

Terms and Conditions for the Tignes Chalet Company

All bookings with The Tignes Chalet Company Ltd are subject to these conditions. Contracts will be governed by, construed and interpreted in accordance with, English law.

Contract

A contract will exist between The Tignes Chalet Company and the client once the client has paid the required deposit, and acknowledged the terms and conditions by email stating 'I have read and accept the terms and conditions.'

Party Leader

The Party Leader is the person who reads and accepts the terms and conditions. This person enters into this contract on behalf and with the consent of all persons named on the booking form. The party leader accepts responsibility for all persons included in the booking in relation to payment and these terms and conditions. The Party Leader must be at least 18 years old.

Payment

All bookings require a 30% deposit. The remaining balance is due no later than 8 weeks before departure. If full payment is not received 8 weeks before the departure date The Tignes Chalet Company Ltd reserve the right to cancel the booking and retain the deposit.

Payment by debit or credit card. All credit card payments will incur a £5 per transaction fee. All debit card payments do not incur a charge.

Payment by internet bank transfer can be made to the following account; account number 01603809, sort code 40-34-13. All internet bank transfer payments do not incur a charge.

Cancellations

Cancellation by the guest will incur in the following percentage charges of the full holiday cost:

- More than 8 weeks will mean loss of deposit
- 6-8 weeks before the departure date 40%.
- 4-6 weeks before the departure date 60%.
- Less than 4 weeks before the departure date 100%.

In the unlikely event of cancellation by The Tignes Chalet Company you will receive a full refund.

Insurance

The Tignes Chalet Company Ltd requires you to have holiday insurance including winter sports cover when booking a holiday.

Booking Amendments

Every effort will be made to amend a booking, however the party leader will be liable for any increased costs resulting from changing the booking, plus an additional £30 administration fee.

Damage and use of accommodation

Chalet La Tourne Damage to the accommodation must be paid for before departure.
Use of Chalet kitchen is strictly limited to The Tignes Chalet Company Ltd staff.
There is a strictly no smoking policy in all guest accommodation.

Petite Balme A damage deposit of £250 is required at the time of booking. If there is any damage to the apartment during the booked period of occupancy there will be the loss of some, or all of the damage deposit. Damage exceeding the deposit will also need to be paid for by the client.

Personal Belongings

Clients are responsible for all of their belongings.

Passports and Visas

Current passports are required for travel outside of the UK. If you do not hold a British or EEC passport you may require a visa for travelling to France or Switzerland (if you fly to Geneva). In this case we recommend you check with your consulate.

Skiing/Snowboarding

The Tignes Chalet Company Ltd takes no responsibilities for clients skiing with company staff. Clients of the The Tignes Chalet Company Ltd are responsible to show due regard for the terrain, conditions and other snow users.

In the event of illness or injury during the holiday the payment of all doctors, hospital and repatriation expenses are the responsibility of the client.

Forced Majeure

The Tignes Chalet Company will not be liable for problems or delays caused by strikes, political unrest, riots, hostilities, terrorist activity, war, industrial disputes, fire, flood, tornadoes, hurricanes, transportation problems, airport closures, weather conditions or any other event beyond our immediate control. Your travel insurance should cover this. The Tignes Chalet Company cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by "force majeure". In these booking conditions, "force majeure" means any event, which we or the supplier of the service(s) in question could not even with all due care, foresee or avoid. These events are ones such as listed above.

Transfer conditions

If incoming flights are delayed for two or more hours, we will make every effort possible to hold the waiting minibuses, but there is no guarantee. In these exceptional circumstances where flights are excessively delayed, we may make an additional charge for a transfer. We reserve the right to cancel any transfer.

When travelling in a company minibus, we accept no responsibility for any delays or losses suffered as a result of adverse weather conditions, mechanical breakdown traffic congestion/restrictions or any other circumstances which are outside our control.

Our responsibility for your holiday

We are responsible for ensuring that all accommodation and services meet the standard advertised on the website.