

INGHAMS SKI & LAPLAND PREVIEW EDITION GENERAL INFORMATION

Adding Extras

We're delighted to be able to offer a whole host of extras to help you get the most out of your holiday with us, details of which can be found on our website and in our brochure. It's advisable that you book any extras such as ski packs (if any) at the time of booking, as we cannot guarantee that they can be added later and prices can change at any time. If you add these extras after confirming your booking you will be charged the price applicable at the time those extras are booked, not at the time the holiday itself was booked. We try wherever possible to obtain special offers and discounts from our chosen suppliers to pass on to our guests, though these are subject to availability and can be withdrawn at any time. Please ask our Reservations Team about any applicable offers when confirming your booking.

Carriage of skis/snowboards

If you have your own equipment, then please do let us know when booking your holiday so that we can do our best to ensure that your skis or snowboard can be carried on your flight, as ski carriage can be limited. Ski boots and snowboard boots are carried as part of your normal luggage allowance. Pre-booked skis/snowboard carriage on our charter flights is normally £40 return per snowboard or pair of skis, with the exception of EasyJet who can charge £70 to pre-book, and this can sometimes be up to £70 each way on scheduled flights (current price to be advised at time of booking). Please be aware that this is per set of equipment and that ski/snowboard bags presented for carriage containing more than one pair of skis/snowboard where the appropriate charge per set of equipment has not been pre-paid will be charged for at check-in. Carriage of skis/snowboards presented for check-in at the airport without being shown as pre-booked on your confirmation invoice **cannot be guaranteed** and, if carried, will carry a charge payable at the airport in cash prior to check-in which can be considerably higher than the pre-booked price.

Some aircraft have limited capacity for skis/snowboards, and space is allocated on a 'first come, first served' basis. These flights do not operate a 'pay at the airport' alternative. No liability is accepted by Hotelplan Ltd if you do not pre-book carriage and the airline is unable to carry your equipment. There is no liability also taken for airlines that may not offer to carry snowboards within their ski carriage policies.

If you are travelling on a scheduled flight and wish to take your own skis please enquire at the time of booking as ski carriage rules and charges vary by airline. Charges quoted are usually 'per sector' (i.e. a charge applies for the outbound and homebound journey). You may wish to consider pre-booking ski hire in resort instead.

In-Resort Purchases

Payment in resort for ski-pack items, optional activities, child care, etc. booked in resort must be made at the point of booking in local currency cash, or by debit card or by credit card. Card payments will be taken in sterling converted from the local currency price at the applicable exchange rate at that time. Exchange rate fluctuations may mean that the sterling price paid may not be exactly the same as the cost in local currency in your resort. Where paying with a Euro or Swiss Franc currency card, the local currency price in addition to a handling charge will be debited from your account. Card payments cannot be processed after the Wednesday of your holiday, so cash payments are required for later settlement.

We reserve the right to involve local police and/or deny return travel if due payments are withheld for any reason.

Group Discounts and Child Discounts

We're pleased to offer some great discounts to groups travelling together and to those travelling with children.

Group Discounts (<https://www.inghams.co.uk/ski-holidays/ski-holiday-types/group-ski-holidays>).

To qualify as a group, all guests must book at the same time, for the same departure date, resort and duration, and all communication and payment must be organised through one named individual as the group leader. Group members may however travel by different routes or methods, and/or occupy different price room/apartment-types, in which case the free places are allocated to the cheapest method and room-type used.

- The group size is calculated on the number of passengers paying the full adult brochure price. Any two children receiving a child discount of any level (except free places) or Family choice reduction count together as one full-paying person.
- Only one free child place is allowed per group.
- FREE places and discounts are based on the basic adult price shown in the price panel, not including any applicable room, meal or flight supplements, ski packs, ski/snowboard carriage, insurance, or any other ancillary costs.
- Group FREE places cannot be combined with any other offers or discounts advertised, and any online booking discount except Cash-Back and hotel Early Booking Offers.
- Later additions can be made to your group, subject to availability, but the original group discount will not be increased as a result of such additions. If your group size reduces after booking, the group discount will be reduced accordingly, and may be lost completely if all group conditions are no longer complied with, and re-costing may apply if room occupancy levels change.
- We have specific allocations of rooms at special Inghams rates in most hotels, and if extra rooms are required to accommodate your group, these may not be available at the same preferential rate, in which case 'extra to allocation' supplements may apply. If we have obtained such extra rooms to accommodate your group, we reserve the right to re-cost the holiday if your group later reduces in size.
- A £150 deposit is required from all group members, including those travelling on a free or reduced price place. The deposits taken against FREE places will then be credited to the group's final balance payment.
- The names of all group members are required at the time of booking for all scheduled flights, and any subsequent change will occur an amendment fee, or with some scheduled airlines, cancellation and re-booking. For all charter flights, names are required within 14 days of booking, but we allow free name changes up to 28 days prior to departure, after which an administration fee for any further changes will apply. For scheduled services, charges will apply for any name change.
- Only one invoice will normally be issued per group, to the group leader, and an administration charge is payable for any group member/s requiring a separate invoice.
- The Group Leader is responsible for ensuring that every member of his/her group has appropriate winter sports travel insurance.
- Full payment must be made at least 10 weeks prior to departure, by cheque, debit card or credit card.
- We reserve the right to restrict the total number of FREE places allowed across multiple groups in the same property on the same date at any time.
- All group bookings are 'subject to availability' which includes respecting the right of hoteliers to decline single-sex groups or groups above a certain size.

- We strongly recommend pre-booking ski/snowboard carriage and ski pack requirements at the time of booking, to avoid disappointment and ensure a smooth process on arrival in resort.

Child Discounts (<https://www.inghams.co.uk/ski-holidays/ski-holiday-types/family-ski-holidays>).

Except where stated, child FREE and discounted places are based on the child/children sharing the room with at least two full-paying guests. A maximum of two discounted child places (including a FREE place if applicable) is permitted per room/suite/cabin/apartment. Air Passenger Duty (APD) for children under 16 years was abolished in April 2016. This has been taken into account in the calculation of our child reductions.

- FREE places are limited to one per booking. A second child staying in the same room receives the 'Other Properties' percentage discount.
- FREE places and child discount percentages are calculated off the basic adult brochure price shown in the relevant price panel, not including room or flight supplements, ski packs, ski/board carriage, insurance, child care or any other applicable costs.
- Children on Self-drive or Accommodation-only holidays receive the same percentage discounts for European charter flights, off the relevant adult basic Self-drive or Accommodation-only price.
- As they are by definition not 'full-paying guests' children receiving a FREE place or child discount do not count
- towards the size of a Group for the purposes of calculating any Group Reduction
- towards the occupancy figure in European apartments/cabins/suites for the purposes of calculating any applicable under-occupancy supplements. (In the likely event that the under-occupancy supplements make the total family price higher with the child discount than without, we will simply cost the holiday at the adult price, and give each child (max. 2 children) a special reduction of £50 per child.
- Only one FREE child place is allowed per group claiming a Group Discount.
- If you choose a 'Family Choice' property and travel by scheduled flights, the child/children receive/s the 'Other Properties' percentage discount shown in the third column of our child discount table.
- Infants (i.e. under 2 years of age on the return travel date to the UK) pay an Infant Administration Fee as shown below, provided that the infant travels on a parent's lap and no flight, coach or train seat is used:
 - £49 (when using charter flights) in European hotels and apartments, with direct payment to the accommodation owner of any cot-hire & linen charges, food & drink costs or other applicable charges (£99 on scheduled flights).
 - £179 to Canada, on the same basis as above.
 - £115 in Inghams chalets and Chalet Hotels, where travel-cot hire, linen, baby food, use of highchair and changing mat is included in this price
- Please note that infants do not have their own luggage allowance, and must sit on parent's lap on the flight and on the transfers.
- Child reductions and FREE places cannot be combined with online discounts.
- The child reductions shown in this brochure are correct at the time of going to press, but may be changed or withdrawn at any time. The correct price will be confirmed at time of booking.
- If dual parent families abuse our single parent discounts, we reserve the right to either cancel such bookings without notice or to re-invoice the booking at the correct price.

In Resort

Some activities rely on satisfactory levels of snow and/or ice and should the levels be inappropriate, providers will do their best to offer alternative activities. Parents are reminded that children must remain under their control at all times. Age limits or qualifications apply to several activities, e.g. a full driving licence is often required and must be produced on request before driving snowmobiles, and passport evidence may be required. Our Reservations Team have full details and you should enquire before booking if any limitations to activities are of paramount importance to you. Strict drink-driving laws apply to snowmobile driving, as with any vehicle. No guarantee is given as to the specific length or time duration of each activity and some activities will require excess payments to be made for insurance purposes to partake in that activity. Each specific supplier will provide more details in resort.

Minimum numbers and/or suitable weather conditions are required for certain activities to take place. If the required numbers are not reached, or the weather prevents the activity taking place at all during your holiday, or the activity is withdrawn by the provider for any reason, any refunds must be negotiated directly with the provider and cannot be guaranteed by us as we act as an agent and are not responsible for the provision of the service or activity normally. No refunds or compensation will be paid by the service providers if you simply change your mind about taking part in an activity after booking it, or miss the transport provided, or fail to arrive at the designated meeting point on time, or, in your or the provider's judgement, cannot physically cope with the activity. (If the latter is due to a physical injury, you should claim under your travel insurance policy.)

Any arrangements made by you independently of our company are entirely at your own risk and you should make sure you are appropriately insured.

