking agreement.
4. Note that this term will not apply where you choose not to undertake an optional testing process, which may be a private cost to you, that is available and approved by the relevant authority that would reduce any such quarantine / isolation requirement to less than the time indicated in the clause. This term shall also not apply where a test is taken yielding a positive result which then mandates a quarantine / isolation requirement.
5. Parity of contract - where one or more of these clauses has become active ahead of your booking which would entitle you to a 100% credit, we reserve the right to invoke the cancellation without further agreement on your part. We would choose to do this where we believe it is unlikely that the circumstances which have activated the clause will change again or where it is economically not viable for us to retain your booking given the impact of those circumstances. In summary, this clause is intended to prevent an imbalance in the booking agreement whereby a client could 'hold out' that their booking may be able to take place at the expense of us as the property manager.
6. Where the service you receive has to be reduced due to a government mandated COVID policy or because of staff illness a partial refund / credit that is not more than set out below may be offered depending on the impact the service change has had on the provision of your booking:
 - Loss of housekeeping service - 5%
 - Loss of driving service - 10%
 - Loss of hosting service - 10%
 - Substitution of private catering with meal delivery - 10%
 - Loss of all catering provision - 20%
7. It is possible that the lift companies will limit the sale of lift passes to control the number of people skiing at any one time. It is your responsibility to book your lift passes in a timely manner - we recommend that you do so when making your accommodation booking. If you delay the purchasing of your lift passes and subsequently these are unavailable because a quota or limit has been reached, this term shall not apply.
8. We will ask you (taken to mean all members of the group) to sign a 'COVID-19 Charter' prior to your arrival intended to set out safe practices which both you and our staff will engage in to best ensure the safety of all parties during your booking. The charter will include the latest government advice at the time of your booking. It is envisaged that amongst other things, the charter will cover how we (taken to mean all members of your group and all members of staff working in the property) will manage instances where someone appears to present symptoms that could be indicative of COVID-19. For instance, this may encourage a temperature check to be performed to ascertain if someone has an obvious fever, or may suggest a more formal test if such is readily available at a local facility. Overall, we would like to ensure guests we will do our best to keep them safe, and would ask our guests to work with us to keep our staff safe, for the benefit of everyone during your booking.

GENERAL NOTES RELATING TO COVID-19 TERMS:

In all instances where a credit voucher is issued, the usage of the voucher shall be in accordance with our normal Terms & Conditions as set out in section 18.

Where an amendment is made by The Boutique Chalet Company as a result of the COVID-19 pandemic which will include any amendment or cancelation implied here or any other amendment or cancelation that has not currently been foreseen, we will not pay any compensation to the client - that is to say amendments or cancelations made for these reasons are not subject to the compensation amounts set out in section 17 of the main Terms & Conditions.

ACCEPTANCE

These terms and conditions are acknowledged and accepted in full by all members of the group:

Name:

Booking Reference:

Date:

Signature: