



## Booking Terms and Conditions

### The contract

A contract will exist between you (the group leader) and Riders Retreat when a signed booking conditions form and deposit / full payment are received and your booking confirmation is dispatched.

### Booking and Payment

You must sign and return the booking form indicating that you have read and understood these Terms and Conditions.

#### Properties - The Lodge

The booking form must be returned with a non-refundable deposit of 30% of the total cost of your stay.

Full payment for the property is due at least 8 weeks prior to your arrival date. If you are booking within 8 weeks of your arrival date the full amount is due at the time of booking.

Upon arrival a copy of your credit card will be taken with authorization to charge your card up to 300 euros for damage to your apartment or its contents, excess cleaning required of the apartment or unpaid bar bills. If damages exceed this deposit you will be liable to pay the outstanding amount.

#### Properties - la Troika

The booking form must be returned with a deposit 20% of the total cost of your stay. This deposit will be held as a damage deposit and returned to you minus the cost of any damage to the apartment or its contents, excess cleaning required of the apartment at the end of your stay. If damages exceed this deposit you will be liable to pay the outstanding amount.

Full payment (in addition to the damage deposit) for the property is due at least 8 weeks prior to your arrival date. If you are booking within 8 weeks of your arrival date the full amount (plus damage deposit) is due at the time of booking.

#### Properties - L'Ecurie/Alpin

The booking form must be returned with at least a €50 per person deposit, or full payment. This will reserve your dates.

The full balance is due at least 8 weeks before your arrival date; if you are booking within 8 weeks of your arrival date the full amount is due at the time of booking.

In the event that money due is not paid on time, we reserve the right to sell your holiday to other interested parties.

### Refunds/cancellation

Any changes made to the original details supplied on your booking form will be accommodated if possible. If we cannot accommodate your changes we reserve the right to treat the booking as cancelled. In the event of a cancellation, the following refunds will be available:

More than 8 weeks before due holiday date:	Refund minus deposit
4-8 weeks before holiday date	Refund minus 50% & deposit
Less than 4 weeks before due holiday date:	No Refund

If we cancel your holiday you will receive a full refund of all monies paid to Riders Retreat except when in contradiction to any of the terms and conditions listed here.



## Insurance

All Mountain sports have an element of danger and as such Riders Retreat clients are responsible to obtain their own suitable insurance cover. Standard holiday insurance is not normally sufficient for mountain holidays.

Please ensure you bring any relevant safety equipment with you.

## Client Responsibility

Riders Retreat staff are not qualified as mountain guides. We can only give advice on suggested routes and their difficulties. Clients must make their own judgement as to their individual abilities. Clients ski/ride entirely at their own risk.

## Number of people

Where a property is sold on a per person basis, additional persons may not share your accommodation with you for any period of time.

For exclusive rent properties the stated maximum number of persons must not be exceeded. Doing so will result in automatic retention of your damage deposit and you will be personally liable for any damage/injury/death to any person or property howsoever caused.

## Force Majeure

We will not pay you compensation if you have to cancel or change your travel arrangements in any way because of industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or any other unforeseen circumstances.

## Resort Vehicles

Where third party vehicles and services are used, Riders Retreat is in no way liable. Details of our contractors terms and conditions are available on request.

## Weather

We cannot give refunds if the weather conditions are unfavourable during your stay.

## Property

We cannot be held responsible for any loss, damage or theft of your personal belongings or personal injury or death howsoever caused. You will be liable for any loss or damage caused by you to any property belonging to us or any third party (including theft/damage to hired equipment.).

## Behaviour

We expect you to behave in such a way as not to prejudice our reputation with our suppliers, neighbours or other Riders Retreat clients. We have the right to terminate the contract with immediate effect and demand you vacate the chalet.

## Complaints

You must inform chalet/resort staff as soon as possible, so that we can try and make alternative arrangements or rectify the problem. This must be followed up by written details of your complaint to the following address: Riders Retreat, 16 Hall Park, Berkhamsted, Herts, HP4 2NU, no later than 10 days after the end of your holiday.

## Changeover

Please be aware that on changeover day we will have other people arriving and other people leaving, where possible we will try to minimize disruption, however please be prepared to vacate the property by 10:00 on your day of departure, and not occupy the property before 16:00 on day of arrival. We will however try to store your luggage for you out of these times where possible.