Ski Host Service

You may be aware that Ski Hosting by British Tour Operators was banned by the French and Italian authorities and in some Austrian resorts. We recognise that many of our guests enjoy this free service and we are appealing against this decision but unless/until it is overturned we regret that we are unable to offer our Ski Hosting Service anywhere in France, Italy and in some Austrian resorts. Guests should be able to ski down red runs confidently and whilst it is the guest's responsibility to judge their own ability, any decision made by the person operating the Ski Host service shall be final and binding. However, this is subject to the availability of appropriate staff, safe and suitable weather and piste conditions, and local regulations continuing to allow the provision of this service by Inghams staff. Places are strictly limited, and cannot be pre-booked, but are available on a first come, first served basis on the day, and are subject to the guest's skiing ability being appropriate for the route planned that day; the Ski Host's decision on this matter is final. No compensation or refund shall apply in the event of our inability to provide this service on any day or days for whatever reason. If you join our hosting day(s) you accept that you do so entirely at your own risk and that as this is a purely 'social' service, our staff do not have professional skiing, mountain guiding or first aid qualifications. All winter sports activities involve an element of risk and it is your personal responsibility to act with due care at all times and to have appropriate insurance in place.

Special Requests

Any special requests you have such as vegetarian or other special dietary meals, special facilities, specific room allocations or any other requirements you consider important, should be made known to us at the time of booking and advised to us promptly, in writing. If you require the fulfilment of your request to be a condition of your package holiday contract with us, this can only be done if

you advise us in writing and our providers agree they can meet your request and we confirm this back to you in writing, separately to the Confirmation Invoice.

Special/Medical Requirements: If you have any special/medical requirements, it is essential that you bring these to our attention at the earliest opportunity and before confirming your holiday, as some accommodation and resorts may be found to be unsuitable. It is therefore important that you provide us promptly with written details of your requirements in order that we can help you find a suitable holiday. When booking excursions or events in resort, you should ensure that the excursion or event that you have chosen is suitable and that the provider is made aware of any special requirements that you may have, in order that they may take an informed decision as to the suitability of the excursion or event for you.

Lost Property

A report of any lost item must be made immediately to your Resort Representative, if the loss is noticed whilst you are on holiday. If the item is not found and returned to you prior to your departure, you must report the loss to our Post-Departure Guest Services Team as soon as possible upon your return. You can do this by email to guest_services@inghams.co.uk or by telephone on 01483 791144. Please do give us a full description of the item lost, including any branding/distinguishing features. If found, the return of your property will carry a fee to cover the costs of returning it to you, normally £25 for small items and £60 for larger items such as ski wear and equipment. Additional charges may apply for the return of lost property from non-EU countries. No item will be returned unless this fee is paid in advance and arrangements for its return have been made via the UK office. We cannot guarantee the return of any item of lost property and our staff's involvement in tracing it shall not constitute acceptance of any liability for the item at any stage of the process. We regret that any items of lost property found and unclaimed 28 days after the holiday end date cannot be kept and will be disposed of.

Accuracy of Information

Our package holidays and other types of holiday arrangements may also be featured on websites owned and operated by travel agents and other organisations. We have absolutely no control over the content or maintenance of such sites and therefore we cannot accept any liability for information contained on them.

The pictures shown in the brochure and on the website are included for their style and general relevance and are shown for illustration purposes and unless stated are not necessarily taken at the resort described. Photographs of rooms are intended to give an indication of the typical appearance, but rooms particularly within chalets, Xtra Chalets and Chalet Hotels will inevitably vary in size, furnishing and decorative style, particularly where there has been partial refurbishment.

Where free minibus/ski-bus services are advertised, these may be subject to capacity restrictions, and / or be on a 'first come, first served' basis and could only run at set times, details of which are available in resort. We cannot be held responsible if you miss any, all or part of your ski lessons or other arrangements as a result of the late running or unavailability of these services.

Where a resort is described as being at high altitude or with "guaranteed snow", this describes a resort with skiing over 2000 metres on its area lift pass and with a history of reliable skiing, but does not mean that skiable snow is guaranteed on all runs and all altitudes at all times or on the slopes of that individual resort. Where accommodation is described as offering **"doorstep skiing"** or **"ski-in/ski-out"** this is obviously subject to individual skiers' ability and snow conditions in resort. This is generally defined as being possible to ski to/from a point within 50m of that property, but may be obstructed by paths or foliage. We cannot be held liable if the local authorities and/or local property owners, including the owner of the property in which you are staying, make changes to the property or surrounding area which affect the use of the intended ski in/ski out route. Where distance is quoted in time taken to walk, we have used as a guideline that 100m takes an adult one minute to walk in standard footwear under snow and ice-clear conditions. Clearly, timings will vary according to footwear, age, personal fitness and surface conditions.

Hotelplan Ltd cannot accept responsibility for any losses incurred as a result of industrial action in resort e.g. strike action by lift operators, bus drivers, ski schools etc.

Star Ratings, where available, are shown at the foot of the price panel. Where official ratings are not available, we show our own Inghams rating of each property alongside the property name and above its description. These ratings are based on our own inspections or properties as well as on customer feedback as expressed in our questionnaires and indicated by a white star rating from ★★ to ★★★★★. Properties in Finnish Lapland do not have official ratings, but have been assessed by us

Transfers

Please see the price panel on the resort pages for transfer times. These are approximate and do not include refreshment/toilet stops. The times may also be affected by weather, road and traffic conditions. In particular, congestion during continental school holidays can cause delays, as may road closures due to roadworks, avalanche risks etc. We ask for your understanding accordingly if, faced with forecasts of heavy snow and/or heavy holiday traffic, we need to arrange your homeward transfer earlier than normal to allow extra time to reach the airport. Although many coaches are equipped with WCs they are not always available for use for a variety of reasons. European coaches do not always have fitted seatbelts. Infants under the age of 2 years on the return date of travel must sit on a parent's lap. It is not normally possible to show children's videos on coach transfers. Some properties are not situated close to coach-accessible roads and walks from 50 to 400 metres, sometimes with gradients, are necessary on arrival and departure. Please see the property description and if this is important to you call our reservations team. Transfers will endeavour to drop you off directly outside your accommodation wherever possible, but there may be times where, due to adverse weather conditions or other circumstances beyond our control, this may not be possible. We will not accept liability for this and no compensation will be offered where you are required to walk some distance to your accommodation. On occasions there may be waiting times for other flights to join your transfer to resort, and transfers may sometimes involve a change of vehicle en route. Your return transfer coach may also carry guests from more than one flight and this may affect your departure time from resort. In the event of a flight diversion to an outbound flight for whatever reason, Inghams will endeavour to arrange coaches and staff to be at the alternative airport to meet you, but this cannot be guaranteed at short notice and we ask for your patience and understanding. No liability will be accepted if a diversion causes a delay at the arrival airport and/or a longer than advertised transfer to resort. Restrictions on drivers' working hours can occasionally affect coach availability and may result in delays. Our transfers will not always be escorted by a member of Inghams staff.

Independent Travel: Please note that you should plan to arrive at your accommodation after 4pm on arrival day and to leave by 10am on your departure day. Very few properties have parking spaces for self-drive guests and others have extremely limited spaces or no space at all. Public parking in resort is

always subject to availability and will normally incur a charge which you pay locally. If arranging your own flights, it will not be possible to join Inghams' coach transfers, and you should be aware that it can be extremely expensive to arrange transfers by taxi from your arrival airport to the resort. There will not normally be any price reduction in the event that you choose not to use our flights.

Accommodation Information for Hotels, Pensions & Self-Catering Units

AAT each of the hotel and apartment properties featured in this brochure we have an allocation of rooms/apartments at contract rates and conditions. When this allocation is full, it may be possible for us to apply for additional rooms if we are asked to do so, but these may not always be offered to us at 'contract' rates and therefore a supplement may apply. This may also occur if we are asked to obtain rooms of a type/standard not included in our normal allocation. Some partner hotels do offer a choice of smoking and non-smoking rooms. Requests for a preferred type should be made at time of booking but cannot be guaranteed. Some of the properties featured may also be pet-friendly. Whilst we do not offer pet-friendly holidays, private guests or guests booked with other tour operators may have the right to bring their pets to the hotel. If you have a pet allergy, you should discuss this with whoever you book with at the time.

a) Bedrooms: The size, decor, soundproofing, style and furnishing of bedrooms can differ markedly, even within the same property. There is also considerable variation in floor space, head clearance, clothes storage facilities (sometimes very limited), types of bed and bedding. In certain locations, particularly in Austria and Switzerland, a twin is commonly accepted as referring to two separate mattresses and duvets contained in one large frame (an 'Austrian' or 'Continental' twin).

Where an extra bed is added, this may limit the space available and may be smaller than conventional sized single beds. Rooms with extra beds are still bookable for two person occupancy, although in this case the hotelier may allocate a standard-sized twin bedded room without extra beds. Single rooms do not always match up either in size or facilities to twin bedded rooms, even when a supplement is paid. If you require a cot, we advise you book a room that can take an extra bed, otherwise the room may feel cramped. Hotel charges for cots must be paid directly to the hotel.

b) Occupancy: As they are by definition not full-paying guests, children receiving a child discount do not count.

1) Towards the size of a group for the purposes of calculating any group reduction

2) Towards occupancy figures in European apartments, cabins or suites for the purpose of calculating any applicable under-occupancy supplements. (In the unlikely event that the under-occupancy supplements make the total family price higher with the child discounts than without, we will simply cost the holiday at the adult price and give each child (maximum two children) a special reduction of £50.00 per child).

