

General Terms and conditions

The agent acts as a representative on behalf of the owner for the seasonal letting and handles all payments

THE LESSOR'S OBLIGATION: The lessor undertakes to ensure that the accommodation to be rented conforms to the description given to the lessee, and to respect his obligations as given in the contract

YOUR CONTRACT WITH US: Our acceptance of your deposit (30% of the total rental due) or full payment forms a contract between us and the party leader (first named on booking form) acting on behalf of all included in the rental, with receipt of the signed contract. You are deemed to have accepted these conditions. Thereafter, any change of conditions incurs the loss of this deposit. Conversely, should the owner fail to make the premises available, an indemnity at least equivalent to the sum of the deposit will be made to the client.

LENGTH OF BOOKING: the lessee accepts that the booking cannot be extended without the previous permission of the owner or the agent. Additionally, the lessee states that he does not and will not use the rented accommodation for professional purposes and that the premises covered by this contract have only been rented to him as a temporary residence, stipulations without which the present rental would not have been agreed.

PAYMENT: The deposit required to confirm the accommodation is 30%. We require the full amount not later than 8 weeks prior to the date of rental. If we do not receive final payment by the date then we reserve the right to treat your booking as cancelled by you and cancellation charges will be applicable as detailed below. Full payment is required immediately for all bookings made within 8 weeks of rental. The above is required irrespective of circumstances, sickness, accident or unforeseen events. In the event of the above not being fulfilled, we are within our rights to re-let the premises. Nevertheless, the lessee is still responsible for the payment of the outstanding rent. If the premises are re-let, the lessee only stands to lose the cancellation fee and the agent's commission.

The rent stipulated in the present contract includes:

- The rental of the premises equipped according to the description included in the rental contract;
- Heating, hot and cold water and electricity (except for rental for the entire season, when electricity is paid by the lessee).

In addition to the rental, the lessee is responsible for;

- Telephone calls (payment is automatically deducted from the damages deposit after the meters have been read), cancellation insurance (if relevant) and any charges made for banking foreign cheques.

CANCELLATIONS BY YOU: should you wish to cancel your booking, you must notify us in writing signed by the person who made the booking. Notification of cancellation will only be effective on the date it is received at our offices. As we begin to incur costs from the date your booking is confirmed, we must levy cancellation charges to cover these costs calculated as a percentage of the total cost.

This is to compensate for the expense of processing your booking and for the risk that we may not be able to resell the rental.

Period before departure within which written notification of cancellation is received by us	Cancellation charge
More than 70 days	Deposit only
69 – 43 days	60% of total cost
42 – 29 days	70% of total cost
28 days or less	100% of total cost

NB You may be able to recover these cancellation charges from your insurance company.

CANCELLATION BY US: occasionally it is necessary to cancel arrangements and we reserve the right in absolute discretion to do so. However, we will not cancel after the date the final balance of your holiday falls due unless you default in payment or we are forced to do so as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care such as those mentioned in force majeure below. If we do cancel (other than due to your default in payment) we will offer you a full refund of all monies paid.

CHANGES IN YOUR BOOKING: should you wish to make any changes to your booking, you must send your request in writing. Whilst we endeavour to meet any such requests, we cannot guarantee we will be able to do so.

DAMAGES DEPOSIT: this is required in the event of any damage done to the premises, the furniture, furnishings and/or other contents, as well as to cover any extra charges for bills incurred. The sum is reimbursed within a month of departure, with deductions made, if relevant, for any replaced items, the cost of rectifying any damage, additional cleaning and other bills as mentioned. If the damages deposition is insufficient, the lessee undertakes to pay the difference. If the premises has a

telephone, repayment of the damages deposit will be withheld until receipt of the meter readings. The damages deposit is 25 000 euro's and a credit card, bank transfer, cheque or bank draft is required 4 weeks prior to the date of rental.

FORCE MAJEURE: we cannot accept liability or pay any compensation where we are forced to cancel, curtail, delay or in any way change your rental or where our contractual obligations are prevented or affected as a result of circumstances amounting to 'force majeure'. Such circumstances include war or threat of war, riot, civil strife, industrial dispute, epidemics or health risks, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical problems with transport, closure or congestion of airports, closure or part closure of the lift system, government action or advice and all similar circumstances outside our control.

INSURANCE: the lessee is responsible to insuring against theft, fire and water damage, to cover not only the lessee's obligations and responsibilities, but also the moveable items included in the rental, as well as third party claims (e.g. neighbours). The insurance contract must be produced upon request by the owner or the agent. The owner and the agent thus decline all responsibility for any claims that their insurers might make against the lessee in case of damage.

