

Alpine Action Ltd

BOOKING TERMS & CONDITIONS

Alpine Action Limited, BlueSky Business Centre, Shoreham Airport, BN43 5FF

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The following booking terms and conditions, along with your booking confirmation/invoice, together with the general information contained on our website form the basis of your contract with Alpine Action Ltd. Please read them carefully as they set out our respective rights and obligations. In these booking conditions, references to "you" and "your" mean all persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires. References to "departure" are to the start date of the arrangements we have contracted to provide.

Due to changes in the law, we may need to update our Booking Conditions from time to time. The latest version can always be found on our websites. If we make a significant change to the Booking Conditions after you've booked your holiday with us, we'll let you know, by resending your booking confirmation with the updated T & C's

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1. COVID-19

When you make a booking with us, the booking terms and conditions form the basis of your contract with Alpine Action Ltd. These terms represent your sole rights about cancellations due to the Coronavirus pandemic (COVID-19). Where you exercise a right under these terms, you are not entitled to any compensation.

COVID POLICY

a) Up until the day that you travel to the resort, we will offer a holiday balance refund of any money paid under the following circumstances:

If you are a minor or fully vaccinated adult and we are required to cancel your booking due to travel restrictions within France, or;

- If we are required to cancel your booking due to closure by the French authorities of your chosen resort, or;
- In the event of the closure of the ski lifts by the authorities in your chosen resort, or;
- If France imposes a compulsory quarantine on minors or fully vaccinated adults from the UK, or;
- If you are a minor or fully vaccinated adult and any of the UK national governments impose a national lockdown and/or regional travel ban preventing you from travelling.

b) We will not refund and/or be liable for any losses whatsoever that arise under the following circumstances, and therefore require that you take out adequate insurance to cover:

- When you are an adult and have not been fully vaccinated, but had you been, you would have been able to travel;
- Where you have been diagnosed with Covid-19 before confirmed arrival and are no longer able to travel;
- Where you have been in contact with someone that has been diagnosed with Covid-19 and need to self-isolate;
- Where you have been contacted by NHS Test and Trace (or your national or local test and trace systems) and you are required to self-isolate;

- You have been diagnosed during your trip or have otherwise come in contact with someone who has been diagnosed with Covid-19 and you are now required to self-isolate.

Your insurance policy should cover you for repatriation where necessary, emergency medical expenses abroad and additional costs of accommodation and/or transport if you need to self-isolate whilst abroad

The deposit element from your holiday booking will be retained as a deposit voucher. Please see below. The booking will only be considered cancelled due to the COVID-19 related circumstances as stated in a) above, if you have not been able to travel on your departure date.

Please note: Should one or more members of a party COVID-19 related reason stated in 3b but the other members are not prevented from travelling, the only reduction in the price of the holiday will be the cost of local resort tax for the person/s unable to travel. The Chalet price will remain unchanged.

Deposit Voucher Terms

All vouchers issued will be for future ski holidays and will not be date or chalet specific. The following terms will apply to your deposit voucher:

- Any vouchers will be valid for redemption for 1 year from the date of issue.
- It cannot be resold, transferred for value or exchanged for cash.
- The person who is named on the voucher must redeem it. This will be the group leader's name, the first-named person on the booking.
- Alpine Action is not responsible for any voucher that is lost, stolen, destroyed or used without your permission.

Where the voucher is used to make a booking in a new season, that deposit will then be non-transferable, the balance will be due 10 weeks before the departure date. Failure to pay your balance on time will result in the cancellation of your holiday and forfeit the deposit voucher.

2. BOOKING YOUR HOLIDAY

The booking will only exist once the Booking Confirmation/Invoice is sent to you via email. This booking is made on the terms of these booking conditions.

The first named person on the booking ("group leader") must be authorised to make the booking based on these booking conditions by all persons named on the booking and for all members who are under 18 when the booking is made. By making a booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these booking conditions. The party

leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made. The Booking Confirmation invoice will be not be sent or valid until all (non-refundable) deposits have been paid. Please note no booking will exist following a telephone call alone.