Specific to Canada: Most twin rooms have two double beds and, in many cases, hotels allow up to four person occupancy in these rooms. This arrangement may not be suitable for four adults but represents good value for parents who do not mind sharing with their children. Sometimes an extra 'roll-away' bed may be added at an extra cost, payable locally.

b) Check -in/check-out times: Your room will normally be available from 4pm onwards but please bear with the accommodation if it takes longer. Check-out times may be before 10am or before your departure from resort.

c) Cleaning: In apartments and self-catering apartments, it is generally accepted that a clean at the beginning of the week will occur. Your bedroom will be clean and tidy for your arrival, otherwise its state is left to you. You will also be required to leave your apartment in a tidy state at the end of your stay and some apartments may provide an end of stay checklist to adhere to. It may also be the case that hotel rooms and other accommodations are not cleaned on a daily basis.

d) Balconies: Where a supplement has been paid for a balcony, neither a specific view nor aspect is guaranteed. Neither should it be assumed that a balcony will include seating or a panoramic view, whether seated or not. Views may be restricted. The balcony may be private or shared.

e) Seating areas: may not typically consist of a full lounge or separate lounge area, but will normally include chair(s), a sofa or other forms of seating.

f) Insurance: We cannot be held responsible for the damage to, loss or theft of personal belongings or equipment from any accommodation.

g) TV: Where a TV is advertised, no guarantee is implied as to how many English-speaking channels will be available, if any.

h) Leisure facilities: Swimming pool, hot-tub, spa-bath and sauna temperatures are determined by the management or owners in accordance with local regulations or guidelines, and may not always match guests' expectations. Leisure facilities may be subject to limited opening hours, and there may be restrictions on their use by children. Should any leisure facility become unavailable for any reason, we cannot guarantee being able to repair or replace it during your holiday, and do not offer compensation for inconvenience or curtailed use in such an event.

Some hotels adopt a 'no swimwear' rule in respect of their sauna areas. Please note, each hotel has its own policy on this rule, which is subject to change without notice. In hotels with spas or wellness centres, massages/beauty treatments will normally be provided by the hotel's own wellness area staff, but in some cases will be available to book through the hotel with a visiting provider of these services.

i) Services provided by the accommodation: where the accommodation provider offers a service such as child care or kindergarten facilities, these services are offered and available for use by guests entirely at their own risk. There is no guarantee that the services offered will be equivalent to a UK standard and they may differ from the description of the facility published at the time.

j) Wi-Fi/Internet Access: Where Wi-Fi or internet access is indicated in a property description, this belongs to the property and its availability is outside our control. No guarantee is given or implied that it will be operative during your holiday; you will not be advised in advance if this facility is removed, and no compensation or refund will be paid if it is not available for whatever reason. Charges may apply. In some mountain resorts, signal strength is limited throughout the village not just in individual properties.

k) Dimensions: Dimensions of rooms in hotels or apartments when quoted are approximate, and normally include the bathroom and the balcony area.

l) Star Ratings/Country Standards: Official star ratings, where available, are shown within the property descriptions. In general, the overall standard of services and facilities varies significantly from country to country within star categories. This is because of the many different criteria that are used from country to country to assess star ratings. Please note that these criteria can differ significantly to those used in the UK by motoring and other organisations and UK ratings cannot therefore be compared to those used overseas. For example, few tourist authorities include an assessment of culinary performance in their ratings. We also show our own Inghams rating of each property alongside the property name and above its description. These ratings are based on our own inspections of properties as well as on customer feedback as expressed in our questionnaires. Our star rating is indicated by a white 'star' ranging from ★★ to ★★★★★. In some cases we award an additional half star where we believe a

hotel offers better facilities and services than its official rating would suggest. Conversely we may have downgraded a hotel to give a truer representation of the services and facilities offered.

m) Meal Arrangements: If you book half board, the first meal you receive will usually be dinner on the day of your arrival in the resort and the last meal will be breakfast on the morning of your departure from the resort. No drinks are included on a half board option (unless stipulated). Clients arriving late at a hotel will normally receive a cold plate. At peak times, some hotels may choose to seat clients together on larger tables. *All Inclusive' hotels include breakfast, a light lunch, evening meals and unlimited drinks in the basic holiday price (although set times and choices may apply at some hotels). Where packed lunches are provided as part of your accommodation catering, they will not be provided on the day of departure. Please note, some hotels can charge for tap water; or may only offer bottled water at an applicable charge.

n) Annexes: When annexes are used, these may be directly owned and controlled by the accommodation provider or contracted in private homes. They may either be joined to the main building or be within walking distance of the accommodation

o) Lifts: Please note that in some properties, lifts may not directly service all floors and access to and from these floors may be by stairway only.

p) Views: Views may be restricted, and no express or implied representation is made regarding there being a 'view' of any kind from a window or balcony, unless expressly described. Views may sometimes be restricted by trees or foliage etc. and other factors beyond our control.

q) Walking distances: An average walking speed of 100 metres per minute has been assumed under normal resort conditions in standard footwear.

r) Free upgrade offers: Where a hotel offers 'free' upgrades on their rooms, these are subject to availability and may only be applicable to holidays taken in certain months of the season. The hotel may amend or withdraw this offer at any time during the season, without notice.

s) Specific to CANADA - Most twin rooms have two double beds and, in many cases, hotels allow up to four person occupancy in these rooms. This arrangement is not suitable for four adults but represents good value for parents who do not mind sharing with their children. Sometimes an extra 'roll-away' bed may be added at an extra cost payable locally.

t) Specific to Lapland cabins - Due to the varying styles of cabin, many will vary in size - (including those that are provided within the same category). As a result, the sharing supplement is calculated based on the number of people occupying the cabin, and not by the number of beds available. It should therefore not be confused with a traditional under-occupancy charge (as discussed in section 15a). As with most supplements, this charge is non-refundable.

u) Where a **free minibus/coach service** is advertised, these may be subject to capacity restrictions, and/or be on a 'first come, first served' basis.

CHALETs, XTRA CHALETs & CHALET HOTELS - IMPORTANT INFORMATION

We're pleased to offer an excellent choice of accommodation, including many of our own chalets, Xtra Chalets and Chalet Hotels. These properties are run by Inghams who employ carefully selected staff who receive comprehensive training from us. Please bear in mind that 'Chalet Hotels' are therefore not the same as 'Hotels', and that they are run as larger scale chalets by Inghams employees who are not necessarily trained hospitality professionals.

In the absence of an official rating system for catered chalet accommodation, as many were not built for commercial purposes, we hope that you'll find our diamond ratings useful when comparing our chalet properties with one another. These have been based upon previous guest feedback and senior management inspections.

Our prices reflect the standard of the accommodation you choose, but can also be influenced by location in resort, staffing ratios, transfer costs and, in particular, regional differences in rentals.

Accommodation will comply with any appropriate local standards of the country in which the property is situated which may differ from UK standards. Within chalets, Xtra Chalets and Chalet Hotels, rooms and facilities can vary greatly, and we often find that a degree of tolerance is needed when it comes to Alpine standards of plumbing, electrics and hot water supplies. When two figures are given for the capacity of a chalet, the lower one is the normal occupancy figure, based on regular beds including sofa-beds in some cases. The higher figure allows for increased occupancy, using put-up beds. Neither figure includes infants occupying cots. Put-up beds and sofa-beds may limit the space available and cause inconvenience, so please do ask our Reservations Team for advice if bedroom space is important to you. Where bunk beds are present in accommodation, they may not be comparable to standard full-size single beds. The UK's decision to leave the EU could have significant implications across the UK travel industry on the legalities, work permit requirements and costs of employing in-resort staff within the EU. With the impact of the Brexit vote still uncertain and negotiations ongoing in 2017/18, we reserve the right to amend our chalet, Xtra Chalet and Chalet Hotel staffing and/or catering offering, in the event that any change in employment or other EU regulations renders our current staffing operations untenable. Any such changes would of course be notified to you as soon as possible, but we do not currently anticipate any major changes prior to the 2017/18 ski season.

APPLICABLE TO CATERED CHALETs, XTRA CHALETs & CHALET HOTELS

What's included:

- **Skiers' breakfast:** buffet with cooked options, tea and coffee. Continental breakfast laid out on staff day off.
- **Afternoon tea on 5 days:** (except on staff days off)
- **Choice of complimentary quality wines during the evening meal service.**
- **Bed linen, one bath towel, one hand towel per guest.**
- **Duvets in every chalet.**
- **All overseas taxes.**
- **All chalets, Xtra Chalets and Chalet Hotels are non-smoking.**

APPLICABLE TO CATERED CHALETs ONLY

- **3 course evening meal** on 5 nights.
- **The services of your own chalet host 5 days a week.**
- **FREE Wi-Fi** in public areas (subject to restrictions).

APPLICABLE TO CATERED XTRA CHALET PROPERTIES ONLY

Our new 'Xtra Chalets' are a stepping stone between a normal chalet and the full services of a Chalet Hotel.

What's included:

- **3 course evening meal** on 5 nights. No choice of menu except vegetarian option.
- **Complimentary tea and coffee** available during the day.
- **The services of our friendly Xtra Chalet staff, 5 days a week.**
- **FREE Wi-Fi** in public areas (subject to restrictions).
- **All our Xtra Chalet properties have comfortable lounges and a bar.**

APPLICABLE TO CATERED CHALET HOTELS ONLY

- **4 course evening meal** on 5 nights. The 4 courses start with canapés, starter, main course and a choice of dessert or cheeseboard. In some properties the evening meal may be served buffet style on at least one

occasion during the week.

- **Complimentary tea and coffee** available during the day.
- **Hotel based Inghams Representative** on duty mornings and evenings 5 days a week.
- **The services of our friendly Chalet Hotel staff, 7 days a week.**
- **FREE Wi-Fi** in public areas.
- **All our Chalet Hotels have comfortable lounges and a bar.**

Chalet Hotel Le Savoie in Val d'Isère: Slightly different arrangements apply here (eg. an extended menu choice, flexible dining times, and the property being shared with guests from our sister companies Ski Total and Esprit), but it is otherwise run on traditional Chalet Hotel lines and guest expectations should accordingly be oriented to this more informal style of holiday, operated by our largely young British staff. Specifically, please note that certain services you might expect in a 'French 5 star' hotel (e.g. room service, à la carte dining, daily towel/linen change, minibars, lunch service, luggage porters etc) are not provided.

