

## TERMS AND CONDITIONS OF BOOKING WITH MOREALPS.

### 1. Our Booking Terms:

All guests must ensure that valid passports are held along with any necessary visa(s). Until our booking form has been completed and deposits received, there is no contract between Morealps and the guest(s). Reservations are only confirmed once the necessary monies are received. All members of parties are lead by a group leader, i.e. the person making the booking. The group leader, on completing our booking form, guarantees Morealps the total cost of the holiday for all group members, and any subsequent person that is added to that group.

### 2. Payment to Morealps:

All payments must be made in full, less any deposits received, at least 10 weeks before arrival. There are circumstances that the Management of Morealps will be understanding towards with regards to payment, but these must be agreed and will be confirmed by us in writing. If departure date is less than 10 weeks from booking date, full payment must be made to confirm reservation.

### 3. Cancellation Charges:

If it is necessary for Morealps to cancel a holiday that has been booked, Morealps will make a full refund of monies paid, and will not be held liable for any travel arrangements that may have been arranged.

Cancellations must be in writing. If a guest or group cancel their holiday more than 14 weeks before departure, Morealps have the right to keep all deposits. Morealps have the right to retain the following amounts of monies received:

6-14 weeks before departure 50% of total cost

4-6 weeks before departure 65% of total cost

2-4 weeks before departure 85% of total cost

0-2 weeks before departure 100% of total cost

We stress the importance and highly recommend that on booking with Morealps, you take out adequate insurance that will include cancellations.

### 4. Liability:

Morealps will not be held responsible in any way for, but not limited to, the failure of mechanical and electrical equipment, (whether owned by the guest or hired), an act of God, industrial action, acts of government, civil disturbance, acts of war or strikes by any authorities. Morealps will not be held responsible for any injuries that occur in the chalet or on the chalets grounds; including, but not limited to, slipping or falling on uneven surfaces, i.e ice or snow. We take every care to ensure that all travel arrangements are met, but will not be held responsible or liable for planes, trains or buses that have been missed for whatever reason.

### 5. Behaviour of Guests:

Every guest must behave in a manner that does not disrupt or interfere with the enjoyment of all other guests in the chalet. Every guest must behave in a manner that does not reduce the effective day-to-day running of the chalet or negatively affect the staff or reputation of Morealps; included within this is the theft of any products. Every guest must act in a safe manner at all times of his or her holiday. Any injuries, and consequential losses, that occur during a holiday are not the responsibility of Morealps. Morealps have the right to terminate a contract with any guests that do not uphold these standards.

### 6. Insurance:

**EVERY GUEST MUST HAVE ADEQUATE MEDICAL AND WINTER SPORT INSURANCE FOR EVERY ACTIVITY THEY UNDERTAKE – THIS IS A FUNDAMENTAL CONDITION OF BOOKING.**

**7. Morealps Staff:**

Morealps will not take any responsibility for any injuries that are incurred when guests are with, or without any member(s) of staff. Morealps are not responsible for any loss or damage to personal equipment belonging to any guest(s).

**8. If you have a complaint** . In spite of all our best efforts, we recognise that problems sometimes do occur. If you have a complaint please tell our local representative immediately so that they can help you. Problems are most easily sorted on the spot. If the problem cannot be resolved locally you must fill in a customer complaints form which must be signed by the Morealps representative and sent to our office within 28 days of your return. This will be dealt with after due consultation with our resort staff.

**9. Hire Equipment:**

Any equipment hired in resort will be paid for before the guest(s) departs. Any damage to, or loss of, equipment will also be paid in full before the guest(s) departs.

**10. Copies of Terms and Conditions:**

It is understood that Morealps will readily send out copies of our Terms and Conditions on request for members of a group. Upon receipt of any deposits and signatures from group leaders, Morealps conclude that the Terms and Conditions have been read and understood by all within the group.

**Agreement of Terms and Conditions:**

**I, (print name) \_\_\_\_\_, agree to the terms and conditions on behalf of:**

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,

**SIGNED** \_\_\_\_\_ **Date** \_\_\_\_\_