You can book your holiday on the phone, online or via email. Once you have chosen your date and chalet, we will process the booking in the group leader's name and send you a link for the deposit/full payment. Once that has been received, we will send you a booking confirmation/invoice. It is your responsibility to check that the details set out on the Booking Confirmation Invoice are correct and to notify Alpine Action as soon as is possible if any details are incorrect.

3. DEPOSITS, PAYMENTS AND PRICES

Deposit

To secure your holiday we require a deposit of either, 25% of the chalet price or £250 per person, whichever is greater. The full balance is due 10 weeks before the departure of your holiday, even if you have paid the full balance, there is a deposit element to your booking payment and this will be shown on your booking confirmation/invoice.

Balance Payments

The full balance is due 10 weeks before departure. You will be sent an invoice reminder. Failure to pay your balance on time may result in the cancellation of your holiday and the deposit forfeited.

Taxes on your holiday

An obligatory resort tax of £23 per adult or persons 13 and over, will be added to your invoice for payment in the UK.

Damage Deposit

On arrival at one of our chalets, you will be required to pay a damage deposit of 1000€. We will require a credit card for pre-authorisation. You will not be debited but will require the funds capacity for authorisation. There will be no charge as long as no damage occurs during your stay. If there is damage to the property, then you will be debited the amount we have been charged or paid for the repairs and an invoice will be produced and emailed to you.

Holiday discounts

Any advertised short-term discounts will not apply when a full price holiday is already discounted. Discounted holidays are made for varying commercial reasons and are at the absolute discretion of Alpine Action. Discounts are not retrospective and cannot apply to holidays already booked. We reserve the right to sell holidays at a discount, and you may therefore share accommodation with guests who have paid a lower price. You will not be entitled to any refund or difference in cost in

any circumstances if a holiday you purchased is subsequently discounted within the same season or at short notice.

4. YOUR CONTRACT

A binding contract between us comes into existence when we issue our confirmation invoice to the party leader. No confirmation invoice will be sent to you unless all necessary deposits have been paid.

We both agree that English law (and no other) will apply to your contract and any dispute, claim or other matter of any description which arises between us ("claim") except as set out below.

We both also agree that any claim (and whether or not involving any personal injury) must be dealt with by the courts of England and Wales only unless, in the case of court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

5. INSURANCE

The Department of Trade and Industry (DTI) stipulates to U.K. Tour Operators that they are obliged to inform clients that when paying a non-refundable deposit for holiday they will need to have adequate holiday insurance. It is a condition of your holiday contract that you have adequate insurance cover, and it is your responsibility to ensure that you and all the persons named on the booking have adequate and specialist insurance to cover all the holiday. Such insurance should at the least provide the following protection: (a) Loss of your deposit and subsequent payments against unexpected cancellation charges before taking your trip. b) Provide any medical expenses arising abroad, loss of luggage etc. and for personal liability claims.

We acknowledge the need to acquire the appropriate insurance at the time of booking and when the deposit payment is made. No liability will be accepted by Alpine Action for any clients booking or travelling without adequate insurance.

Existing issued EHIC (European Health Insurance Cards) remain valid until they

expire even though the UK has left the EU. When your EHIC expires, or if you have not had an EHIC, you can apply for a GHIC (Global Health Insurance Card) providing you are eligible for one. A GHIC provides the same cover as an EHIC. Certain individuals may also be able to apply for the UK issued EHIC after 31 December 2020. EHIC and GHIC are free to apply for. However, both EHIC and GHIC provide only limited access to healthcare whilst you are outside the UK which also varies from country to country. They also provide no cover if you require medical repatriation to the UK. Neither an EHIC nor a GHIC offers parable protection to travel insurance and are not a substitute for travel insurance. Accordingly, you must purchase appropriate travel insurance. For more information, visit <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>

6. CANCELLATION OR CHANGES TO YOUR HOLIDAY BOOKING

If You Cancel Your Holiday

We require written notification via email to sales@alpineaction.co.uk from the person who made the booking or your travel agent and must be received at our office. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated based on the total cost of the chalet holiday price. This does not include any amendment charges already incurred.

All deposits are non-refundable.