All properties may have Inghams' staff and/or members of the chalet owner's family living in, and may be used by Hotelplan staff as a resort office, store room or similar. Please ask for written details if this matter is important to you. If separate bookings are sharing a chalet, Xtra Chalet or Chalet Hotel, we are not able to disclose any details appertaining to other guests.

Exclusive Use: Entire chalets, Xtra Chalets or Chalet Hotels can be booked for exclusive use for your group or family. This means that no other guests will be in residence, however Inghams' staff and/or members of the chalet owner's family may occupy parts of the building. Please ask for written details if this matter is important to you. If you cannot fill all the advertised minimum-occupancy beds, a supplement is payable that replaces the total room under-occupancy supplements.

Under Occupancy: We ask you to contribute towards our loss if you reserve rooms for your exclusive use but do not fill all the beds. The supplement per empty bed payable is 40% of the basic adult air-inclusive price per empty bed space. We reserve the right to limit the number of beds left unoccupied and the number that we are able to offer at a 40% discount. Infants occupying cots do not count towards occupancy figures.

IMPORTANT: CHALETs, XTRA CHALETs & CHALET HOTELS

a) Communal Areas

We endeavour to include floor plans and a floor-by-floor descriptions on our website, with the latter also available in our Accommodation Summary in our brochure. This includes an indication of the communal areas available to our guests. Seating in these areas may not typically consist of a full lounge or separate lounge area, but will normally include chair(s), a sofa or other forms of seating. Please be aware though that there may not be sufficient soft seating for every guest.

b) Bedrooms

The size, decor, soundproofing and furnishing of bedrooms can differ markedly, even within the same property. There is also considerable variation in floor space, head clearance, clothes storage facilities (sometimes very limited), types of bed and bedding. In some chalets, bedrooms lead from communal rooms. Some rooms are listed as 'under eaves', which can at times limit head clearance by way of low beams and/or the slant of the roof. We make every effort to describe bedrooms as accurately as possible and to this end we use the term SUITE (where there are distinctly separate sleeping areas, e.g. a bedroom and separate living-room with sofa-bed) and ROOM (where all beds are in one area). We recommend that you stress special room requirements at the time of booking. Some bedrooms and suites have kitchenettes reflecting their occasional use for self-catering. They are not equipped for use and for safety reasons we disconnect most of the electrical and gas equipment. Beds may be sofa-beds or chair-beds, particularly in family accommodation where part of the room is intended as either a sleeping area or a sitting area. Chalets, Xtra Chalet properties and Chalet Hotels may provide an 'Austrian twin' or 'Continental twin' (i.e. a double bed frame with two single mattresses and two single duvets) in rooms described as doubles or twins.

Balconies and Views: Where a supplement has been paid for a balcony, neither a specific view nor aspect is guaranteed, and the balcony may be private or shared. It should not be assumed that a balcony will include seating. Views from balconies and windows may be restricted by trees/foliage or other factors beyond our control and no express or implied representation is made regarding there being a 'view' of any kind from a window or balcony, unless expressly described.

En Suite Facilities: These will always include a bath or mini-bath or shower, but do not necessarily include toilets - please see the individual property's 'Accommodation Summary' for details of each room's precise facilities. Bathrooms may not always have full size baths and showers may not always have a shower tray or curtain.

When bedrooms are described as having 'private' facilities which are not en suite, this means the facilities are not shared with other guests, though your Chalet Host may occasionally need to use the wc and hand-washing facilities.

c) Catering

Evening meals are provided for 5 nights on a 7night holiday and 10 nights on a 14night holiday. Breakfast is run on a self-service basis, normally between 8 and 9am. There is of course unlimited tea and coffee. On our staff's 2 days off a week, only the continental breakfast will be provided. The milk supplied is likely to be UHT. With a full quota of guests present, breakfast can be a crowded and somewhat hectic affair, so a degree of patience may be needed! In larger properties our staff may also request that guests stagger their arrival times for breakfast, particularly during peak weeks, to facilitate smoother service. For afternoon tea our staff provide a cake (except on their days off) and guests should help themselves to tea and coffee. Adult dinner is served around 8pm and is a three or four-course meal and includes complimentary wine. In selected Chalet Hotels, e.g. the Chalet Hotel de Champoluc, the evening meal will be served buffet style each night, generally from 8pm onwards. In other properties on certain dates, the meal will be served buffet style on at least one occasion during the week. On the first evening, due to differing guest arrival times, dinner will be served at the convenience of the majority. **We do not permit non guests of our chalets, Xtra Chalet and Chalet Hotels to dine in our properties, except under exceptional circumstances and only if agreed in writing at time of booking.** Please note that dinner is strictly an adults and teenagers only occasion and children 11 years old and under on the holiday start date are not allowed at the dinner table in our Chalets, but instead are served Children's High Tea at approximately 5:30pm (for further details, please see section (s) below on 'Children's High Tea'). In our Chalet Hotels and Xtra Chalet properties, children 11 years old and under may eat with their parents at a supplemented cost of £39 per child per week. We cannot accept liability if we are not informed of the child's age.

The consumption of duty-free and locally purchased alcohol is prohibited in the public areas of Chalet Hotels, in accordance with local licensing laws. Guests are **not permitted to use chalets, Xtra Chalets or Chalet Hotel kitchens at any time**, or to prepare daily lunches and/or an evening meal on the staff night off. This includes using any of the electrical appliances such as microwaves, cookers and dishwashers, although this list is not exhaustive.

Bottle warmers for infants can be provided on request locally.

Special Diets & Food Allergies

If you have a serious allergy which requires a special diet to be prepared separately from other guests' food, your booking cannot be confirmed until we have been able to confirm we can supply such a diet, even if you receive a booking confirmation invoice in the interim (see extreme food allergies below).

Please note that our liability in respect of Special Diets & Food Allergies applies only to the chalet, Xtra Chalet and Chalet Hotel accommodation that we provide, and you are advised to check with your airline as to what procedures they have in place in this regard.

Vegetarian meals are offered as part of the menu choice in our Chalet Hotels. In chalets and Xtra Chalets, we do need 14 days' notice in writing of a request for vegetarian meals. For any guests in our chalets who advise us within 14 days of arrival, or on arrival, that they require a vegetarian diet, a £25 charge will be payable in resort per week.

Other special diets (e.g. vegan, gluten-free, dairy-free, wheat-free, low-fat/cholesterol, specific food allergies etc) can normally be provided, but must be discussed with our reservations team before booking, and will incur a supplement of £35 per person, per week to contribute towards the significant additional costs of ingredients and separate deliveries. All such dietary requests and/or food allergies must be confirmed to us in writing by email or registered post at least 14 days prior to departure. For any guests who advise us within 14 days, but no less than 4 days of arrival of a special dietary requirement, a £60/€75 charge will be payable in resort to cover additional catering costs. We unfortunately are unable to accept special dietary requests within 4 days prior to departure and will be unable to confirm that we can cater for your needs.

We have a well-developed Food Allergy Policy in place, with a view to avoiding any allergic reaction incidents, and shall exercise reasonable care to avoid specified food and drink ingredients if special diets are agreed at the time of booking and confirmed in writing as above. However, in choosing to travel with us, you accept the following facts:- that chalet, Xtra Chalet and Chalet Hotel staff involved in catering, including for children's meals, are generally not qualified catering professionals; that no food allergy system can ever provide a 100% guarantee against any contact with a specified foodstuff; that items such as eggs, dairy products and nuts are constantly present in chalet kitchens and dining areas, so cross-contamination cannot be ruled out; that our staff cannot police what snacks third parties, including other guests' children, may bring into contact with the allergic person; that staff may not be aware of precise food contents (where they do not speak the language in which the ingredients are labelled, for example); that our staff cannot police lunches provided by ski-schools. We therefore cannot and do not guarantee the avoidance of specified ingredients, and cannot accept liability in the event of any dissatisfaction with special dietary arrangements, including the occurrence of an allergic reaction.

Extreme Food Allergies: where a food allergy is so severe that the slightest exposure to the substance in question could cause a life-threatening anaphylactic reaction (for example where a reaction may be triggered other than by actually eating the foodstuff - such as by smell alone, or by minute trace elements on the hands of a staff member or another child), you must advise us in writing of the severe nature of the allergy at the time of booking. We then reserve the right to advise you that, in our considered view, the controls we are able to implement in the family ski chalet environment are insufficient to guarantee your, or your child's safety, in which case, should you choose to proceed with the booking, you do so entirely at your own risk, and would be asked to confirm this in writing in order to confirm the booking. If you fail to advise us of a known extreme allergy at the point of booking, you will be in breach of contract, and we will therefore have no liability to you at all in the event of any incident.

c) Our Staff

Our chalet, Xtra Chalet and Chalet Hotel staff have two well-earned days off each week, when in chalets they leave out a simple continental breakfast (in Chalet Hotels and Xtra Chalet properties continental buffet breakfast is served as usual) and are then free until the following day, no other catering is provided. In the evening you have the opportunity to sample dinner in one of the village restaurants. Some chalets, Xtra Chalets and Chalet Hotels have chalet and occasionally other resort staff living in, whilst in others there are no resident staff. If this is an important factor in choosing your chalet, please make this known to the person booking your holiday, although we cannot guarantee in any event resort staff may not be present in the property.

d) Cleaning and hygiene

Your bedroom will normally be clean and tidy for your arrival (subject to guests' departure/arrival times) and en suite bathrooms will be cleaned once, mid-week, during your stay. Otherwise its state is left to you. The chalet or Chalet Hotel staff will normally empty your accessible waste bins each day and clean all communal rooms (except on their day off). We are particularly conscious of the need for catering hygiene and during their pre-season training course, all our catering staff will have been trained to the City & Guilds Level 2 in Food Safety. Our managers also carry out spot checks and full hygiene inspections regularly. If you are unhappy with any aspect of chalet hygiene or cleaning, please raise the matter immediately in resort so that appropriate action can be taken. Our reservations staff can give details of laundry facilities in resorts as our chalets, Xtra Chalets and Chalet Hotels do not have facilities for guests to use.

