



If you have any questions please don't hesitate to contact us or the CAA.
The air holidays shown are ATOL protected by the Civil Aviation Authority, Our ATOL number is ATOL 6478. ATOL protection extends primarily to customers who book and pay in the United Kingdom. Holidays that are booked and that do not include flights at the time of booking are not ATOL protected by the Civil Aviation Authority.



CONDITIONS

When you book with 'The One Stop Season Solution™', Seasonaires®. You must be aware of all our conditions. We have tried to make them as clear as possible. Should you have any questions please feel free to e-mail us

1. BOOKING CONFIRMATION

- All bookings are made with Seasonaires® Ltd. Holiday Company whose mailing office is: 'Derwood', Todds Green, Stevenage, Herts, SG1 2JE, UK
- A contract exists when a completed online booking/paper/telephone application is submitted/received.
- This contract is subject to English jurisdiction. No additions, deletions, changes or promises may be made relating to these conditions, except in writing by a Director of the Company

2. PAYMENT SCHEDULES

- A deposit of £200.00 must be made with the application or booking. Confirmation of your booking will then be sent by e-mail.
- The client (you) have the right to purchase your own travel insurance, a copy of which must be sent with the booking form.
- No later than six weeks after confirmation of your booking the company must receive the second deposit of £500.00
- The final balance must be received by the company no later than 12 weeks prior to the start date.
- Any monies outstanding after the payment deadline detailed in section 2d will be subject to the following charges.
 - A one off late payment fee of £50.00
 - Interest will be charged at the rate of 19% APR on all outstanding monies.

3. PRICES

- The prices advertised are accurate in their local currency. The GBP value varies on the exchange rates supplied by Barclays Bank on each first day of the week.
- The company reserves the right to impose surcharges in respect to cost increases related to fuel, currency or UK or foreign government action. Seasonaires® will absorb increases equivalent to a 2% per cent of the total price. If the surcharge exceeds 10% per cent of the holiday price, you have the right to cancel and receive a full refund of all moneys paid, less any amendment or insurance charges.
- No refunds will be given should currency rates improve.

4. CANCELLATION BY THE CLIENT (you)

- Notification of cancellations must be made by recorded letter or fax as soon as possible by the person making the booking.
- All deposits are non-refundable, in addition a £250.00 administration fee is charged.
- The following scale of charges are payable for cancellations made later than 12 weeks prior to departure:
84 to 15 days prior to departure 60% of the total invoiced price
14 to 1 day(s) prior to departure 80% of the total invoiced price
Departure day or after date of travel The total invoiced price

5. CANCELLATION BY THE COMPANY

- The company reserves the right to cancel your season. In the highly unlikely event of your season being cancelled, you will have the choice of accepting an alternative arrangement or a full refund of the moneys paid.
- The Company will ensure that any alternative arrangements offered are of at least equivalent standard to those originally booked. If you are advised of a change to your trip you have the choice of accepting these revised arrangements or a full refund of your moneys paid. Should you choose to accept the revised arrangements the company will pay compensation as per the following schedule:
More than 70 days Nil
69 to 35 days £10
34 to 15 days £15
Important note: Compensation will not be payable if we are forced to cancel or in any way change your trip due to the events mentioned in Section 5a. In no cases other than circumstances beyond our control (see section 5a) will the company change your arrangements less than 14 days prior to departure.

6. COMPANY LIABILITY

- The company has taken all reasonable steps to ensure that the suppliers contracted for services during your trip are efficient and reliable. Every booking is accepted subject to the conditions imposed by the companies concerned. We take all reasonable steps to ensure that such organisations maintain high standards and conform with the laws and regulations of the country in which they operate.
- The company accepts responsibility for ensuring the trip that you book with us is supplied as described in our advertisements and the service offered reach a reasonable standard. If any part is not provided as promised, we will pay you appropriate compensation. We accept responsibility for the acts and/or the omission of our employees, agents, and suppliers save when they lead to death, injury or illness except as provided in section 6c below.
- We accept responsibility for death, injury or illness caused by the negligent acts and/or omission of our employees or agents together with our suppliers and subcontractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment. We will accordingly pay to our clients such damages as might have been claimed in respect of death, illness or injury caused by negligence, as accepted under English Law, of our employees, agents or suppliers, contracted or subcontracted by us to provide any part of the arrangements of your trip.
- If any client suffers death, illness or injury whilst overseas arising out of activity which does not form part of the trip, we shall, at our discretion, offer advice, guidance and assistance to help you in resolving any claim you have against a third party, provided we are advised of the incident within 90 days of its occurrence. Where legal action is contemplated, our authority must be obtained prior to commencement of the proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. Our costs in respect of the above on your behalf shall not exceed £5,000 in total.
- The availability of some facilities advertised cannot be guaranteed, as these are entirely dependent on local weather conditions. Facilities may also close without prior notice due to public holiday, festivals and routine maintenance. In these instances no refunds can be given. However, if we are aware of any services not available prior to departure we will endeavour to advise you accordingly.
- Occasionally photographs used on resort photos are general photos and may not be specific to that resort.

