

## **Booking Conditions 2018/2019**

### **1. BOOKING YOUR HOLIDAY**

All bookings with Connick Ltd are confirmed on receipt of a booking deposit of £300/€400 per person and thus it is taken that you have agreed to the following booking conditions. If you book within 8 weeks of departure please forward the full holiday cost with the form. We will send you our confirmation, which acts as our acceptance of your booking in accordance with the conditions below. The contract is made in accordance with English law and subject to the jurisdiction of the English courts.

### **2. PAYMENT**

The client who makes the booking shall be liable for full payment for all passengers to whom the form applies and for any other person that Connick Ltd is subsequently requested to book. In the event that Connick Ltd has received the deposit from the client but does not receive the balance of the payment at least 8 weeks prior to the departure date, Connick Ltd reserves the right to cancel the booking and cancellation charges will apply as set out below, and shall not be limited to the amount of the deposit paid.

### **3. PRICES**

No surcharges will be applied once payment has been made in full. All prices in this brochure are based on exchange rates, availability and known costs at the time of writing the Connick brochure or current at the time the prices are quoted. In the event of any changes in these exchange rates, availability and costs or the imposition of any additional fuel surcharges or taxes, Connick Ltd reserves the right to revise the published holiday price providing the increase exceeds £5. Any increases referred to in this paragraph shall be paid on demand by the client to Connick Ltd or as Connick Ltd shall direct. We regret we are unable to give refunds if exchange rates change favourably.

### **4. AMENDMENTS**

When a booking is altered, a considerable amount of administrative work is created. We regret, therefore, that for every change made to a booking we are obliged to make an administration charge of £30.

### **5. BROCHURE INFORMATION AND PRICES**

All such information is given in good faith but its accuracy cannot be guaranteed.

### **6. CANCELLATION OF HOLIDAY**

A cancellation will only be effective when notification has been received in writing by Connick Ltd and must be signed by the person who signed the booking form. Connick Ltd reserves the right to levy a cancellation charge. If cancellation is prior to 8 weeks before departure, the deposit will be forfeited.

Premium Package - within 8 weeks of departure the following rates of forfeit shall apply;

8-6 weeks before departure	50% of holiday cost
6-2 weeks before departure	75% of holiday cost
2-1 week before departure	90% of holiday cost
less than 1 week before departure	100% of holiday cost.

For Bespoke holiday packages, the above forfeits rates do not apply and no refund can be made once final payment has been received.

N.B. Any amendment fees paid or insurance premiums paid cannot be refunded.

If no written notice of cancellation is received and the client does not travel, cancellations will be deemed to have been received on the day of departure. Connick Ltd reserves the right to resell any part of the cancelled holiday, and this shall in no way alter the right to levy cancellation charges. Depending on the reason for your cancellation the charges will usually be refunded under the terms of your holiday insurance.

#### **(b) By Connick Ltd**

In the unlikely event that Connick Ltd have to alter or cancel your holiday, Connick Ltd reserves the right to do so. Any minor changes will be made known to you before departure. In the event of a major change to your holiday before departure, (except where clause 7 is applicable), Connick Ltd will offer a suitable alternative holiday, or you may opt to have a full refund less reasonable expenses incurred by Connick Ltd in relation to the booking. N.B. Any amendment fees paid or insurance premiums cannot be refunded.

### **7. DELAY**

Connick Ltd will not be liable to pay compensation if cancellation or change to your booking is caused by war, riot, civil commotion, strikes, terrorism, natural disasters, political unrest, fire, technical problems with or accidents involving aircraft or other transport, closure or congestion of airports, adverse weather conditions, 'force majeure' or similar events beyond the control of Connick Ltd.

### **8. TRAVEL ARRANGEMENTS**

Occasionally flight times may be changed and the aircraft used may be different from those advertised: also transfer times and itineraries from airport to resort can be subject of change. Such changes if they do occur are usually minor but aircraft changes or timing alterations do not entitle clients to cancel or to compensation. It is your responsibility to report promptly at the advertised times and Connick Ltd cannot be held responsible for any additional costs if you fail to do so.

