



TERMS AND CONDITIONS FOR CHALET GRETA

To make and confirm a booking a 25% non-refundable deposit will be required. All bookings will remain as provisional until you receive confirmation from us that the deposit has been received. The balance of your rental payment will be due 8 weeks prior to your arrival. We will send you a reminder email in advance of this due date regarding the outstanding balance.

If a booking is made within 10 weeks of departure full payment including the damage/security payment will be required along with your signed booking form. **Failure to send any outstanding payment by the due day may result in us treating the booking as cancelled.**

The rental week runs from Saturday to Saturday, however we will do our best to accommodate your chosen dates during low season. Unfortunately these dates are fixed during the peak season.

PRICES

Except where otherwise stated electricity, water, WIFI and gas are included in the price of your holiday. However excessive use of these services could incur an additional charge by the owners. During the ski season the rental price does include the cleaning of the chalet upon your departure. During the months of June to September we ask that guests strip their beds and clean the chalet prior to their departure. If guests do not wish to do this then the cost of cleaning the chalet and stripping the beds will be deducted from their security deposit. The cost is £100.

DAMAGE/SECURITY DEPOSIT

A refundable damage/security deposit of £250 per week or part week of your stay is required at the time of the final balance payment. Charges for damages, breakages, outstanding bills and any extra cleaning required if the property is not left in good order will be taken from your damage/security deposit. Should there be no charges incurred (following an inventory once your stay has been completed) the damage/security deposit will be refunded to you within 7 days of your return. The sum reserved shall not limit your liability to Chalet Greta.

ARRIVING AND LEAVING

You are asked not to arrive at the property before **4pm** on the day of arrival and to leave by **10am** on the day of departure. If you know you will be arriving later than 6pm please let us know in good time so that we can make arrangements with the caretaker. Failure to do this could result in the property being locked when you arrive. Any visitors still at the property by 12pm on their last day without prior permission will be liable for one extra day's charge.

Keys: The arrangements for collection and deposit of keys, as well as the name of the contact in an emergency will be made nearer the time.

BED LINEN

All bed linen, bath and pool towels are provided. Beds will be made and the chalet will have been cleaned upon your arrival. During the months of June to September we ask that guests strip their beds and clean the chalet prior to their departure. If guests do not wish to do this then the cost of cleaning the chalet and stripping the beds will be deducted from their security deposit. The cost is £100.

IF YOU CANCEL YOUR HOLIDAY

If you should be forced to cancel your holiday once your official booking confirmation has been sent to you, then cancellation charges will apply. The party leader must cancel the holiday in writing. The charge is calculated from the date that Chalet Greta receives your notification.

Cancellation charges are calculated as a % of the total holiday accommodation cost:

1. More than 56 days = 25%
2. 29-55 days = 50%
3. 0-28 days = 100%

ALTERATIONS OR CANCELLATIONS BY US

In the unlikely event that we have to cancel your holiday due to unforeseen circumstances we will notify you as soon as possible. You will receive a full refund.

MAXIMUM OCCUPANCY

The maximum number of people accepted at the property is 6 people. You cannot take any additional people without our written consent. Failure to observe these conditions could result in your party being asked to vacate the property.

TRAVEL INSURANCE

We strongly recommend you take out comprehensive travel insurance at the time of booking. All party members should have insurance for personal belongings and public liability, as these are not covered by the owner's insurance. Chalet Greta does not accept any liability for any losses that may be incurred for which insurance is available.

In all cases, except where personal injury, illness or death results, our liability to you will be limited to a maximum of the holiday accommodation price in total. **All claims must be made to us in writing within 14 days of the contractual end of your holiday.**

LEAVING THE PROPERTY CLEAN AND IN GOOD ORDER

You must leave the property and furniture in the same arrangement and condition as when you arrive. Basic cleaning between lettings in the ski season is included in your holiday price, but the owner reserves the right to deduct the cost of any extra cleaning above and beyond this from the damage/security deposit should it be deemed necessary. During the months of June to September we ask that guests strip their beds and clean the chalet prior to their departure.

SKI EQUIPMENT

All guests will have the use of our ski storage locker by the Alpin Express lift in which they can store their ski equipment during their stay.

COMPLAINTS

If you have a justifiable complaint concerning Chalet Greta please follow the below procedure:

- 1) In the first instance please speak with Alpine Retreats on

Tel : +41 (0)76 704 0103 or +41 (0)22 575 3906

E: hello@alpineretreats.com

- 2) If you are unable to resolve the complaint, you should then contact our UK office.

T: +44 (0)7977 991186

E: enquiries@chaletgreta.com

If you move to alternative accommodation without contacting us or giving us time to rectify the situation you will lose all rights to compensation or repayment. You must confirm in writing full details of the complaint to Chalet Greta within 14 days of the end of the contractual holiday period.

DISCLAIMER

All property information is, to the best of our knowledge, correct at the time of publication. Our aim is to make your ski holiday a memorable one so please ask if there are any special arrangements with which we can help or co-ordinate in advance of your holiday. If you need something additional to the services listed please don't hesitate to ask!