e) Slipper zones

We ask guests not to wear outdoor shoes or boots inside chalets. Xtra Chalets and Chalet Hotels for reasons of hygiene and to protect the furnishings and fittings, so please ensure that you take slippers or indoor shoes with you.

f) Security

Our properties do not have safes for securing guests' valuables and it is unusual for chalets to be locked during the day or overnight, or for there to be locks on bedroom doors. Chalet Hotels however normally have a night porter on duty. In many cases we offer keys, key cards or combination locks for which a deposit may be payable, but this cannot be guaranteed. In some chalets, parts of the building may be shared by other residents using the same communal entrance. Although we do not specify these points in each chalet description, if it is of concern please ask our reservations staff for details. We cannot accept liability for the damage to, loss or theft of personal belongings or ski equipment from any accommodation.

g) Telephones

Our properties do not have telephones. If a telephone facility is important to you we recommend you take a mobile phone. We cannot offer the use of telephone points for e-mail access.

h) TVs / DVDs

Some of the larger chalets have TVs and DVD-players which guests may use to play their own DVDs. Unfortunately, if TVs or DVD players become unserviceable, we cannot always get immediate replacements as the UK systems are not compatible with local versions and we may have to obtain spares from the UK. Where a TV is advertised, no guarantee is implied as to how many English-speaking channels will be available, if any, whilst some are

advertised as "TV/DVD" which implies that no channels (satellite or otherwise) are available and that the TV is to be used for playing DVDs only.

i) Smoking

We operate a strict no-smoking policy in all our chalets, Xtra Chalet and Chalet Hotels, which includes the use of E-Cigarettes. A guest who breaches this policy will be liable to pay a fine of £100 / CHF150 to pay for additional deep-cleaning required, and will be held liable for all other consequential damages sought against Hotelplan Ltd by its other guests and/or the property owners.

j) Pets

Notwithstanding changes to UK legislation, we do not permit pets in our properties.

k) Child Care

Please note that it is not possible for us to child-proof our chalets, Xtra Chalets and Chalet Hotels, and that children, their behaviour and their safety, remain the sole responsibility of their parents at all times, including during adult dinners.

l) New-Build Projects & Refurbishments

A number of chalets, Xtra Chalets and Chalet Hotels are newly built or substantially converted or refurbished for us each season, and we take every possible care with the owners to ensure that each such property is completed on schedule. Clearly however, matters outside our direct control, such as local authorities or adverse weather at critical times for example, can occasionally cause delays, and/or there may be changes to the designer's or architect's plans upon which we have based our description. In the event that either eventuality happens, we will advise you as soon as any impact on your holiday is clear in accordance with clause 4(a) of the Booking Conditions.

m) Leisure facilities

We do not normally provide separate towels for leisure facilities, so we suggest you bring your own towels for use of such leisure facilities. Leisure facilities may be subject to limited opening hours, i.e. 4pm-7pm and are normally out of use for at least one day per week while they are cleaned.

Swimming-pool, hot-tub, spa-bath and sauna temperatures are determined by the owners in accordance with local regulations or guidelines, and may not always match guests' expectations. We do not recommend that children or those suffering with heart conditions use hot-tubs, saunas or steam rooms. Please note that there are no Lifeguards on duty and we cannot guarantee staff will be available in or around the pool or hot-tub area at all times. Please note that you use all such leisure facilities at your own risk, and are responsible in particular for your children's safety in leisure facilities at all times.

Should any leisure facility become unavailable for any reason, we cannot guarantee being able to repair or replace it during your holiday, and do not offer compensation for inconvenience or curtailed use in such an event.

n) Check-in

Your room will normally be available from 4pm onwards but please bear with us if it takes a little longer. If you are leaving resort after 10am, we would ask that you please vacate your bedrooms before this time so that they can be made ready for arriving guests.

In common with standard hotel industry practice, we reserve the right to take credit card imprints upon check-in at our Chalet Hotels, Xtra Chalet and certain chalets to cover potential damage costs or breakages.

We reserve the right to apply a damage deposit of up to £1,000 per booking either in the UK prior to departure or on arrival in resort. This is payable either by debit or credit card. We appreciate that normal usage causes wear upon furniture, fixtures and fittings and this is always taken into consideration, but actual damage caused by guests, either by accident or negligence, must be paid for by the person who caused it, or by the party leader of the group, or will be retained from the Damage Deposit (where taken).

o) Porterage

Porterage is not included in the cost of the holiday. If you allow our staff or coach drivers to assist with the transfer of your luggage from or to the main coach and/or feeder vehicles, you do so entirely at your own risk as we do not accept responsibility for your luggage at any time and you remain responsible at all times for ensuring your luggage is on the appropriate vehicle.

p) Season start-up

We work hard to train all our staff pre-season to the standard required to deliver our brochure services, but our holiday prices are kept low for the first week of the season, reflecting the need for a degree of tolerance from our guests for the fact that staff are settling in to new roles.

q) Wi-Fi in chalets, Xtra Chalets & Chalet Hotels

It is planned to have Wi-Fi installed in the public areas and available in all our chalets, Xtra Chalets and Chalet Hotels in public areas, but signal strength is likely to vary by property, depending on location. However, in the event that technical or other issues prevent this, no refund or compensation will be paid and there is no guarantee that Wi-Fi is typically available in bedrooms. We ask for your understanding and patience in remembering that the connections in the mountains are not as reliable or as strong as you may be used to in the UK. The connections will, in normal circumstances, be suitable for the checking of emails and basic web-browsing, but the downloading and streaming of films and other media will not be possible. We also request that you limit usage to one device per person, to avoid over-loading the system and thereby restricting its availability to other guests. Safe-keeping of your laptop computer/tablet/smartphone is your own responsibility, as is ensuring that it is properly insured for the circumstances above; no liability will be accepted for damage to or loss or theft of laptops from accommodation, including if your insurance company refuses to pay out for any reason. We also accept no liability for any loss of data or virus infection to your device whilst on holiday with us, however caused. In some mountain resorts, signal strength is limited throughout the resort not just in our properties.

r) Walking distances: Where distance is quoted in time taken to walk, we have used as a guideline that 100m takes an adult one minute to walk in standard footwear under normal walking conditions. Clearly, timings will vary according to footwear, age, personal fitness and surface conditions. Where free minibuses is advertised, these may be subject to capacity restrictions, and/or be on a 'first come, first served' basis.

s) Children's High Tea:

Children's High Tea in Chalets: A separate High Tea will be served at around 5:30pm for children aged 11 years and under with an appropriate children's menu, and unless children are part of an 'exclusive use'/'sole-occupancy' booking, it is not possible for children of this age to eat at the adult dinner sitting in chalets. However, where children are part of a sole-occupancy booking, parents may elect for their children aged 11 years and under to eat with them at adult dinner if preferred, on payment of a £39 per child per week adult meal supplement.

Children's High Tea in Chalet Hotels and Xtra Chalets: Children aged 11 years and under will be served a separate High Tea at around 5:30pm with an appropriate children's menu, unless parents elect for children to eat with them at adult dinner, on payment of the £39 per child per week adult meal supplement.

In chalets, Xtra Chalet properties and Chalet Hotels: The £39 supplement is payable for any child in receipt of any level of child discount on the basic holiday price, but no supplement is payable if children have paid the full adult price for their holiday. Children then eating with their parents will in all cases be served the full adult menu, not the children's High Tea menu. Guests are asked to make this decision for the entire holiday, as we cannot cater for children changing from one meal arrangement to another on an ad hoc basis from day to day.

Ski Pack

a) Ski Lessons

If you know that you will require lessons, we advise you to pre-book regardless of the date of your holiday. Our grading system (for adults and children) is to help you and our resorts ensure that the correct classes are pre-booked prior to your arrival. Please ensure that you discuss your needs with our reservations or resort teams prior to booking, to ensure that the appropriate level is booked in advance as ski schools cannot always guarantee that movements between classes may be effected. Throughout the season, and in particular during the continental school holidays (our reservations staff have the dates), the length, timing and availability of the ski school lessons can change with little warning.

Ski schools are also extremely busy and it is imperative that you book in advance to avoid disappointment. Occasionally resorts ask that a minimum number of guests book into a lesson in order for it to go ahead. In the unlikely event your lesson is cancelled due to low numbers, alternative arrangements will be offered if possible, however you will be responsible for any additional costs incurred. The ski school price quoted is that of the ski school's standard group lessons. Private lessons can also be booked in advance, please discuss your requirements with our reservations team.

b) Equipment Hire

The equipment is priced according to the grade of ski you choose. If you require a ski boot larger than size 12, please advise us at the time of booking so that we can inform the resort in advance. We strongly recommend that you check that your personal insurance covers you for loss/damage to hired equipment. Ski-hire shops may offer insurance to you and we recommend that you accept this if your own travel insurance policy does not cover you.

c) Lift Passes

A passport size photo may be required for lift passes. **Beginners do not always require a lift pass for the first days of skiing** (see the ski pack panel for your chosen resort). Some resorts work on a 'point system' for certain lifts for the first few days of skiing, this can be booked locally through your Inghams Ski Representative. Some resorts operate an electronic lift ticket system. Where this is in place our representative will offer you the option to upgrade to this type of ticket. Some resorts will only offer the electronic lift pass and may ask you to pay a deposit in resort (generally refundable at the end of your holiday). Some resorts may offer discounted rates for Senior persons and walkers intending not to ski. If not detailed in the ski pack panel for your chosen resort, please ask at the point of booking or with our staff in resort. At the beginning and end of season, or at any other time due to snow or other weather conditions, resorts may limit the number of lifts in operation. Inghams accepts no liability in such situations; you may however have the potential to claim under your travel insurance if the provider has made no refund in resort. The lift pass provider will normally only consider a refund where the lift pass has not been activated.

d) Children's Free Lift Passes/Equipment & Family Lift Passes

Each resort has different criteria for the ages of children eligible for free or reduced prices. In many resorts, children's free passes will require the purchase of the same type and duration lift pass as purchased by the parents. In some resorts, Family Lift Passes are available but with certain stipulations relating to the composition of the family grouping. Please ask our reservations or resort staff when booking.

e) Snow

Whilst we obviously cannot guarantee snow, all our resorts are chosen for their reliable snow records. Many of our resorts also have the advantage of glaciers, which ensure snow almost all year round. Snow conditions can change dramatically overnight, and will not be accepted as a valid reason for you to cancel your holiday. If there is such poor snow that the lift company and ski-school in your booked resort decide that you are unable to ski, we will endeavour to transport you daily to another ski area.

f) Flight Delays

If your flight is delayed and you "lose" a day's equipment or lift pass, we regret that we are not able to make any refund in respect of pre-booked equipment or lift passes. A pro-rata refund should be claimed from your travel insurance.