### **9. COMPLAINTS**

In the unlikely event that you need to complain you should inform the owners of Connick Ltd in resort immediately to enable them to correct the problem. Any continuing complaint must be submitted in writing within 28 days of your return to the U.K.

### **10. REFUNDS**

No refund can be made for any unused portions of flight or other travel tickets, unused accommodation, or services provided.

### **11. DAMAGE BY CLIENT**

Connick Ltd shall be entitled to recover from the client the amount of all and any claims made against Connick Ltd in respect of any damage caused by the client to the hotel/chalet or its contents or other property and the client shall indemnify Connick Ltd in respect of any such claim made against Connick Ltd and any cost expenses in relation hereto. Please note we reserve the right in our absolute discretion to terminate without notice or liability the holiday arrangements of any person or persons whose behaviour is such that it is likely to cause distress, danger, or annoyance to other clients, employees, property or to any third party. If any person or persons are prevented from travelling because in the opinion of any person in authority they appear unfit to travel or likely to cause discomfort or disturbance to other clients or passengers, our responsibility for the person or persons' holiday will then cease. Full cancellation charges apply and we will be under no obligation whatsoever for any costs incurred.

### **12. LIABILITY**

In no event shall the liability of Connick Ltd to the client for any loss or damage howsoever arising exceed the price paid for the relevant holiday or arrangement. No servant or agent of Connick Ltd has the authority to vary these conditions nor has any person the right to commit Connick Ltd to any liability for any statement or representation unless in writing signed by a director of Connick Ltd or other person duly authorised by Connick Ltd. Where Connick Ltd acts as agents for airlines, sea carriers, rail, road and accommodation suppliers we cannot be held responsible for loss, damage, injury, delay, deficiencies and expenses or other acts and omissions caused directly or indirectly by them. Whilst we may be able to assist with such complaints, the ultimate remedy is by you against these persons or companies. For their part, the carriers concerned assume no responsibility for the contents of this brochure. All luggage and personal items are at all times carried at your own risk. Connick Ltd accepts no responsibility where the client suffers death, bodily injury or illness.

### **13. INSURANCE**

All Clients must ensure that they hold suitable winter sports/medical insurance for the duration of their stay. Connick Ltd and any member of Connick Ltd will not be held responsible for any consequences arising from our client's failure to hold up to date effective insurance. We remind you that skiing is an 'extreme sport'. It is recommended that you check that your insurance covers you for off piste skiing.

### **14. TRAVEL DOCUMENTS**

You must make sure that you have all the necessary valid health and travel documents to comply with the requirements of the country you are visiting. At the time of printing this brochure, no vaccinations were required for visiting France and for holders of full British passports no visas are required. Citizens of other countries should consult their embassies for any visa requirements.

### **15. LIFT PASSES**

Please note that it is a requirement of booking with Connick Ltd that we will purchase your lift pass in resort in advance of your arrival. Payment of lift pass is collected in resort and payable in Euros' only.

### **16. FLIGHTS**

Flights are not included in the published prices. Your flight arrangements form a separate contract with an A.T.O.L. holder.

### **17. VIDEO & PHOTOGRAPHY**

By accepting these booking conditions you are agreeing to be filmed during your stay for analysis purposes. Please inform us if you would prefer not to be filmed. This agreement applies to all members of you family/booking party. Please note also we may photograph you for marketing purposes of Connick Ski, please again inform us if you would prefer not.

### **18.**

By accepting these booking conditions you are agreeing to the fact that ski groups which form part of Connick Ltd's on mountain service although being lead by fully qualified ski instructors may be helped by voluntary assistant not directly employed by Connick Ltd for such purposes. The assistant cannot be held responsible for any accident, injury, death and is purely there as member of the holiday party of which the qualified instructor is leading.