ARRIVAL AND COLLECTION OF KEYS: Arrangements must be made for our representative to meet you at the premises upon your arrival. Possession cannot be taken of the rented premises before 4pm, and they must be vacated by 10am on the day of departure. The days of rental and the time of departure must be strictly adhered to. In the event of a delay, please forewarn Courchevel Prestige Chalets on +33(0)662 998 029. Arrangements will be made to take care of your request.

THE LESSEE'S OBLIGATIONS:

1. The lessee agrees to take the rented premises in the state in which he finds them at the time of possession as described in the rental contract.
2. The furniture and other contents will not be subjected to anything other than the wear and tear arising from the normal use for which they are intended. At the time of departure, anything found missing or damaged, for reasons other than normal use, is to be paid for or replaced by the lessee with the agreement of the owner or the agent. This clause applies equally to all wallpaper, furnishings and the fabric of the premises in general.
3. If necessary, the following will be deducted: the value of broken or damaged items, the cost of washing or cleaning carpets, bedcovers, mattresses, draw sheets, under pillowcases, bed linen, etc , which have been stained.
4. The lessee undertakes to use the furniture and any other contents found on the premises solely for the purpose for which they are intended and within the premises themselves. It is strictly forbidden to remove them from the premises.
5. It is strictly forbidden to put anything down the basins, baths, bidets, sinks, toilet, etc, which may block the pipes. If this occurs, the cost of putting it right will be deducted from the damages deposit.
6. At the risk of immediate termination of the contract, the lessee may not under any circumstances sublet or make over his rights to the agreement without the expressed consent of the owner or the agent. He must occupy the rented premises for residential purposes only, and may not under any circumstances bring his own furniture other than linen and small personal items.
7. Under no circumstances should the rented premises be occupied by more people than stipulated in the contract unless permission has been given by the agent. The lessee will be asked to pay the agent an additional indemnity. It is strictly forbidden to use the beds without sheets and pillowcases.
8. Animals are not allowed in the rented premises, not even momentarily, without the owners or agents permission.
9. It is strictly forbidden to hang washing at the windows or on the balconies.
10. In the event of an extension of the rental period, with or without a break in tenure, the lessee must sign a new contract and pay the rental at the time of renewal.
11. The lessee must inform the agent of any anomaly within 72 hours of taking possession of the premises.
12. Skis, ski boots and poles and outdoor shoes should not enter the main premises. There is an independent ski room for outdoor clothing and shoes to be kept.

COMPLAINTS PROCEDURE: we sincerely hope that you are satisfied with our service. However in the unlikely event that you do experience any problems, you should contact our representative immediately as it is likely that they will be able to resolve the problem. If the problem cannot be resolved you should write to us giving full details of your complaint within 28 days of your return from holiday. We regret we cannot accept liability for any complaint of which we are not notified in accordance with the provisions of this clause.

SPECIAL REQUESTS: if you have any special requests, please inform us at the time of booking or as soon as possible in writing. Although we will endeavour to meet any such requests, we cannot guarantee to do so.

DISABLED CLIENTS: we are not a specialist disable rental company, but we will do our utmost to honour any special requirements you may have. Before making a booking we will need to know if you have any medical/physical/mobility needs which may affect your holiday. Please advise us of any special needs or requirements in writing before making a reservation. Whilst we will do our utmost to accommodate any request, this will not guarantee your needs will be met. We cannot be held liable if you fail to tell us about any special requirements that may affect the quality of your holiday.

SKI HOLIDAY – SPECIAL TERMS:

- *Transfers: we are able to arrange private transfers to your resort at an additional cost. Flight delays do however occur and additional charges to this cost may apply to retain your transport;*
- *Chalet prices exclude flights and transfers from the airport to your resort. Accommodation includes a representative in resort, daily cleaning, laundry (towels, bathrobes and bed linen which shall be changed one time during the week), slippers, hairdryers in each bathroom, complimentary toiletries, firewood, fresh flowers at the start of the week and a champagne reception on arrival with our representative. NB our prices do not include ski insurance.*

Please note

- *Nannies (arranged at an extra cost) are unable to look after sick children*
- *We have a no smoking policy in all our chalets*
- *Guests are not allowed to prepare meals in the kitchens*

RESPONSIBILITY: the owner and the agent decline all responsibility in the event of theft or burglary at the rented premises.