

**SARL Chalet Blanc Châtel**

Chalet Blanc, 52 Route de Suvay,  
74360 La Chapelle d'Abondance  
Haute-Savoie, France  
TVA Number: FR25 534064803  
SIRET Number: 534064803  
APE/NAF: 6820A

**Entreprises Françaises (GSY) Ltd**

Birchwood House  
Rue de la Hougue  
Castel, Guernsey  
GY5 7EA, UK  
Company Number: 53573  
Incorporated: May 20, 2011

## Terms & Conditions

*SARL Chalet Blanc Châtel is wholly owned by Entreprises Françaises (GSY) Ltd. Guests who book a holiday at Chalet Blanc enter into a contract with Entreprises Françaises (GSY) Ltd. as detailed below.*

Please read the booking terms and conditions set out below carefully before booking your holiday at Chalet Blanc Châtel. The booking conditions will form the basis of your contract with Entreprises Françaises (GSY) Limited, the "Company" and sets out the respective rights and obligations of both parties.

**Your Contract**

A contract shall exist between the client and the Company when we receive the deposit or full payment as applicable and a confirmation email is issued by the Company. The party leader must be over the age of 18 years of age at the time of booking and he/she must be authorised to make the booking on behalf of all the persons listed in the booking. The person booking the holiday guarantees payment of the full cost of the holiday for all those people included in the booking. When you receive your invoice, please check all the information carefully to ensure the details are correct and advise the Company immediately of any discrepancies.

**Bookings & Policies**

Booking requests can be made either through a 3<sup>rd</sup> party service (e.g. AirBnB, Booking.com, HomeAway) or directly with The Company through the company website booking page. In all cases the price and policies applicable to a booking are set, agreed to and clearly displayed at the time of booking. Policies may be amended at the Company's discretion, however, once a booking is confirmed and payments have been received, the applicable policy is guaranteed to remain unchanged. Full details of the policy(s) applicable to any booking are displayed in the confirmation documentation or under My Booking section of the Company website.

**Holiday Prices**

The full price of a booking will be clearly displayed at the time the booking is made and cannot be amended once the booking is confirmed and any applicable payments have been received. However, the Company reserve the right to amend prices of any dates that are not already booked. Prices are set and received by the Company in Euros. Prices displayed in other currencies are calculated at the time of booking but are subject to currency fluctuations. The Company accepts no liability for any discrepancy arising from these fluctuations.

## Payments

Payments should be made in the first instance through the Company website payment page. Other accepted forms of payment are through PayPal, by request, or by direct Bank Transfer (BACS).

**Account Name:** EF(GSY) Ltd  
**Account Number:** 44693999  
**Sort Code:** 20-35-32  
**SWIFT:** BARC GB 22  
**IBAN:** GB08 BARC20353244693999

*Barclays Private Clients International, Le Marchant House, St Peter Port, Guernsey, GY1 3BE*

If due payments are not received in full and on time the Company reserves the right to cancel the booking, retain the deposit and recoup any additional charges.

## Insurance

It is a condition of booking that all clients have adequate holiday insurance to include medical cover and, if applicable, extreme/winter sports cover.

## Check-in/Check-out

Check-in time at the chalet is 4pm on the first day of the booking. Check-out time from the chalet is 10am although we ask that guests vacate their rooms by 9am. Arrangements can be made to accommodate early arrivals and late departures for a discretionary charge.

## Weather

The Company accepts no responsibility for any delays or losses suffered as a result of adverse weather conditions.

## Sports & Activities

If you ski or snowboard or partake in any activity with or without a representative of the Company, whether on an organised session or not, the Company cannot take responsibility for any injuries however caused. At all times clients must use their own judgements based on their own ability, and acknowledge that participation is at their own risk.

## Liability

We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed and provided with reasonable skill and care. We do not accept responsibility if you suffer injury, illness or death unless it is due to negligence of our employees, acting in the course of their employment.

We do not accept responsibility for injury, illness or death caused by your own actions or omissions, by any unforeseeable or unavoidable event, or by any third person not connected with the provision of your holiday which we could not have predicted or avoided. If a member of your party does suffer injury, illness or death due to misadventure as a result of an activity which does not form part of your contracted holiday arrangement, we will provide you with reasonable assistance and guidance. You are responsible at all times for all your personal belongings, documents and ski equipment (including hired). The Company will not arrange your travel by sea, rail or air and accordingly the Company cannot accept responsibility for injury or loss suffered as a result of the acts or omissions of the providers of such services. Such arrangements are entirely your responsibility.

Please ensure you have taken out the appropriate insurance cover before travelling. The operations element of the Company and therefore all insurance and public liability is operated through:  
SARL Chalet Blanc Chatel: R.C.S. THONON 534 064 803

### **Alteration or cancellation by the Company**

In the unlikely event that we need to make any changes to, or cancel, your holiday, you will have the choice of either accepting the change in arrangements or cancelling your holiday and receiving a full refund. We reserve the right to alter any holiday arrangements as necessary. The client will be notified of the changes as soon as possible. If you accept a refund the Company will be under no further liability outside the holiday costs charged by the Company.

Refunds will not be payable where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control such as, but not limited to, war, threat of war, riot, civil strife, terrorist activity, fire, natural or nuclear disaster, adverse weather conditions and all other similar events that could not be avoided, amounting to force majeure.

### **Damage by and behaviour of Clients**

The Company reserves the right to terminate, without compensation and without any further contractual obligations towards them (this includes any return transport arrangements), your holiday, if it is deemed that your behaviour is unsociable, abusive or in any way unacceptable, to ourselves or any other guest or in any way harms the reputation of Chalet Blanc Châtel with local residents or suppliers. We will not make any refunds or pay any compensation to the individual involved or to the members of his/her party, or associates wishing to curtail their holiday as a result.

The Company reserves the right to claim back from the client any costs or charges incurred due to damage to the chalet whether accidentally caused or not. Complaints If you are unhappy about any aspect of the Company's arrangements whilst on holiday or experience any problems with your holiday whilst away, you must immediately inform the director of the Chalet Blanc Châtel team who will make every effort to rectify the problem. We regret that we cannot accept liability in respect of any complaints which are not notified entirely in accordance with this clause.

### **Our responsibilities to you**

We have taken every care to ensure the accuracy of the details set out in our website. However, if there is any change we will endeavour to bring these to your attention as early as possible. We are responsible for ensuring the accommodation you book with us is as described in our website and the services provided are of a reasonable standard.