

Chalet Cosmique Ltd Terms and Conditions

Contract: No contract shall exist between the client or persons on whose behalf the booking form is made and Chalet Cosmique Ltd. until a signed booking form has been received with a deposit of £1000 or full payment as applicable and our confirmation invoice has been issued. All clients are subject to these conditions whether they have signed our booking form or not. We reserve the right to refuse to accept bookings in our absolute discretion, without stating the reason for doing so.

Payments: The balance of monies due from the customer must reach Chalet Cosmique 8 weeks before departure. We cannot guarantee to accept bookings that arrive after this date even if the group leader accepted payment and booking forms prior to this date. All financial transactions, tour administration, information distribution, and ticketing will be done through the group leader. Once confirmation is dispatched, your contract is made with Chalet Cosmique and the deposit is non-refundable. Deposits may be claimable on insurance, subject to terms.

If customers fail to pay the balance around the due date Chalet Cosmique reserves the right to cancel the holiday and re advertise the dates in question.

Amendment Fees: Chalet Cosmique reserves the right to charge £25 per alteration, should you wish to change

your original booking. Dishonoured cheques will be treated as an amendment. If we are unable to make alterations as you requested and you do not wish to continue with the booking then our cancellation charges apply.

clients who have been offered alternative dates due to any reason concerning covid19 will be allowed one alternative date only.

Cancellation: Any booking cancellation must be made in writing to Chalet Cosmique without any due delay. In this event the following cancellation charges will apply: Within 1 month from deposit payment of booking full deposit refund, Once final balance is paid no further refunds will be offered unless the week is cancelled by Chalet Cosmique.

We ask all UK customers to Book at their own risk during the Covid 19 pandemic as some high season weeks can be blocked off for long periods when potential French customers could be given the chance to book.

Cancellation of Holiday: Chalet Cosmique reserves the right in any circumstance to cancel your holiday.

However, in no case will we cancel your holiday less than 8 weeks before the scheduled departure except for reasons of 'force majeure' which include war, political unrest, strikes, acts of God, epidemics, pandemics, cancelled flights, natural and technical disaster, closure

of ports and aircraft or unless the clients default in the payment of the balance of the holiday price.

Any holidays cancelled by clients due to COVID 19 will not receive a refund but alternative dates may be provided at our discretion but not guaranteed.

Chalet cosmique cannot be held responsible for any travel restrictions imposed by governments out of our control. If guests are unable to travel for this reason an alternative week will be provided but no guarantee of the same week will be provided.

Any guests cancelling up to or within 14 days due to contracting covid19 who cannot travel will not receive a refund.

Chalet Cosmique will take no responsibility for Natural occurrences, lack of snow or disasters leading to the cancellation/disruption of any travel or holidays at Chalet Cosmique. Chalet cosmique will not be accountable for any cancellation due to changes in group size and guests will not be compensated for any reason.

Any booking made within a Month of the start date and then canceled for any reason will not receive a refund.

Alterations to your holiday by the company: It is unlikely that we will have to make any changes to your holiday, but occasionally small changes may be made, which we reserve the right to do at any time. Most of these changes are minor and we will advise you at the earliest possible date.

Visa, Passports & Baggage: At press date British subjects do not need a visa for our destination, but must take a valid passport. Most non-EU nationals need a visa for France or Switzerland and must arrange this themselves. Clients are responsible at all times for their own personal documents, baggage and ski equipment, whether hired or not.

Our contract with you is deemed to be made at the offices of Chalet Cosmique Ltd. : 9 Astrid close, Hayling Island, Hampshire PO11 9PR, UK

All our conditions are subject to British Law

General: Chalet Cosmique holiday's start and finish where stated on your invoice. We are not responsible for your travel to or from this point or for any expenses, including travel accommodation, subsistence and loss of earnings, caused by delayed return to your departure point, howsoever caused.

Chalet Cosmique will endeavour at all times to maintain their carriers schedule, but there may be delays due to circumstances beyond the control of the carrier or

Chalet Cosmique Examples of such delays can be caused by bad weather conditions, strikes, changes in the law or road traffic conditions. Chalet Cosmique will not be liable for any loss or damage arising from delays whatever the cause.

All clients are bound by the conditions of carriage of all airline, coach companies and other suppliers of transport, accommodation and services

which go to make up the holiday. These conditions are subject to international agreements between countries and copies may be made available upon request.

No representative is authorized to make or promise refunds and no such promise will be accepted by Chalet Cosmique

All clients undertake not to damage their accommodation, and to abide by local regulations (especially in relation to noise).

Clients are liable for the cost of any damage to and Chalet Cosmique shall be entitled to recover costs from the clients if necessary before homeward transfer. The group leader shall be liable in the first instance for any claims against the party. Chalet Cosmique has the right to terminate a holiday if a client is harming the reputation of Chalet Cosmique, or causes offence to other clients, owners of Chalet Cosmique or to representatives of Chalet Cosmique, Chalet Cosmique

will have no further contractual obligations to the client. If you are prevented from travelling because in the opinion of any person in authority you appear to be unfit to travel or likely to offend other passengers, our responsibility for your holiday ceases and no refund or compensation will be paid. Chalet Cosmique cannot guarantee that the resort vehicles will be available to transport guests around the resort. The Chamonix valley has a public bus system free for anyone with a ski pass.

Liability: Chalet Cosmique accepts responsibility for ensuring the holiday you book with us is as described in the brochure and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you the appropriate compensation if it has affected your enjoyment of the holiday.

Chalet Cosmique accepts responsibility for the acts or omissions of our employees; agents and suppliers save where they lead to death, injury, or illness. In respect of the coach or carrier, our liability in all cases shall be limited in the manner provided by the International Convention.

Lost & Stolen Property: Chalet Cosmique will not be held responsible for any theft or loss of personal possessions from our premises or vehicles. Whilst Chalet Cosmique will endeavour to ensure the security of guests' personal possessions, Chalet Cosmique cannot guarantee it. It is up to the group leader to ensure

that each member of the party is responsible for the safety of all their own personal possessions, documents and equipment. No responsibility or liability is or will be accepted in respect of such items. All clients should ensure their health and possessions are covered by personal travel insurance.

If any client suffers death, illness or injury whilst overseas arising out of activities which did not form part of the Foreign Inclusive Holiday Arrangement or excursion arranged through us we shall, at our discretion, offer advice guidance and assistance to help you in resolving any claim you may have against a third party, providing we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated our authority must be obtained in writing prior to commencement of the proceedings and be subject to you undertaking to assign any costs recovered or any benefits under an appropriate insurance policy to ourselves.

Complaints: If you wish to make a complaint or claim whilst in resort you must report it to the relevant supplier of the problem in question and to our resort representatives, thereby giving them the opportunity to remedy the problem. We cannot accept any liability whatsoever if we are not informed immediately, of any problem during your stay. Complaints not resolved completely in resort should be

made in writing within 28 days of the end of the holiday. We will not accept liability for claims received after this period.