

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 regarding 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 needs 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 encountered 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 reasons 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 the forfeit of the deposit voucher.