7. COMPLAINTS

- If you wish to make a complaint during your trip you should inform us as soon as possible. We will investigate any complaints and try to resolve them as quickly as possible. If the matter cannot be resolved satisfactorily during your trip please write to our office within 28 days of your return to the UK.
- The company will only deal with correspondence from the person signing the booking form or his or her authorised nominee.
- The company will investigate complaints thoroughly and report back to you and hopefully settle the issue satisfactorily. Disputes arising out of, or in connection with this contract, which cannot be amicably settled, may (if the customer so wishes), be referred to arbitration on documents alone with restricted liability greater than £1,500 per person or £7,500 per booking, neither does it apply to claims which are solely or mainly in respect of death, physical injury or illness or the consequences of such death, injury or illness.

8. CHANGES

If you want to change any of the details of your booking after we have sent you confirmation, we will do our best to help. However we have no obligation to make any change. You must advise of any change in writing and we recommend that letters be sent by recorded delivery.

9. VISA

It is your responsibility to be in possession of a valid 10-year passport and an appropriate visa if required.

10. SECURITY DEPOSIT

- £250.00 security deposit or equivalent in local currency will be held by ourselves in a special account for the duration of your stay, as security on the condition of the property.
- This must be paid before entry to the property, NO keys/entry codes will be issued without the deposit cleared in the account.
- The property must be left clean and in the same condition as on arrival, any damages/replacements will be deducted from the deposit. Unless a specific party accepts responsibility for a charge, the charge will be split between all occupants of the property.
- The security deposit will be returned when all cleaning and damage repair is complete. Normally no later than eight weeks after the end of that resorts season.

HOUSE RULES

Seasonaires® holidays are built around meeting new people and sharing new experiences during the season. There are a few basic rules and courtesies that allow everyone to enjoy their holiday to the fullest, in a safe and pleasant environment.

Each rule is followed up by a description of why that particular rule is in place. As you will see when you read through they are all there for your own comfort and safety. Please acquaint yourself fully with the house rules below. Should you have any questions please feel free to e-mail us or phone +44 (0)870 068 4545.

1) No smoking anywhere inside the property. When smoking outside please bin your cigarette butts safely to keep the environment clean.

Note: Under Canadian law a \$500 dollar fine is payable

When sharing a property with smokers and non smokers this is the only solution. Smoking on balconies and terraces is fine

2) All shoes to be removed upon entry to the property. Slippers or slipper socks are recommended. Keeps the snow and dirt out, and the floors clean. Less cleaning for you and less damage to the floor/carpets.

3) All Snowboard and Ski equipment is only to be stored in the specific areas provided.

When wet boards drip onto floors the water pools around the metal edges and causes rust stains which can ruin the surface they are on. Keeps the property clutter free and 'smelly boot' free.

4) The heating is set at a comfortable 19 degrees Celsius and controlled by a thermostat. Additional heating charges will be incurred if the thermostat is adjusted above this level.

This is the mountains and winter time so strolling round the house in shorts and t-shirts shouldn't be expected. At 19 degrees jeans and t-shirt is comfortable. The air in the mountains is already drier than you are used to and with the heat up too high sore throats and headaches become commonplace.

5) Quiet time is 10.30pm Sunday thru Thursday and 11.00pm Fri/Sat. This is strictly enforced by the police as a local byelaw.

Your neighbours might well have to get up at 7am to go to work, and some of your house mates might well be keen to get first tracks. And most importantly it stops you being arrested!

6) It is OK to have parties provided that all the house rules are followed and the host is informed.

The hosts hate to miss out on a good party!

7) We run a strict no guest's overnight policy, at all times. (Even after a party, just put them in a taxi and send them home)

Plain and simple, Insurance and Fire regulations

8) Keep the property secure by checking that all the doors and windows are locked when the property is empty. Remember, it is your valuables inside.

It's your stuff and if you leave the place unlocked your travel insurance company is unlikely to pay out.

9) The entire property (this includes your bedroom) is to be kept clean and tidy. The host will make regular visits and give friendly reminders. In extreme cases a 48 hr cleaning warning will be given. If the property is still not cleaned within this 48hr time frame then a professional cleaner will be used and charges deducted from your security deposit.

At home you might leave your five day old Y-fronts lying around but when you are sharing it really isn't. Tidying up after yourself keeps the place cosy and welcoming. A dirty kitchen and overflowing bins is inviting trouble with rodents and bugs which ain't nice.

10) Our 'Three Strike' policy is very simple. If an individual fails to respect ANY of the above house rules a verbal reminder will be given the first time, and a written warning the second time. If there is a third time then the individual will be required to vacate the property immediately and provide your own alternative arrangements for accommodation at your own cost.

If you break the rules then you are spoiling everyone else's holiday. So be considerate to your house mates.

11) NO ILLEGAL DRUGS to be stored or used on any of our properties at any time. **

If the police come round and find illegal substances then it will be EVERY person staying in that property that could be deported or arrested.

** This rule is exempt from the 'Three Strike' policy. There will be no reminders or written warnings.

You will be required to vacate the property immediately and provide your own alternative arrangements for accommodation at your own cost.

Thank you for taking the time to read through our house rules. Take care on the mountain and have a great season.