LOCAL EXCURSIONS/LOCAL SKI PACKS/LOCAL ACTIVITIES

For any excursion, ski pack, or activity booked whilst you are on holiday, your contract will be with the provider of the excursion, ski pack, or activity and not with Hotelplan Ltd.

Where you have booked an excursion, ski pack, or activity we act as agent only for the provider of the service. We are not responsible for the provision of the excursion, ski pack or activity or for anything that happens during the course of its provision by the provider. Please note this also includes all sporting activities and excursions.

For the use of most motorised vehicles, for example snowmobiles and skidoos, most travel insurance policies will offer cover for personal injury and medical expenses but will not cover damage to the vehicle itself. Therefore, the provider will take and retain for the duration of the activity an insurance deposit, often in the region of £500.

High Altitude Resorts: You should be aware that some people experience difficulties in high altitude resorts and it may be advisable to seek advice from your doctor before travel if you have any medical conditions which this may exacerbate.

Driving abroad: From 8 June 2015, the paper counterpart to the photo card driving licence will not be valid and will no longer be issued by DVLA. The counterpart was introduced to display driving licence details that could not be included on the photo card. These details include some vehicle categories you are entitled to drive and any endorsement/penalty points. For more information go to www.gov.uk/government/news/driving-licence-changes

SAFETY IN THE MOUNTAINS

For your own safety and that of other mountain users, please refer to the Mountain Safety information included in your Information Pack provided on your arrival in resort.

BOOKING CONDITIONS SKI & LAPLAND PREVIEW 2018/2019

When you book a holiday with us, you are entering into a contract with Hotelplan Ltd, trading as Inghams (Company No: 350786) ("we" or "us"). Our Head Office address is: Mountain House, Station Road, Godalming, Surrey, GU7 1EX. This is the full version of our booking conditions, which we request that you read carefully prior to purchasing any holiday with us as, together with our Privacy and Data Protection Policy and any other written information we brought to your attention before we confirmed your booking, they form the basis of your contract with us. These booking conditions govern bookings made on the internet, through our telephone reservations team or via any other third party agent and you will be deemed to be bound by these conditions on confirmation of your booking through any of these channels.

From time to time, due to changes to the law for example, we may need to update our booking conditions. The latest version can always be found on our website. If we make a significant change to the booking conditions after you've booked your holiday with us, we'll let you know. If you have any questions relating to our booking conditions, please do call our Pre-Departure Guest Services Team on 01483 791122. Lines are open Monday – Friday 08:30 – 18:00, and Saturday 09:00 – 17:30.

When you make a booking, as the first named person on that booking, you agree and accept on behalf of all persons detailed on the booking that: (a) you have read these booking conditions and have the authority to and do agree to be bound by them; (b) you consent to our use of information in accordance with our Privacy and Data Protection Policy; and (c) you are over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declare that you and all members of your party are of the appropriate age to purchase those services.

BREXIT AND ITS CONSEQUENCES: There is the possibility that at some time between the date on which you book your chosen arrangements and the actual performance of those arrangements that the UK will cease to be a member state of the European Union ("Brexit"). It is further possible that various consequences of Brexit may affect the performance of our contract with you. By way of example, a change in the law (whether that is the introduction of a new law or an existing law ceasing to apply) ("Change(s) in Law") may restrict or entirely prevent our ability to provide you with certain services that make up your chosen arrangements.

At present, the Changes in Law that we consider are most likely to occur and, in turn, affect your chosen arrangements are as follows:

a) A potential inability for the United Kingdom as a whole (and ourselves), for the purpose of this clause and your chosen arrangements) to rely on the free movement of workers and, in particular, the Posted Workers Directive. The result of this may be that we are unable to provide you with certain services that make up your chosen arrangements, such as the provision of a local representative, chalet staff, etc.

b) A potential inability for British airlines to operate flights into / out of the European Union and, conversely, an inability for European airlines to operate into / out of the United Kingdom. The result of this may be that we are unable to provide you either with the flights that you have booked or indeed any replacement flights.

Should Brexit result in a Change of Law that prevents us from providing you with certain services that make up your chosen arrangements, we will:

i) Make reasonable endeavours to provide you with suitable alternative services to those that we are unable to provide; or

ii) If it is not possible for us to arrange alternative services, provide you with a partial refund in respect of the services that we are unable to provide.

Provided that we comply with the steps listed above, we will have no further liability to you for any non-performance in services brought about by Brexit.

We would like to emphasise that the issues addressed in this clause are only likely to affect (if indeed they affect any of our holiday arrangements) chalet and Chalet Hotel bookings. Furthermore, we would also like to emphasise that the issues dealt with in this clause are very unlikely to affect any bookings taking place before 29th March 2019.

Please Note: As well as the consequences of Brexit having a potential impact upon our ability to provide you with your chosen arrangements, it is also possible that Brexit may impose additional obligations upon you, in order for you to take part in your booked arrangements, for example:

- Whereas currently there is no requirement for British nationals to obtain a visa when visiting EU countries, it may be the case that this position will change and that a visa will indeed be necessary for you to visit the country in which your booking will take place;

- The current reciprocal European Health Insurance scheme may come to an end, meaning that you can no longer use your EHC card and obtain medically necessary treatment under that card in your destination country. While the existence of the EHC scheme is not an alternative to obtaining adequate travel insurance, an inability to rely upon it after Brexit may mean that a greater level of travel insurance is required and so you should take this into account when purchasing travel insurance for you and your party.

For the avoidance of doubt it remains at all times your responsibility to comply with any additional obligations that may be imposed on you as a result of Brexit, in order to take part in your chosen arrangements.

1. MAKING A BOOKING AND PAYING FOR YOUR HOLIDAY

When confirming your booking, we will take a deposit of £150 per person by debit or credit card, the latter potentially subject to a card handling fee dependent on the card selected, which will be advised to you at time of booking. If we have secured additional scheduled or low-cost flights for your booking, or if you have booked to stay in a Glass Igloo in Lapland, we will take payment to cover any additional costs at the same time as taking your deposit. Please note that these are non-refundable in the event of cancellation. It is your responsibility to ensure that you have sufficient funds to complete the transaction and you have the correct authority to act on behalf of the credit/debit card holder where applicable.

If the arrangements you wish to book are available we will issue a confirmation invoice and send this to you or your travel agent. A binding contract will come into existence between you and us as soon as we have issued you with this confirmation invoice. If your confirmed arrangements include a flight, we (or if you booked via an authorised agent of ours, that agent) will also issue you with an ATOL Certificate.

The final balance payable will be shown on your confirmation invoice and will become due 10 weeks prior to departure. If you book your holiday within 10 weeks of departure, the full balance (rather than just deposits) will be payable straight away. If you have not paid the balance by the date it becomes due and you fail to respond to requests for payment, we reserve the right to cancel your booking and you will be liable to pay cancellation charges as set out in clause 4. Late payment will incur a late payment charge of £15 per week, per booking reference. Please note that the invoicing party will be Hotelplan CC Services GmbH, located in Dorfstraße 36, 79594 Inzlingen, Germany.

2. YOUR CONFIRMATION INVOICE

Within 48 hours of booking with us, you will receive your confirmation invoice by email (7 days if posted), which details the holiday that you have chosen and the person/s booked to travel. If you have not received your invoice within 7 days, please contact our Pre-Departure Guest Services Team on the number below to make sure that your booking has been confirmed by us and we have your email and postal information correct.

We are aware that misunderstandings can occur, particularly in the course of telephone conversations, and as such quotations are subject to written confirmation on your confirmation invoice. Please check your confirmation invoice and ATOL Certificate as soon as you receive it and, if anything is incorrect, call our Pre-Departure Guest Services Team on 01483 791122. Lines are open 08:30 – 18:00 Monday – Friday, and 09:00 – 17:30 on Saturday. Please be aware that where an email address is provided at the time of booking, all pre-departure correspondence will primarily be undertaken by email.

The prices quoted in our brochure are based on the rates of exchange and other costs prevailing on exchange rates as follows: £1.085 / CHF 1.231 CAN \$1.637 on 23rd November 2017.

Whilst we would not anticipate any pricing errors in the Confirmation invoice, in the event of an obviously incorrect price we will not be bound by this and will issue a

revised invoice showing the correct amount. In the unlikely event that we are unable to confirm your booking, the following options will be available to you:

- to accept an alternative holiday offered by us, or
- to purchase another holiday at the current brochure/website selling price from us, or
- to accept a full refund of all monies paid

You must tell us the option you wish to accept within 7 days of the offer being made; otherwise we will assume you have chosen to accept the alternative holiday offered. Whichever option you choose, a Confirmation invoice will be sent as soon as possible and, if you do not wish to proceed, we will refund all monies paid without delay.