From the date of the cancellation the amounts charged are:

TIME WE RECEIVE YOUR NOTICE TO CANCEL BEFORE THE DEPARTURE DATE	CANCELLATION CHARGES
More than 10 weeks	Deposit only
Within 10 weeks	35% of the balance total
Within 8 weeks	50% of the balance total
Within 6 weeks	75% of the balance total
Within 4 weeks	100 of the balance total
All deposits are non-refundable.	

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges under the terms of your insurance policy. You must make claims directly to your insurance company.

If you wish to change or amend your Booking

If, after our Booking Confirmation Invoice has been issued, you wish to change your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be in writing (sales@alpineaction.co.uk) from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £250 in addition to any further costs we incur in making this alteration. You should be aware that these costs could increase closer to the departure date that changes are made, and you should contact us as soon as possible.

Note: Certain holidays may not be changeable after a reservation has been made, and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing via email to sales@alpineaction.co.uk as soon as possible and no later than 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the booking transfer.

If we cancel your booking

We reserve the right to cancel, change your booking. We will not cancel less than 10 weeks before your departure date, except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance. Unavoidable and extraordinary circumstances mean a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one.

7. BEHAVIOUR AND DAMAGE

Client responsibility for accommodation/damage

You agree on your behalf and on behalf of all persons named in your booking that: Every such person will at all times and for all purposes relevant to your holiday arrangements act with reasonable care and refrain from all forms of anti-social behaviour. You will compensate or reimburse Alpine Action against all claims, liabilities, loss, damage, expense, interest and costs whether direct or indirect that Alpine Action may suffer or incur as a result of entering into a holiday contract with you or as a result of you occupying the holiday accommodation, including (but not limited to) any damage to the accommodation, its fixtures & fittings & contents.

Damage Deposit

On arrival at one of our chalets, you will be required to pay a damage deposit of 1000€. We will require a credit card for pre-authorisation. You will not be debited but will require the funds capacity for authorisation. There will be no charge as

long as no damage occurs during your stay. If there is damage to the property, then you will be debited the amount we have been charged or paid for the repairs and an invoice will be produced and emailed to you.

You are responsible for the behaviour of all children under the age of 18 named on your booking form. If we believe that anyone (including children) in your party causes danger, upset or distress to any third party or damage to any property, we are entitled, without prior notice, to terminate the holiday booking. In this situation, the person(s) concerned will be required to cease all use of the holiday services including leaving any accommodation. We will have no further responsibility towards such person(s) including any return travel arrangements. No refunds will be made, and we will not pay any expenses, costs or losses incurred as a result of the termination.

Alpine Action, the owners and managers of the accommodation in which you stay have the right to enter any holiday accommodation at such times and for such purposes (including but not limited to inspection, cleaning & repairs) as may be reasonable in the circumstances. You agree that any accommodation provided to this contract is only for the use and enjoyment of the persons named on the confirmation invoice. You are not at liberty to invite any other persons to join your group in the accommodation.

8. BOOKING THROUGH AN AGENT

Alpine Action uses several reputable registered specialist ski agents who will act on the client's behalf to book a holiday with Alpine Action. If you book through a Travel Agent they will provide us with your full name, email address and mobile number and act to pass information from you to us and vice versa. They will also receive all payments from you for the holiday. Any advice given to you from your Travel Agent which is not based on advice given to them by Alpine Action is their responsibility. In these circumstances, we do not accept liability if incorrect advice is given to you by your Travel Agent. Although Alpine Action monitor agent information and representation of our holidays any subsequent misrepresentation of the holidays, from the said agent, is the responsibility of the agent and should be taken up with that agent directly by the client.

9. TRAVEL, PARKING, ARRIVAL & DEPARTURE

Flights

Flights and transfers are not included as part of the holiday, however, we can

arrange flights and transfers for you, please contact the office for further details. All flights and transfers are payable with your deposit or full balance and are non-refundable and non-transferable in the event you or members of your party cancel the holiday. A £2.50 pp ATOL Protection charge will be added for each person flying. A minimum of 6 people for booking flights is required.

Self-Driving

Driving out to the resort often has the benefit of an extra day or two skiing as well as increased flexibility over luggage and travel times. The resort is approximately 600 miles drive from Calais, or an 8 to 9-hour drive with rest stops on the motorway on the French side. We can store luggage early on a Sunday, you will not be able to access the chalet until after 16:00 hours when your rooms will be ready. The following Sunday, we will again store your luggage and if possible arrange a changing area only when you return from skiing and your prior departure. You will not be able to use the chalet facilities or communal areas during this time as they will then be occupied by that week's clients.

