



Booking Terms & Conditions

All bookings are subject to the following conditions.

The booking is made between www.skichalets4vallees.com/ChaletKudu and the signatory on the booking form who at the time of booking must be a minimum of 21 years of age. These same terms and conditions apply to any other accommodation provided by www.skichalets4vallees.com. Clients are requested to read the terms and conditions before booking and to sign the terms and conditions box on the booking form accepting these on behalf of you and your group. The individual signing the booking is liable for full payment for all guests listed on the booking form and any subsequent additions to the booking.

Booking & Payment

Bookings must be made on the Booking Form which can be accessed at www.skichalets4vallees.com website. At the time of booking a non-refundable deposit of 25% of the total cost must be paid with the remaining balance paid in full no later than 8 weeks (56 days) before arrival in resort. Payment options include credit / debit card, cheque or by direct bank transfer to our nominated account. Bookings made at short notice (less than 8 weeks prior to arrival in resort) must be paid in full at the time of booking. All bookings will then be confirmed in writing. In the event the full balance is NOT paid 8 weeks in advance we reserve the right to cancel your holiday and retain your 25% deposit. In the event the booking is cancelled by www.skichalets4vallees.com then clients will receive a full refund paid within 14 days of cancellation.

Any changes or cancellation by the client must be communicated to us by email.

All booking deposits must be received within 7 days to confirm your booking. We will then confirm your booking in writing.

Telephone Bookings

Any telephone bookings must be supported with a completed booking form available on our website www.skichalets4vallees.com. This must then be emailed to info@skichalets4vallees.com to secure your booking.

Tourist Tax / Environment Tax

The local Canton Valais requires that all foreign tourists pay a tourist tax of CHF 2.00 per person per day whilst in resort and an Environmental tax per chalet of CHF 60.00 per week. These taxes must be paid in full to your hosts before departure who will in-turn pay the local authority on your behalf.

Arrival & Departure

To allow for a smooth transition on change-over days, clients are requested to arrive after 4.00pm on your day of arrival and depart before 10.00am on you day of departure. Chalet bookings run Saturday to Saturday.

Date Changes

Once a booking deposit or full payment has been made, changes will only be permitted subject to availability and group configuration. All requests for any changes must be made by email to info@skichalets4vallees.com

Liability for Death, Injury, Damage or Loss to Personal Property

www.skichalets4vallees.com, Chalet Kudu, the chalet owners, their staff, appointed agents, subcontractors and service providers will accept no liability whatsoever for any death, personal injury and suffering or for damage to or loss of personal property for clients/guests during their stay with us. Skiing is considered a dangerous sport and it is a condition of booking that all guests arrange for adequate travel insurance incorporating medical and winter sports coverage for the duration of your holiday. Those wishing to ski off-piste please ensure your policy caters for this. Any clients who have reservations, doubts or concerns about their health are strongly advised to seek medical advice from their doctor/consultant before travelling.

Ski Hosting/Guiding

Any accompanied skiing done between guests and any employees of Chalet Kudu/ www.skichalets4vallees.com is done purely on a social basis and clients do so at their own risk. We cannot be held responsible for any injury caused at anytime when guests choose to ski with employees.



Weather Conditions

www.skichalets4vallees.com/ Chalet Kudu accepts no responsibility for any additional costs, delays or losses incurred as a result of adverse weather conditions which are clearly beyond our control.

Pets

We operate a no pets policy in all chalets.

Smoking

All accommodation is NO SMOKING. Those wishing to smoke please only smoke outside the chalet and make use of ashtrays provided and give due consideration to fellow guests.

Damage Deposit

We reserve the right to charge a damage deposit of £300 payable with the balance 8 weeks before the start of your holiday. This is fully refundable either in cash at the time of your departure from the chalet or by bank transfer within 10 days of your departure. However if there is damage to the chalet, its furnishings or resort vehicles then the full cost of repairs will be taken from your deposit and any balance refunded within 10 days of repairs being completed in full. If the cost of repairs / replacement is higher then you will be liable for the additional costs.

Passports & Visas

It is the sole responsibility of all clients to ensure they have the necessary visas and valid passports to enter and depart Switzerland.

Dietary Requirements / Allergies

It is the clients responsibility to inform us at least 4 weeks in advance, in writing, of any specific dietary requirements or food allergies and we will do all we can to accommodate these in our menu planning.

Pricing (No Surcharge Guarantee)

Upon receiving 25% deposit or full payment for "short-notice" bookings (within 8 weeks of arrival in resort) we guarantee the price of your booking and guarantee no additional surcharges will apply. However, in the event there are any changes to the Swiss Tourist tax these will be passed on to you.

Force Majeure

Should circumstances prevail amounting to Force Majeure (such as but not limited to) threat of war, war, civil unrest, riot, terrorist activity, industrial dispute, nuclear or natural disaster, acts of god, fire or adverse weather conditions or any similar circumstances beyond our control, we accept no liability and will not entertain any claims for compensation.

Consideration & Behaviour

Our chalet can accommodate up to 15 guests including infants. All guests are expected to behave with fair consideration for other guests and the chalet. We will be entitled to recover all costs of any damage incurred by any member of your group. In the event the behaviour of an individual is unreasonable and likely to cause danger, injury, risk or distress to other clients or staff or damage to the property or our reputation, we reserve the right to immediately terminate their stay with us. In this situation no refund or compensation will be paid and we will not be liable in anyway for any additional costs incurred by the individual as a result of their action.

Accuracy / Information

While we strive to ensure all information on our website is accurate we are not responsible for the accuracy of the content, statements or information provided by any websites linked from www.skichalets4vallees.com. These links are there to provide you with additional information and we accept no liability for any inaccuracies in detail and content.



Complaints

We are very flexible and accommodating and try to ensure all guests have a memorable and enjoyable stay with us. Any complaints should in the first instance be directed to our staff in resort who will deal with your complaint in a fast, friendly and efficient manner. In the event you feel you need to write to us after your holiday, please email details of your complaint which will be investigated further. We take ALL complaints very seriously and any complaints will receive a written reply.

Changes to Terms & Conditions

We reserve the right to make changes to these terms and conditions at anytime.

Legal Jurisdiction

These terms and conditions and any matters arising from them are subject to and governed by English Law.

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Signed

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Full Name

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Date