

BOOKING INFORMATION AND CONDITIONS

Discover Verbier 2010-11

Please contact our sales office to check availability and for any further information.

Tel: +44 871 234 4555

Fax: +44 871 234 4550

e-mail: ski@discoververbier.co.uk

HOW TO BOOK

Once you have decided on your dates and which chalet you would like to stay in, we will hold a provisional booking for 48 hours. If you do not confirm the booking within this time, your reservation will lapse and the chalet will be offered to other parties.

Confirming your reservation

To secure your booking we must have received your completed and signed booking form with your deposit.

Chalet prices include:

Seven nights accommodation

Please refer to The Package page for more details on what each package includes:

Gold Catered Service
Silver Catered Service
Bronze Catered Service
Serviced Accommodation
Self Catered Accommodation

Additional extras we can arrange:

-  Airport transfers from Geneva or Sion Airport
-  Ski hire and lift passes
-  Speciality wines and champagne
-  Full or part time au pairs / nannies
-  Heli-skiing & all ski tuition
-  In-chalet massage
-  In-resort activities
-  Concierge Service for Self Catered accommodation

Terms

All terms are Sunday to Sunday for Chalets Eperon, Terrier, Aneto or Saturday to Saturday for Chalets Floralp, Melisse, Postes & Panorama

Check-in is 4pm and check-out is 10:30am.

Transfers

This is booked through a partner company and is not included in your price. An appointed person will meet you in Arrivals and bring you to your chalet in Verbier.

Smoking

To ensure the safety and comfort of all our guests, we ask that you refrain from smoking in any of the chalets. Smoking is only permitted on chalet balconies where ashtrays are provided.

Skiing

If you ski with a Discover Verbier employee it will always be on a purely social level. Discover Verbier cannot take responsibility for any injury howsoever caused. At all times guests ski at their own risk. The risk of skiing being adversely affected by weather conditions has to be expected. We cannot be held responsible for circumstances beyond our control where certain facilities or arrangements may be withdrawn or altered. Discover Verbier will not be liable for any loss, delay or costs connected or arising out of adverse weather conditions including blocked roads.

Room Allocation

Room sizes vary and it is the responsibility of the party leader to allocate rooms within their group.

Insurance

Discover Verbier accepts a booking on the understanding that guests have a valid Personal Insurance for their holiday, particularly making sure skiing and winter sports are included.

PAYMENT

Please make cheques payable to Discover Verbier.

Bank Transfer Details

Barclays, Southgate Street, Gloucester. Account Name : Discover Verbier
Account No: 50439584 Sort Code: 20-33-83

BOOKING CONDITIONS

A holiday booking is made between Discover Verbier and the signatory on the booking form (you). The signatory must be over 18 years of age. All bookings made between you and Discover Verbier are subject to the conditions below.

Payment and Confirmation

Your booking is confirmed by a Confirmation Letter, only once Discover Verbier has received a signed booking form and deposit payment. Please see 'How To Book' section. The client who signed the booking form shall be liable for full payment for all passengers to whom the form applies and for any other person that Discover Verbier is subsequently requested to book. For bookings made within 8 weeks of departure full payment must be made immediately to confirm your reservation.

Your Responsibilities

- a) As part of your contract you hereby agree to guarantee payment for any chargeable services requested by any member of your group both before and during your holiday.
- b) Please treat the chalet and all Discover Verbier property with care and respect. Discover Verbier will be entitled to recover the cost of any damage caused by any member of your group and must be paid before vacating the property. All clients undertake to behave in such a manner as in no way to cause damage, distress, danger or annoyance to other clients, property and/or third party. Behaviour deemed unacceptable by Discover Verbier will result in the termination of your holiday and you shall have no right to a refund for your holiday or any expenses incurred as a result of the termination.
- c) Noise must be kept to a minimum after 10.30 pm and must at all times respect the wishes of other guests and our neighbours. The level of noise/music considered too loud will be at the discretion of Discover Verbier staff.

No surcharge guaranteed

The price of your holiday is fully guaranteed and will not be subject to any surcharges. The prices listed are in £ STERLING and are quoted per person. A supplement must be paid if clients wish to keep beds empty.

Changes to your booking

All changes to your booking must be made in writing and signed by you or a member of your party.

Visas and Baggage

Non-EEC nationals need a visa for Switzerland. Clients are responsible at all times for their personal documents, baggage, ski equipment etc whether hired or not.

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Cancellation by You

A cancellation by you will only be effective when notification has been received in writing by Discover Verbier. We reserve the right to levy a cancellation charge. If you cancel more than 8 weeks before departure we will refund your deposit. Within 8 weeks of departure the following rates of forfeit shall apply.

Less than 8 weeks deposit not refunded

Less than 4 weeks 50% of total

Less than 2 weeks 90% of total

Less than 1 week 100% of total

Departure date or after 100% of total

If no written notice of cancellation is received and the client does not travel, cancellations will be deemed to have been received on the day of departure. Discover Verbier reserves the right to resell any part of the cancelled holiday, and this shall in no way alter their right to levy cancellation charges.

Cancellation by Discover Verbier

We reserve the right, in any circumstances, to cancel your holiday. Compensation will not be paid for alterations caused by wars, riots, strikes, terrorism, natural disaster, fire, technical problems to transport, closure or congestion of airports, adverse weather conditions or piste closures. If you fail to settle either the deposit payment or the final balance payment or other extra costs by the due dates, Discover Verbier reserves the right to cancel the reservation with the same terms as above.

Liability

We cannot accept liability for any damage, expense or injury, death or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than in the case of the owner or staff proven negligent.

All clients undertake to behave in such a manner as in no way to cause damage, distress, danger or annoyance to other clients, property and/or third party. Behaviour deemed unacceptable by Discover Verbier will result in the termination of your holiday and you shall have no right to a refund for your holiday or any expenses incurred as a result of the termination.

Jacuzzis

Guests use the Jacuzzis / Hot spas at their own risk and Discover Verbier can accept no responsibility for accidents/injuries sustained whilst using the facilities. Children must be supervised at all times.

Any Shortcomings

You must notify any shortcomings to the chalet staff immediately so that remedial action, if appropriate, can be taken. If a significant problem is not resolved to your satisfaction, you will be put in contact with the owner.