Parking at the Chalets

Although there may be parking at or close by the chalet, we cannot guarantee that you will be able to park your car there. Snowfalls can restrict access, and we cannot always clear it. There is a PDF of possible parking in Meribel & La Tania, under the documents of your MMB area. Please note some parking will need to be paid for; Alpine Action does not accept any claims for parking fines you may incur.

Arrival & departure

All guests are advised to vacate by 09:30 on the day of departure and that rooms will not be ready until 16:00 on the day of arrival. These times will be strict this season due to the deep clean between clients which are required.

Foreign Office Advice

The UK Foreign Commonwealth and Development Office publishes regularly updated travel information which is relevant to your holiday on its website www.gov.uk/foreign-travel-advice and <https://travelaware.campaign.gov.uk> which you are strongly recommended consulting before booking as well as close to and in good time before departure. Up to date, UK border control measures are available at www.gov.uk/uk-border-control.

Force Majeure

Alpine Action will not be liable for problems or delays caused by strikes, riots, political unrest, hostilities, war terrorist activity, industrial disputes, pandemics, fire, flood, tornadoes, hurricanes, transportation problems, airport closures, weather conditions or any other event beyond our immediate control. We suggest that you take out adequate travel insurance to cover such eventualities. We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by "force majeure". In these bookings conditions, "force majeure" means any event, which

we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, and similar events outside our control.

10. SKI PASSES, SKI HIRE & LESSONS

Pre-bookable passes

We can provide the lowest possible price on your lift pass if purchased through Alpine Action. You can reserve them via our system when you book your holiday, they will be delivered to you on arrival at your chalet. You pay for the ski pass on arrival in the resort, € cash, credit or debit card are all accepted. Once you make a reservation for your ski passes in your booking we will email you confirmation. As soon as your confirmation is received, you should check the details carefully. You can make changes to the ski pass reservation up to 2 days before your departure.

Ski hire

You will need to book ski hire direct with the shop, we have recommendations, however, you are free to choose. We recommend pre-booking with our preferred shops to get a booking discount.

Ski Lessons

You will need to book your lessons directly with the ski schools. We highly recommend pre-booking to avoid disappointment on arrival at the resort.

11. CHALETS, FACILITIES AND SERVICES

Chalet facilities

Hot-tubs, saunas, Freeview TV, WIFI connections and all audio systems are all free services and all have breakdown contracts. In the event of their failure, all efforts will be made to ensure the continuous provision of these services. However, no downtime of the above will constitute any entitlement to a refund if circumstances are outside our contract means or ability.

Cuisine & Special Diet requests

We have set menus, these are varied and made from local fresh produce for 5 nights of the week. We are happy to assist with your special dietary requirements. The vegetarian option is available on our normal chalet menu and there is no charge for this. Other special diets can generally be catered for gluten-free, dairy-free, wheat-free, coeliac, and other specific food allergies. There are charges, please see our website for details. Any dietary requirements must be advised to us at the time of booking, failure to do so will result in a short notice fee and be charged in the resort. A specific meal may not be available on the first night with

late notice. Please note our chalet hosts are not professional chefs. It is impossible for our hosts to take notes of people's food likes and dislikes, however, you can make the choice of what you chose to eat from our menu.

Outdoor hot-tubs

Where we have hot tubs our staff have been trained in their maintenance and regular checks will be made for your safety. All clients MUST shower before using the hot tub. Children under 10 are not permitted to use the hot tub. Children over 10 should be supervised at all times in the hot tub. No glass may be taken into the vicinity of the hot tub. To avoid the danger of drowning or injury do not use the hot tub when intoxicated. Persons with infectious diseases may not use the hot tub, and pregnant women should consult a doctor before use. A maximum of 20 minutes immersion in the hot tub is advised as any longer may cause health problems. The hot tub is refilled on a Sunday and therefore not available during this time. Our Resort Management reserves the right to close the hot tub should there be any misuse of the facility, or should the need to service arise. All guests use the hot tub at their own risk. It may be that all hot-tubs are closed at any point due to the Covid Crisis.

