



## **Booking Terms & Conditions**

1. The cost of your holiday includes:
  - Stated number of nights accommodation
  - All services, foods & beverages etc as described on our website.
2. The price of the holiday does not include:
  - Flights or travel to France.
  - Transfers to and from Meribel (although we can assist you to arrange transfers from airports and stations local to Meribel\*, prices available on request )
  - Holiday and medical insurance\*
  - Lift passes\*
  - Ski hire\*
  - Lunches\*
  - Breakfast and dinner on staff day off

(\*Please see condition 12)

3. The person who signs the booking form is liable for that booking, even if other names appear on the form.
4. A non-refundable deposit of £100 per bed is required on booking to secure your booking. This must be paid in £ Sterling. The booking is not deemed to exist until the funds, or credit card payment has reached our bank account, then your booking becomes secure.
5. Confirmation of your booking and of receipt of deposit will be via email unless otherwise requested.
6. Full payment is due 8 weeks prior to your arrival in Meribel (or at the time of booking for all bookings made less than 8 weeks prior to your arrival). This must be paid in £ Sterling by bank transfer or cheque payable to Custard Mountain, 42 Eafield Avenue, Milnrow, Rochdale, OL16 3UN immediately on receipt of notice of payment being due. Payment by credit card will incur a 2.5% surcharge and payment by debit card will incur a 50p (sterling) surcharge to cover the payment charges.
7. If full payment is not received within 10 days of notice of payment being due, the booking will be cancelled and you will lose your deposit
8. Discounts:  
All discounts and offers vary and so any offers made will be detailed in full at the place of offer.
9. Cancellation more than 8 weeks prior to departure will result in the loss of your deposit.

10. Cancellation less than 8 weeks prior to departure will result in loss of full payment unless the beds can be filled. If we are able to rent the beds you will be refunded the equivalent of the replacement rental charge.
11. Exchange rate: The prices quoted on the Custard Mountain website have been rated at Euro 1.2 equals £1.00. We reserve the right to alter the cost of the holiday in case of significant fluctuations of the £ Sterling and Euro exchange markets and pass on to the customer the full increase in cost which has occurred to us as a result of it.
12. Insurance: It is a condition of booking that all clients must have full holiday insurance including cancellation, medical, winter sports and third party cover. All personal belongings of the client and ski equipment hired by the client, are the sole responsibility of the client. Subject to clause 18 we accept no responsibility for loss or damage howsoever arising.
13. Damage by the client to the chalet and its grounds must be paid for at the time of the incident. We reserve the right to remove person/s that cause damage or create excess noise during their stay.
14. The terms of your booking and any claim relating to it, the provision of services to you by Custard Mountain and/or its staff and any other matter arising out of this contract or your holiday will be governed by English Law, and shall fall within the exclusive jurisdiction of the courts of England and Wales. Subject to clause 18, any liability of Custard Mountain will be limited to the value of any payments already received by Custard Mountain from the claimant at the date of claim.
15. In the unlikely event that we have to cancel your booking, due to matters within our control, you will be offered a full refund, or alternative holiday of equivalent value.
16. If we have to cancel your booking due to matters beyond our control, such as force majeure – including war, civil strife and inclement weather – we will not be able to offer a refund.
17. We cannot be held responsible for any delayed you incur whilst travelling to Meribel.
18. Nothing in this agreement is intended to exclude or limit our liability for death or personal injury arising from negligence or for loss arising from negligent misrepresentation or fraud.
19. The accommodation will be held for between the dates agreed at the time of booking only. Your chalet will be available from 3pm on the agreed arrival date until 10am on the agreed departure date. We may on request be able to permit earlier access or late departures but are not able to guarantee this.
20. No pets are permitted.
21. Smoking is prohibited inside the chalet.
22. We have tried to be entirely accurate with all information given, but subject to clause 18, cannot be held responsible for inaccuracies. If there are any changes we will notify you when you book.