3. HOLIDAY PRICE, CONDITIONS AND PAYMENT

The prices, discounts and conditions apply to our 2018/19 Preview Edition brochure and website (as updated 08/12/2017). These supersede any previously published prices, discounts and conditions, and will in turn be superseded by any subsequent brochure/website edition. Prices are correct at the time of going to press but may vary and our current selling prices will be advised at the point of enquiry on telephone bookings and confirmed on our Confirmation invoice. Where taxes are to be paid, these will be charged by hoteliers in resort, per person, and are payable by you directly to the hotel upon check-out.

All price promises on our website and in our brochure relate to full-priced holidays only and not to any non-brochured/late availability discounted holidays. Please note that Early Booking Offers, Inghams Special Discounts and child and group reductions apply only to the Preview Edition, and may be changed or withdrawn at any time and may not be available at all in future editions.

a) Price Amendments and Surcharges

i) Before you have booked: We reserve the right to increase or decrease prices of unsold holidays at any time, for reasons including for example (but not limited to) the correction of errors in previously published prices; significant changes in currency exchange rates; fuel cost increases or other airline or other transport providers' changes to our contracted costs; UK or overseas government action on taxes, staff employment or other costs included in your holiday; other cost increases of which we were unaware at the time of publishing this brochure/website. The correct up-to-date price will be confirmed to you at the time of booking.

ii) After you have booked: Once you have completed a booking and a confirmation invoice has been issued then, unless you amend your booking, we guarantee that absolutely no surcharges will be applied thereafter to your holiday cost.

b) What the price includes

All package holidays

- Accommodation and meal arrangements in resort as confirmed.
- Services of our resort representatives and/or local agents.
- Any non-optional special Christmas, New Year gala dinners arranged by hoteliers, unless otherwise stated.
- Self-catering holidays. Linen and end of let cleaning charges and local taxes where specified.
- VAT where applicable.

Air package holidays

- £2.50 per person ATOL Protection Contribution (APC).
- Air Passenger Duty (APD) rates applicable. Charges in Business Class and on long haul flights to Canada are substantially higher.
- Services of our UK and overseas airport representatives, where offered.
- Return flights.
- Baggage allowances in accordance with individual airline policy. This varies from 15kg up to 20kg on charter airlines and 1 piece of up to 23kg on all our scheduled carriers to Europe and Canada. Allowance varies on low cost airlines. Full details can be found in your travel documents.
- Any complimentary snack/meals offered on outward and return flights, according to the time of day and as confirmed. Some charter and scheduled carriers make a charge for refreshments. Details can be found on your flight tickets.
- Shared return transfers between overseas airport and your accommodation by coach, minibus, taxi or rail direct to your hotel/apartment.
- All known airport and security charges in the UK and overseas.
- All taxes, except some resort/city taxes which may be payable locally per person, direct to your hotel/apartment.
- Fuel supplements as at November 2017.

Self-drive holidays

- Return crossings by short sea route for car and 5 passengers.

Rail package holidays

- Return 2nd class travel by Eurostar from London St. Pancras on Saturdays Moutiers/Bourg-Saint-Maurice on the day service.
- Return transfer between Alpine station and your hotel.
- All taxes, except some resort/city taxes which may be payable locally per person direct to your hotel/apartment.

Self-catering Apartments & Cabins

By its very nature, any self-catering unit will not include cleaning services, towel and bed linen changes throughout your stay. Should you wish to arrange a mid-week clean, or request new towels and bedding, please speak to the accommodation provider who may assist further, but please bear in mind charges may be applied for these services. Apartment prices are based on minimum occupancy as described in the brochure. Any local charges that may apply in some apartments are detailed on the resort pages and you should make provision for these, especially in the case of deposits which must be paid on arrival, as well as any hold of monies on your card for any increments incurred during your stay. Credit cards are sometimes not accepted. Check in times may vary.

c) Our package prices do not include:

- Any city or resort tourist taxes (applicable per person per night) which are to be paid directly to the hotel on departure. Not applicable to chalet, Xtra Chalets and Chalet Hotels where resort taxes are included.
- Comprehensive travel insurance valid for a winter sports holiday, which you must have. See <https://www.ingham.co.uk/ski-holidays/ski-holiday-essentials/ski-insurance> for details of our house provider.
- Supplements for piste closure insurance.
- Car breakdown insurance.
- UK airport car parking. See <https://www.ingham.co.uk/travel-advice/airport-parking-hotels-lounges>.
- Charge for carriage of skis/snowboard on flights. See <https://www.ingham.co.uk/ski-holidays/ski-holiday-essentials/ski-carriage>.
- Excess luggage charges on flights. The carriage of excess baggage cannot be guaranteed.
- Any additional deposit required to secure scheduled flights for your holiday, or for Glass Igloos in Lapland.
- Canada: Park Entrance Fee for all holidays to Banff and Lake Louise where guests use car hire instead of our coach transfers - approx. CAN \$125 per car per holiday.
- Car holiday supplements for long sea crossings or supplements if fewer than 5 persons travelling by car.
- Eurostar supplements for rail travel from London to France or Switzerland.
- Any on board accommodation supplements or ferry crossings.
- Any charge for use of bath/shower or any other facilities or amenities in some hotels where a standard room (e.g. with wash basin only) has been booked.
- Any supplements or reductions indicated on the price panels for extra or alternative facilities, meals or occupancy.
- Any supplements for optional gala dinners arranged by the hotelier, to be paid

locally.

- Pre-bookable ski packs as detailed on relevant resort pages (unless stated otherwise in the hotel description).
- Meals on flights, unless otherwise stated.
- Pre-bookable excursions as detailed on the relevant resort pages.
- Provincial and scheduled flight supplements. See <https://www.ingham.co.uk/getting-to-resort/flight>.
- Additional charges that hotels may make for certain facilities such as sports facilities, entry to swimming pools or Spa areas, saunas, beauty and massage treatments, garage parking, cots etc.
- Local expenses (e.g., TV, hire, etc.) for some self-catering accommodation (see relevant resort pages).
- Excursions, events and ski packs booked in resort.
- Snowmobile or skidoo excesses, which are payments levied directly by the supplier in resort and may be in excess of £800.

Due to circumstances beyond our control, airlines may cease to operate on certain routes, which may have an effect on the brochure price, and we reserve the right to pass on any extra costs that may become due. Increased security measures may cause airlines to introduce an additional security tax and this will be added to your holiday if and where applicable.

d) Insurance - IMPORTANT

We strongly recommend that, once you have confirmed your holiday, you arrange your travel insurance and on that basis would like to introduce our house provider, Fogg Travel Insurance, a specialist ski insurance provider. Travel insurance is essential on any holiday and it is a condition of booking that you have travel insurance offering at least the same or better cover as that offered by Fogg Travel Insurance, details of which can be viewed on our website at <https://www.ingham.co.uk/ski-holidays/ski-holiday-essentials/ski-insurance>. The policy does not cover non-UK residents. **No liability will be accepted for anyone travelling without adequate travel insurance.** Insurance policies usually specify the maximum amount covered in the event of any loss or damage and most do not cover mobile telephones and some may have exclusions for certain "extreme" sports. Please note that many policies offered free by banks or credit card companies do not cover winter sports in their standard cover. Should you opt for an alternative policy that does not satisfy this, we will not be held liable for any costs, expenses or damages normally covered by our policy, which includes cancellation, curtailment and expenses resulting from a delayed journey to/from resort, mountain rescue and repatriation. Any alternative policy must not expire until after your return date to the UK and we recommend that you arrange your insurance at the same time as confirming your booking.

e) Discounted Holidays

We reserve the right to sell holidays at a discount and you may therefore share accommodation with guests who have paid a lower price. You will not be entitled to any refund or difference in cost in any circumstances in the event that a holiday that you purchase is subsequently discounted within the same season or at short notice. Late bookers paying discounted prices are likely to occupy the least attractive rooms and have little or no choice of resort or accommodation. If you are booking a "late deal", we reserve the right to make an additional charge for coach transfers and other items included in brochure-priced holidays. If this applies, you will be notified at the time of booking. Discounted holidays are sometimes available for unnamed accommodation. Before booking such a holiday you should ensure that you would be happy to stay in any of the properties featured in our brochure or on our website. In the event of a complaint regarding any aspect of a "discounted holiday" (i.e. one sold with a non-brochured discount), we reserve the right to take account of this discount when assessing any compensation or goodwill payment in response to such complaints.

f) Travel Agent Bookings

If you book through a Travel Agent they will act to pass information from you to us and vice versa. They will also receive payment from you for their holiday. All monies you pay to the Travel Agent are held by them on our behalf at all times. Any advice given to you from your Travel Agent which is not based on advice given to them by Inghams is their responsibility. In these circumstances we do not accept liability if incorrect advice is given to you by your Travel Agent. Our holidays may appear on websites operated by Travel Agents or other third parties. We have absolutely no control over the contents and practices of these websites. You access and rely upon the contents of these third party websites solely at your own risk. We accept no responsibility for the contents and practices of any third party websites, including suppliers own websites, such as hotel pages. It is important to remember hotels may feature rooms on their website that are not available through our operators or are named differently. You should therefore not rely on any descriptions which you view which are not on the Inghams website or in our brochures.

