

Terms and Conditions

Once you have accepted our quote, sent us a 'Service fee, and filled out our 'booking form' a 'contract' will come into effect between Mountain Magic Châtel 'MMC' and the person/s 'client/s' who completes the 'booking form'.

MMC will hold that 'client' responsible for all or any breaches to the below terms.

Under the contract and by paying the accommodation portion of the quote the client accepts the below conditions on behalf of the whole party and any related people.

Payment terms:

- Service fee (*as specified on your quote*) needs to be paid to MMC as a securing deposit within 3 days of your quote. This fee is non refundable
- Within one month of booking the quoted cost of accommodation needs to be paid directly to the chalet owners bank account (*specific details will be supplied*) not refundable
- Self-catering clients will be asked to give us a security deposit on arrival, which will be returned prior to departure provided no loss, damage, etc has occurred.
- 'Cost of catering and ski passes' will then need to be paid in full 6 weeks before arrival in Châtel to MMC. 50% of which is refundable up to 2 weeks before if you need to cancel. After that the full amount is NOT refundable.
- Any outstanding/additional costs, including ski equipment hire is to be paid on departure

Cancellations:

Should you need to cancel your holiday you need to inform us by e-mail immediately. All received e-mails will be responded to as soon as possible. Some amounts are refundable, (*as per the above bullets*)

Changes:

If you need to change any of the details supplied on the 'booking form' for any reason please let know immediately. Some things can be altered but as chalets are hired directly from independent owners and 'MMC' contract to some outside suppliers', changes to your requirements may NOT be possible.

Liabilities:

MMC does not accept liability for the actions of those over whom we have no direct control and/or who are not employed by us including, but not limited to airlines, bus companies, train companies, mountain/ski guides and instructors, ski lift companies, taxi operators, the owners or operators of any vehicle, aircraft or equipment or any of their proprietors or employees.

Special requests and medical conditions:

Clients agree to give MMC written notice of any medical condition or specific request at least a month before arrival in Châtel so that we can make suitable arrangements. MMC will then make every effort to arrange for those conditions or requests. Clients understand that while every effort will be made to meet the request, some are not possible.

Breakage and damages:

Clients of MMC and all in their party and friends are responsible for any breakage, loss or damage caused during their stay in the accommodation. It is the responsibility of the client to make us aware of any breakage, loss or damage and make full payment to MMC BEFORE departure.

Passports and visas:

It is the client's responsibility to ensure that everyone in the party have all the correct and necessary travel documents and visas before arrival in Châtel.

Insurance:

Please be aware that MMC does not arrange insurance for its guests. It is the responsibility of each individual staying with MMC to arrange suitable insurance cover which includes '24 hour telephone and repatriation cover'.

In the event that you are not covered IF an emergency occurs, MMC will try to help with all reasonable assistance, but clients/guests will be responsible for all costs involved PRIOR to leaving Châtel.

Behaviour:

Client and guests of MMC understand that MMC reserves the right to terminate the holiday arrangements of any client/guest who commits a criminal offence and/or, in our opinion, is likely to cause distress, annoyance or danger to any of our other clients, employees or any third party, and/or damage to property.

Guests will be asked to leave immediately with NO refund.

NO PETS or SMOKING is allowed by the owners in their accommodation.

Facilities in the chalets are there for guest's convenience and are the property of the owners of the chalet. Guests are to treat all items with care and will be held responsible for any breakages. Please make us aware of any problems or breakages as they arise.

Failure to abide by any of the above conditions will constitute a breach and, depending on the severity (*severity to be assessed by us as and when a situation arises*) will result in the guests being asked to leave immediately with NO money refunded AND, depending on the situation, guests covering all cost (*breakages,...etc*)



Signed:

Date: