



TERMS AND CONDITIONS

PureChalets is registered under the company name of SDF STOVES-HOLT

1. Deposits and Payments

You can make a booking by telephone or email. A non-refundable deposit of £100 per person is required to secure the booking. Once we issue a booking confirmation and booking confirmation number, a contract exists between you and us. The person making the booking remains liable for the total amount due. The final payment is due 8 weeks before departure. Should the booking be made within 8 weeks of the date of departure, the full amount is payable immediately. Payment can be made by cheque, bank transfer or major credit card. Card transactions will incur a 2% surcharge, which will be added to your balance.

2. Cancellation & charges

By us: In the unlikely event of PureChalets/SDF STOVES-HOLT having to cancel/change your holiday details you will be notified as soon as possible, and will have the choice of the following, as applicable:

- i) Accept the change.
- ii) Accept alternative holiday at no extra cost.
- iii) Cancel your holiday, and a refund will be given.

You will not be refunded if the cancellation or alteration is due to forces beyond the control of PureChalets/SDF STOVES-HOLT, such as war, fire, flood, strike, riot, natural disaster, political unrest or any other circumstances amounting to Force Majeure. PureChalets/SDF STOVES-HOLT will not be liable for any claims of compensation.

By you: If you are obliged to cancel your booking, you must inform PureChalets/SDF STOVES-HOLT in writing immediately and send it to us by recorded delivery. In all cases your deposit will be forfeited, and you will become liable for administration charges on the following scale:

Over 8 weeks before departure date: deposit only

6-8 weeks before departure date: 50% of total holiday cost

2-6 weeks before departure date: 75% of total holiday cost

2 weeks or less before departure date: 100% of total holiday cost

3. Behaviour/property damage

While on PureChalets property, all clients are expected to behave in an orderly and acceptable manner. Should their behaviour threaten the condition of the chalet, or seriously impair the enjoyment of other guests, PureChalets/SDF STOVES-HOLT reserves the right to refuse to further accommodate the guilty party and contractual obligations will be terminated. The guilty party will be liable for the cost of any damage caused.

La Gliere, 74340 Samoëns, Haute Savoie, France



4. Responsibility

In the event of death or personal injury to yourself or any of your party travelling with us under your booking, we do not accept liability if such death or personal injury is not through any fault of ours or our suppliers. In particular we do not accept responsibility if death or injury is caused through no fault of ours or our suppliers or is due to circumstances which we could not reasonably foresee or have avoided.

You are totally responsible for the supervision of any children who are within the party occupying the accommodation provided by PureChalets.

We accept no liability whatsoever for loss or damage, including personal injury or death, caused or suffered by your improper, inappropriate or ill-advised use of the hot-tub. You may not use the hot-tub if under the influence of alcohol or drugs.

PureChalets/SDF STOVES-HOLT will not be liable for any claims for compensation due to any act or default or omission on the part of the suppliers of any services that PureChalets offers and over which PureChalets has no direct control. You will be bound by the operating conditions of the suppliers of the services that make up the holiday i.e. any cancellation, loss, delay or costs wheresoever or howsoever arising or connecting with adverse weather or traffic conditions, avalanche, mud slips, slides and snow conditions and the effect any of these may have on travel arrangements, accommodation and activities, or limitations imposed by resort authorities, ski lifts, ski school or ski operator.

5. Vehicle, personal possessions and luggage

PureChalets/SDF STOVES-HOLT will not be held responsible for theft or loss of personal possessions from our premises and/or vehicles. Whilst we endeavour to ensure the security of personal possessions of the party, we cannot guarantee it. Please be aware of this fact and leave expensive/personally valuable items at home.

6. Security deposit payments and key deposits – for self catered accommodation

It is a condition of booking self catered accommodation that a security deposit is required against any loss or damage to the property or its contents. The security deposit will be refunded at the end of the stay, upon a satisfactory check of the premises, at the latest within 21 days of your departure.

Keys for the property will only be given to you upon payment of a refundable 20 euro deposit per set. The deposit will be returned upon safe return of the keys.

7. Smoking policy

We operate a no smoking policy inside our accommodation facilities. If guests wish to smoke they must do so outside of these areas.

8. Check In/Check Out

On arrival your room will be available after 16.00 hours (local time). On departure day you must vacate your room by 10.00 hours (local time). If required storage facilities for luggage will be provided on departure day.

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9. Insurance travel documents

It is a condition of booking that you and all members of your party have sufficient and appropriate travel insurance, which must include medical and personal cover.

10. Visa/passports

It is your responsibility to be in possession of a valid passport and/or any visa necessary. If you do not have a British/EC passport, please be sure to check visa requirements for the countries you will be visiting. Remember most flights are to Geneva in Switzerland, which is not an EC member.

11. Complaints

Any complaints should be made clear to the chalet staff as soon as possible and preferably whilst you are still in resort, to allow us, if appropriate, to remedy the complaint. If you have not made your complaint whilst you are still at the chalet, please write to us no later than 14 days after your departure date detailing the precise nature of the complaint. Failure to comply with these terms may lead to your complaint not being dealt with.

Please address your letter to SDF-STOVES HOLT, Chez Bobeau, La Gliere, 74340 Samoens, Haute Savoie, France.

12. Free on piste guiding/orientation

Our ski guides are not professional ski guides in that they do not hold a ski guide qualification or have the necessary insurance to cover you. Please refer to section 9 on Insurance. During your stay you will have the option of choosing our on piste guiding/orientation service. On piste guiding/orientation consists of map orientation and guiding on marked pistes in the Grand Massif ski area. Under no circumstances will our guides offer out-bound/off piste guiding and if you choose to do this whilst in the company of a guide you will be strongly advised against such action unless you employ a professional mountain guide and use appropriate equipment. Should you choose to ignore our advice, you assume all responsibility for your actions and the inherent dangers of off-piste skiing and snowboarding.

We reserve the right at our absolute discretion to terminate without notice and liability our "on piste guiding/orientation" of any person whose behaviour is such that it is likely, in our opinion, ski lift operator, or ski guide or other person in authority to cause distress, danger, damage or annoyance to other customers, employees property or to any third party.

13. Website information

PureChalets.com website information is correct to the best of SDF STOVES-HOLT knowledge at the time of going live. Information relating to the resort cannot be guaranteed since changes can occur at any time outside the control of SDF STOVES-HOLT/PureChalets.