



We don't like terms and conditions but our lawyers tell us we have to have them, so here goes:

What we expect of you

1. We need you to fully complete and send to us the booking form. We need you to pay a deposit of €150 each person or, if you are booking within 10 weeks of your arrival in La Clusaz date, the full holiday cost. When we confirm receipt of your payment, we have a legal agreement between us, but not until then.

2. If your booking was made more than 10 weeks before your arrival, the balance of your holiday cost must be paid by 10 weeks before arrival. If is not, we can cancel the holiday by notice to you and will be able to keep your deposit towards our costs.

3. If you have to cancel your holiday for any reason, we cannot be sure of being able to fill the vacancy and so we will charge on the following scale, which we both agree is a fair estimate of our likely loss:

- Up to 8 weeks before your arrival date – your deposit
- 6-8 weeks before your arrival date - 40% of the total cost
- 4-6 weeks before your arrival date – 60% of the total cost
- 2-4 weeks before your arrival date – 80% of the total cost
- Less than 2 weeks before your arrival date – the full holiday cost

We strongly recommend that you take out holiday insurance to include holiday cancellation costs and lost deposits.

4. We expect you to tell us promptly if you damage any of our property. We may require that you compensate us for anything damaged other than purely accidentally

What you may expect of us

5. We will provide you with the holiday you expect as advertised by us on our website.

6. We can also arrange for you other facilities to make your holiday more enjoyable, such as ski and boot hire and ski lessons. However, when we do this, it is on your behalf, and so any contract is actually between you and whoever is providing the actual service. In particular the Package Travel, Package Holidays and Package Tours Regulations 1992 do not apply.

Communication

7. We may communicate with each other by post, fax or email, but for everyone's convenience we find email the best. Any method used is legally binding on both parties and communications are deemed to have been received as follows:

- Email – 24 hours from sending
- Post – 5 days from posting by first-class (or equivalent) pre-paid post
- Fax – 24 hours from sending

When things go wrong

8. The team at Panoramic work really hard to make sure your holiday goes well, and we are confident that you will be very happy staying with us. However, sometimes things go wrong, and if for any reason we fall short of your expectations, we expect you to tell us while you are still staying with us. We can't accept responsibility for anything you don't tell us about so that we can, where possible, do something about it.

9. In the very unlikely event that you do have a problem, and you haven't reasonably been able to tell us while you are in Chalet Panoramic, you must then tell us in writing within 14 days of leaving the Chalet. We will investigate fully and carefully any claims or complaints and will respond promptly and fairly. We cannot look into, or therefore accept any responsibility, for any complaints or claims made outside that period.

10. Our agreement will be governed by the laws of England & Wales.

