

# Booking Terms and Conditions

## Chalet Developments Ltd, Company Number 5011977

At Chalet Developments Ltd, it is our aim to help you enjoy your holiday to its fullest.

In order for us to do so, it is important that you and your party read the booking conditions set out below carefully. This avoids any ambiguity and ensures the holiday contract satisfies both parties before booking as they are what you and your party agree to when signing the booking form.

## Conditions

**1. Payment of deposit and balance due date.**

All bookings are to be made by e-mail. If you would like to contact prior to booking please feel free to call or e-mail to discuss any needs you may have. Deposit is payable no later than 10 working days after booking. If you book within 6 weeks of your departure date you must send the full cost of the holiday at the time of booking. The full balance of your holiday must be paid 6 weeks prior to your arrival date in accordance with the conditions set out below.

**2. Confirmation of the booking.**

Within 48 hours of booking, we will send you a confirmation which acts as our acceptance of your booking in accordance with the conditions set out below.

**3. Price Policy.**

We reserve the right to alter our prices at any point during the season, although we guarantee the price shown on your confirmation advice will not increase unless you amend the booking in any way. We also guarantee that no surcharges will be added after time of booking.

**4. An alteration to the confirmed booking made by the client.**

If you change any part of your holiday after confirmation i.e. airport destination, transfer, number in group... provided there is availability we will do our best to help.

**5. An alteration to the confirmed booking made by Chalet Developments Ltd.**

Due to the nature of the holiday business and the fact that we book our holiday arrangements so far in advance, some parts of the holiday as described here are liable to change. Although we avoid these at all costs, sometimes they are unavoidable and we will do our best to inform you as soon as is reasonably possible.

**6. Cancellation made by the client on a confirmed booking.**

If you wish to cancel a confirmed booking for any or all of your party, the Party Leader must advise us in writing (email or post) as soon as possible. The amount of notice given will be calculated from the date the notification is received by us. It is the responsibility of the party leader to make sure we receive this. We are not liable for any cancellation getting lost in the post or an error when sending. In the event of any cancellation of a confirmed booking the following cancellation charges will apply. Number of days before the holiday commencement date and the percentage of the total cost of the holiday charged.

The deposit is not refundable  
42 - 70 days - 60%  
29 - 41 days - 80%  
0 - 28 days - 100%

In addition to the above charges additional costs may apply to the remainder of the group in relation to group discounts or room occupancy.

**7. Complaints.**

If you have a complaint in resort, please contact your chalet hosts immediately and they will do their best to resolve those issues for you.

If you still feel you would like to take the complaint further on your return to the UK, please do so in writing to The Managing Director, Chalet Developments Ltd, Box Bush, Great Oak Rd, Raglan, Monmouthshire, NP15 2AF, Wales. This should be done within 28 days of returning of your holiday.

**8. Chalet Developments Ltd liability to the client.**

We accept responsibility for ensuring that all parts of your holiday that you booked directly with us are supplied to you and to a reasonable standard. If any of the elements are not in place in the advertised manner, we will pay you appropriate compensation if it has affected the enjoyment of your holiday (see point 7).

We cannot be held responsible for any death, bodily injury or illness whilst on holiday with Chalet Developments Ltd, which has resulted from the following:

1. The fault of the person(s) affected or any member(s) of their party.
2. The fault of a 3rd party not connected with your holiday but whose presence we could not have predicted or avoided.
3. An event or circumstance where we could not have predicted or avoided the event even with all due care and attention.

Unless it can be proved that a member of our staff, agents, suppliers or sub-contractors was negligent during the course of their employment.