Sauna

Please bring suitable swimwear for using the sauna. You must read the instructions next to the sauna before use. Children and pregnant women are forbidden to use the sauna.

Cleaning

The chalet has a deep clean on a transfer day when all the beds are freshly made for you. We provide a hand and bath towel, with a mid-week change. The living and communal areas are cleaned daily. We recommend that you bring slippers or some type of indoor shoes for our chalets, we operate a "no shoes" policy in the interests of keeping our chalets cleaner and more comfortable.

Free Wifi

All our chalets offer free WIFI. This is ADSL broadband but not fibre optic. The Internet is the best on offer in this area of France. It can be slow when every device in the chalet is connected.

Hot Water

Please be advised that the hot water in the chalets, may differ from what you are used to at home. It is recommended to test to achieve your desired temperature. We advise parents to supervise young children. Please be considerate to others within the chalet when running big baths, the water needs to go around everyone. We ask that guests stagger their bath or shower times and consider other guests in the chalet.

Toilets

To avoid blocking the toilets please use the bins provided for sanitary or other items. It can be difficult to unblock toilet systems in Alpine Chalets during the winter, so your help would be greatly appreciated.

Children

No matter how much care is taken ski chalets are not childproof. We will not be held responsible for any accidents occurring within the chalets, it is the parents' responsibility to ensure their children are supervised at all times.

Cots, High Chairs & stairgates

Cots with a mattress with some bedding, as well as high chairs will be supplied when you have booked your infant. The inclusion of a cot may restrict room space and some rooms may not be large enough to contain a cot. We do have stair gates but don't always fit the stairs or doors.

Smoking policy

Alpine Action has a strict no-smoking policy In ALL of their premises and vehicles. The strict no-smoking policy also includes the use of E-Cigarettes. A guest who breaches this policy will be liable to pay a fine of €100 to pay for additional deep-cleaning required and will be held liable for any other consequential damages sought against Alpine Action by its other guests and/or the property owners. Specific smoking areas outside the premises will be advised to clients by our resort staff.

Chalet Security

Please leave valuables at home. When returning or leaving the chalet each day, please ensure that windows, balcony doors, and all external doors are securely shut/locked behind you. Chalet break-ins are rare however please help us to help you avoid this during your stay. Alpine Action accepts no responsibility for items lost or stolen from the chalet, therefore valuables should not be left in the chalet during the day. None of our bedroom doors in any of our chalets are lockable or have individual keys, this is common in Chalets, please be aware this is included on mixed bookings.

Chalet distances

Distances shown and quoted on the website, are a guide only and in practice may vary. This has been estimated according to the fitness and speed at which people walk. This can all vary again with snow, ice, and footwear. Please ask your chalet hosts or manager for any shortcuts to the town or slopes.

Left property

Please remember to take all your personal belongings home with you. Left property is returned to the UK at the end of the season, without exception and if not reclaimed will be disposed of by June. You must contact the UK office via email to recover any items. There will be a minimal charge of £20 + postage & packaging. We cannot be held responsible for lost property whilst in transit to the UK or onwards however this is arranged. We reserve the right to increase the administration charge for the return of lost property for bulky items with special dispatch costs. In the event, the property cannot be returned to the UK, Alpine Action will not be held responsible.

Our staff

We pride ourselves on having excellent staff. We have an experienced resort management team, along with drivers. In each of our chalets, you will find chalet hosts, they are there to ensure you enjoy the Alpine Action experience fully. Your hosts will greet you and be with you for the week, they will prepare and cook your meals and keep the chalet clean and tidy however they are not domestic servants or professional chefs. We have Resort Managers who will be on hand to assist with any queries and give you general information about skiing, resort, après ski and any other information you may need. Your chalet hosts have Tuesdays evening, Thursdays all day and Saturday mornings off, you will have a help-yourself breakfast but will be no evening meal.

Additional assistance in resort

If you're in difficulty whilst on holiday and ask us to help, we can provide appropriate assistance by providing information on health services, local authorities and consular assistance; helping you find alternative arrangements and make any necessary phone calls/emails.

There may be costs involved which you will for which you will be liable.

