



Chesa Flurina

Booking Conditions – Winter 2017/18

The following Booking Conditions together with the information contained on website – skiklosters.com (excluding linked websites) – form the basis of your contract with **Chesa Flurina**. **Chesa Flurina** is owned jointly by **Simon and Julia Graemer** and accordingly your contract is with these individuals. In these Booking Conditions, “you” and “your” means all persons named on the Booking Form and “we”, “us” and “our” means **Simon and Julia Graemer**.

1. Bookings

All bookings must be made on our Booking Form. The Booking Form must be signed by the party leader (who must be at least 18 years of age) on behalf of all persons that are named confirming your acceptance of these Booking Conditions. The party leader is responsible for making all payments due to us. Once we have received your Booking Form and all relevant payments, we will, subject to availability, confirm your booking by means of an invoice. A binding contract shall be formed when we issue this confirmation invoice which will be sent to the party leader.

2. Payment

A deposit of £100 per person per week (or full payment if booking within 8 weeks of departure) must be paid at the time of booking. The balance of the holiday cost must be paid not less than 8 weeks prior to departure. The due date for payment will be shown on the confirmation invoice. If we do not receive full payment by the due date, then we reserve the right to treat your booking as cancelled and charges will be payable as set out below under ‘cancellation of holidays’.

3. Cancellation of holidays

Should you or any member of your party need to cancel your holiday once it has been confirmed, the party leader must immediately advise us in writing.

Cancellation charges are:

Up to 56 days before departure	Loss of deposit
Up to 42 days before departure	30%
Up to 28 days before departure	50%
Up to 21 days before departure	70%
Up to 14 days or less before departure	100%

The above cancellation charges expressed as percentages are applied to the total cost of the holiday for each person cancelling.

We shall not cancel your holiday after the date the final payment is due unless it is necessary to do so in unusual and unforeseeable circumstances beyond our control. If it becomes necessary to cancel your booking in such circumstances, we shall offer a refund of all monies paid.

4. Liability

We commit to ensure that all parts of your holiday we have agreed to arrange as part of our contract are provided to a reasonable standard and in accordance with that contract. We will not however be responsible for any injury, illness, death, loss (for example, loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever, unless it is due to our fault or negligence.

We cannot accept liability or pay any compensation or other amounts where the performance or prompt performance of our contractual obligations is prevented or affected by, or you suffer any damage or loss as a result of 'force majeure'. In these Booking Conditions, 'force majeure' means any event which we could not, even with all due care, foresee or avoid. Such events may include war, political unrest, strikes, acts of God, epidemics, riots, civil strife, industrial dispute, terrorist activities, natural or nuclear disasters, closure of roads, train stations, ports and airports, fire, adverse weather conditions, and technical problems with transport.

We accept no responsibility for consequential losses suffered by you howsoever caused.

5. Insurance

We do not provide insurance as part of our holiday services. However, it is a condition of our accepting your booking that you arrange a suitable policy that you consider adequately covers the risks to which you are exposed by entering into this contract with us.

6. Conduct

When you make a booking with us, you accept responsibility for any damage or loss caused by you or any member of your party. The full cost of any such damage or loss must be paid to us directly. It is expected that you will behave in a reasonable manner when on holiday. If in our reasonable opinion or in the opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset, or distress to other third parties or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the 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 expenses or costs incurred as a result of the termination.

7. Pets

Animals are not permitted in **Chesa Flurina**.

8. Ski hosting

Ski hosting is also available, normally on 4 half days per week if staying 7 nights. Guests should note that ski hosting is free of charge to accompany you around the resort using local knowledge. Ski hosting is provided on the basis that guests take part entirely at their own risk.