12. HOLIDAY ISSUES

If you have a complaint or any issues about any of the services included in your holiday, you must inform the Resort Manager without undue delay who will endeavour to put things right. Our Resort Management have the resources and authority to resolve your holiday issues while you are in the resort. You will find their numbers in the boot room and the Chalet Welcome Book. If it is not resolved locally, you can follow this up as soon as possible after your return home, ideally within 7 days by emailing us at sales@alpineaction.co.uk giving your booking reference and all other relevant information. Please keep your email concise and to the point. If you fail to follow the requirement to report your complaint in the resort we will have been deprived of the opportunity to investigate and rectify it and this will affect your rights.

13. FINANCIAL PROTECTION

Protecting your money

When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA – The Travel Association 30 Park Street London SE1 9EQ www.abta.co.uk/an insurance policy with Travel & General Insurance Services Limited, 117 Houndditch, London, EC3A 7BT. ABTA. We are a Member of ABTA, membership number Y5435. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We also offer you ABTA's

scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the Alternative Dispute Resolution Service (ADR) Resolution platform at <http://www.adrs.co.uk/>. This ADR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved. The requirement to report your complaint in the resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. We provide full financial protection when you have booked a flight-based package holiday through our Air Travel Organiser's Licence number 3292 issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. When you buy an ATOL-protected flight inclusive holiday from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you, and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations, and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to claim under the ATOL scheme (or your credit card issuer where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have to arise out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body if that other body has paid the sums you have claimed under the ATOL scheme.

14. PASSPORT, VISA AND IMMIGRATION REQUIREMENTS AND HEALTH FORMALITIES

Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements

are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Travel Aware & Staying Safe and Healthy Abroad

The Foreign & Commonwealth Office and National Travel Health Network and Centre have up-to-date advice on staying safe and healthy abroad. For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check www.gov.uk/travelaware and follow @FCDOtravel on Instagram and Facebook.com/FCDOtravel. Keep informed of current travel health news by visiting www.travelhealthpro.org.uk. The advice can change so check regularly for updates.

Health Requirements

Vaccination and other health requirements/recommendations are subject to change at any time for any destination, including at short or no notice. Please, therefore, check with a doctor or clinic or another reliable source of information not less than 6 weeks before departure and also closer to departure to ensure that you are aware of and can meet the requirements and have the latest information. Please be aware that there may be enhanced screening/monitoring at exit and entry points both in the UK and in France.

15. ACCOUNTABILITY

Website Validity

All descriptions in any way on our website, or made orally or in writing are given in good faith based on information believed to be correct at the time. After posting these conditions on this website, changes can occur, which are beyond our control. Photographs of rooms represent the type of accommodation available but not all rooms will be the same size or style. Floor plans and chalet layout descriptions are intended as a guide only. We reserve the right to increase or decrease the price of unsold holidays at any time and to correct omissions or errors. Holiday supplements and discounts may not be as stated on the website or in any of our literature. Any advice given by a Travel Agent which is not based on advice provided by us is the responsibility of the Travel Agent. We do not accept liability if incorrect advice is given in these circumstances.

Data Protection Policy

Alpine Action staff, guests or professional photographers will occasionally take photographs, which may include adult or child guests from your family, for use on

our websites or other marketing material. Unless you have advised us in writing that you do not wish yours or your child's image to be used in this way then no liability for the use of such photographs will be accepted by Alpine Action. For your security, names or other details are never attached to such photographs. Guest comments taken from questionnaires or other correspondence are occasionally used on our websites, with the name of the family concerned, to give an honest guest's view of our holidays. Unless you have advised us in writing that you do not wish your comments to be used in this way then no liability for the use of such comments will be accepted by Alpine Action.

To process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your holiday arrangements, such as airlines, chalets, transport companies etc. This information may also be used for future communications from Alpine Action, including for example the use of names and contact details for mailings and e-newsletters. We do not pass your email addresses to any third parties; it is purely for Alpine Action purposes. Your Air Passenger Information may also be provided to security and checking companies and public authorities such as customs/immigration if required by them or as required by law. If you do not agree to any or all such uses, you must advise us accordingly in writing. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons as advised above.

Law and jurisdiction

This booking is governed by English Law and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.