4. ALTERATIONS OR CANCELLATION OF THE BOOKING BY YOU

We will always do our best to accommodate any changes that you need to make to your confirmed holiday arrangements, so do let our Pre-Departure Guest Services Team know if there's anything we can help with. Where we can meet your request to make a change to your booking, we will send you a revised confirmation invoice to confirm this.

a) Cost of changes:
i. Name or flight changes: No charge will be made for name changes notified to us within 14 days of the first confirmation. Thereafter, a charge of £15 (£25 if tickets have been issued) will be made for each name change. However, different conditions apply for holidays utilising non-charter flights. Re-ticketing charges by scheduled/low cost airlines in respect of name changes made within 14 days of booking will incur cancellation charges on a scale of £100 upwards. Some scheduled airlines may not permit flight or name changes and may charge fees if a change is permitted. Please contact our Pre-Departure Guest Services team for details.
ii. Other amendments will attract a charge of £35 per person. Please note that all changes requested within 10 weeks of departure will attract cancellation charges (see below). The only exception is where the change is to substitute a party member where that person is prevented from taking their holiday. In this situation, that person may transfer their booking to someone else provided we are notified not less than 7 days prior to the scheduled departure date. An amendment fee of £35 per person will be charged as well as any scheduled/low-cost airline or other costs imposed (see above). Should the number of persons travelling change, the price will be recalculated on the basis of the new party size. Any increase in price per person payable as a result of a part cancellation (e.g. an under-occupancy charge in any accommodation, a sole occupancy charge or a change in the level of a group reduction) will be indicated on the revised invoice. Group discounts will not be increased as a result of additions to the group. If the group size reduces, discounts will be reduced accordingly.
iii. Cancellation of pre-booked items outside of 72 hours prior to departure may be charged at up to 100% of the cost of that pre-booked item, dependent upon the charges levied by the supplier concerned. We will let you know as soon as possible of the charge to be incurred. For cancellation inside of 72 hours prior to departure, we reserve the right to charge at 100% of the cost of that item in all instances.

b) Cancelling any part of your booking

We really hope that you don't have reason to cancel your holiday arrangements with us, but if you do, we ask that you let us know immediately by email: beforeyoutravel@ingham.co.uk, or by post to: Pre-Departure Guest Services, Inghams, Mountain House, Station Road, Godalming, Surrey, GU7 1EX. Cancellation charges will be calculated as per the below from the date your written notification is received by us. If you cancel prior to the scheduled date of departure, you will be liable to pay the cancellation charges set out in the table below. The term "total

holiday cost" in the table means the total holiday cost for all persons cancelling and shown on our invoice and includes extras such as ski-packs etc.

| Period before scheduled departure date when your cancellation notification is received | Cancellation charge expressed as a % of total holiday cost |
|--|--|
| 70 days or more | Deposit & Insurance, plus any non-cancellable/changeable element |
| 28-69 days | 60% |
| 22-27 days | 80% |
| 0-21 days | 100% |
| Departure date/no show | 100% |

Please be aware that if one member of your party wishes to cancel, this may mean that the accommodation booked will be under-occupied and result in the other members having to pay any additional applicable supplements or child discount changes to retain the booking. Whilst we recognise that weather does play an important part in ski holidays, we regret that insufficient snow in resort is not considered a reason to cancel. If you choose to cancel your holiday on the day of departure due to circumstances beyond our control, e.g. as a result of an extended flight delay, no compensation or refunds will be payable by ourselves and any associated claims should be sent to your insurers.

c) If you change the arrangements whilst on holiday

If you wish to make any changes whilst on holiday to the arrangements we have been contracted to provide; for example, upgrading your accommodation, changing resort, extending or reducing your holiday duration, our overseas operations team will endeavour to assist in any way they can. All such requests will be subject to availability and any extra costs, including cancellation charges, must be met by you and paid locally. As this alters the basis of your booking contract, it is essential such changes are arranged through us in writing, either with our local representative/agent, area office or, if this is not possible, our Head Office in the UK.

5. ALTERATIONS AND CANCELLATIONS BY US

We produce our brochures a considerable time in advance of the 2018/19 season, and so not all contracts for accommodation, flights and other travel services will have been finalised at the time of going to press. If, when these contracts are finalised, there is any change to your holiday arrangements which we regard as significant, our Pre-Departure Guest Services Team will notify you as soon as is reasonably possible. Although confirmation and subsequent invoices will show the latest route timings, these will not be confirmed until your e-tickets are sent and occasionally may change after this due to circumstances outside our control.

a) Alterations before your holiday

Any changes that we are required to make will typically fall into one of the following categories, with compensation for Major Changes applicable as per the table below, subject to "Compensation payment exceptions" below:

Minor Changes - Examples of minor changes include change of airline, flight time by less than 12 hours, routings, aircraft type or overseas arrival airports, changes to ski pack, ski carriage arrangements or luggage allowance on flights (including luggage allowance changes if carrier changes), room type changes, loss of facility in room type booked, rep in resort arrangements and any other change not specified under Major Changes below.

Major Changes - Examples include a change of UK airport (excluding a change of London airport or a change between Gatwick, Heathrow, Stansted and Southampton airports); transportation method; resort; time of departure from the UK delayed by more than 12 hours; accommodation of a lower official classification; cancellation of holiday. These changes are only illustrations and there may be other significant changes which constitute major changes.

If we alter your booking in any way which amounts to a major change as defined above or if we cancel the original booking within 70 days of the scheduled departure, you will have the option to:

- accept the new holiday arrangements offered by us, or
- purchase another holiday from us (if available), at the current selling price, or
- cancel your holiday with us altogether and receive a full refund of all monies paid and received by Hotelplan Ltd.

You must advise us which option you wish to accept within 7 days of notification. If you do not contact us within 7 days, we will assume you have chosen to accept the alternative holiday arrangements offered. Whichever option you choose, you will be entitled to compensation as outlined in the table below, subject to "Compensation payment exceptions" in paragraph 5(b). If you contact us but seek to refuse all three contracted options above, we reserve the right to cancel your holiday at that time and refund all monies paid and received by Hotelplan Ltd.

| Period before scheduled departure within which a Major Change or booking cancellation is notified to you or your travel agent | Compensation per paying person |
|---|--------------------------------|
| More than 70 days | Nil |
| 43 - 70 days | £15 |
| 29 - 42 days | £25 |
| 15 - 28 days | £30 |
| 0 - 14 days | £40 |

b) Compensation payment exceptions

Compensation payments or refunds will not be made where cancellation or change is due to unusual or unforeseen circumstances beyond our control known as "force majeure", such as but not limited to: war or threat of war; riots; civil strife; terrorist activity; industrial disputes; natural or nuclear disasters; epidemics; health risks; fire; technical problems with transport; closure or congestion of airports, stations or ports; adverse weather conditions affecting resort access and/or operation; cancellations or changes of schedules by carriers due to adverse weather conditions; or where we cancel the holiday due to your failure to pay the balance due, or where we cancel due to clause 5(e) below. Compensation will not be paid to adults or children travelling on a free place and will be paid on a pro-rata basis of the adult rate where children have received a reduced rate. These compensation payments do not apply to discounted holidays.

c) Prompt Assistance in Resort

Please do our resort team know if there is anything that can assist you with during the course of your holiday with us. They will provide you with a Welcome Pack on arrival that contains the telephone number for your Resort Representative or Local Agent, as well as any applicable visiting hours.

d) If we change your arrangements during the holiday: In the unlikely event your accommodation is not available on your arrival due to a situation outside of our control, of which we may not have been notified in time to advise you before your departure, we will endeavour to provide accommodation of equivalent standard in the same area. If we are unable to do so we will refund the difference in price. Please note, this will only be offered if your arrangements change for the whole duration, not just for a few nights. If during your holiday it is necessary for us to make any changes to your return transport arrangements, we will make the best suitable arrangements and advise you as soon as we are in a position to do so. If this involves a change of UK arrival point, we will make onward arrangements to transport you by coach or otherwise at our election to your original place of departure.

e) Your conduct

We reserve the right to refuse to accept a booking or to cancel, without further liability by us, an existing holiday booking of any prospective guest (and connected party members who are unable or unwilling to retain their bookings when applying any consequential price adjustments), if in our reasonably held opinion or the opinion of any person in authority:

- you behave either during the process of booking or subsequently or on holiday, in an excessively aggressive, antagonistic, abusive or threatening manner towards any member of our staff or the company, our suppliers or other guests; or
- it has been unacceptable conduct of any kind related to any previous booking

with the company, or
iii) there is outstanding liability to Hotelplan Ltd, regardless of whether or not the company is on notice of any set-off or counterclaim.

The right of cancellation in (i) and (iii) above shall be exercised with reasonable advance notice where practicable.

6. YOUR FINANCIAL PROTECTION

The air holidays and flights in this brochure are ATOL protected and our ATOL number is 0025. ATOL stands for Air Travel Organiser's Licence and is a financial protection scheme backed by the UK Government for all holidaymakers booking an air-inclusive package or a flight only. By law, every UK tour operator which sells air holidays and flights is required to hold an ATOL. If a tour operator with an ATOL ceases trading, the ATOL scheme protects customers who had booked holidays with the firm. Your holiday price includes the ATOL Protection contribution (APC) we pay to the CAA. This money creates a fund that is used by the CAA to protect consumers. For more information on ATOL please visit www.caa.co.uk. Inghams automatically provides an ATOL Certificate when an eligible ATOL protected holiday is booked with us. In accordance with the CAA regulations this certificate will explain exactly which elements of your holiday are protected if an ATOL-protected tour operator fails.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent or your credit card issuer where applicable. You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

All customers travelling on a self-drive or rail package holiday with Inghams are protected under the ABTA scheme and our ABTA number is V4871. For more information please visit www.abta.com. Our ABTA Bond provides financial protection, in the event of our insolvency, for the money you have paid and that has been received by us for your non-flight-inclusive holiday and for your repatriation.

7. OUR LIABILITY TO YOU

We recognise that sometimes things do not go entirely to plan and so will accept responsibility for the package holiday arrangements we agree to provide or arrange for you as an "organiser" under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted package holiday arrangements negligently, taking into consideration all relevant factors (for example following the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your holiday), we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description directly arising out of the package holiday services if it results from:-

- the act(s) and/or omission(s) of the person(s) affected;
- the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which was unforeseeable or unavoidable; or
- unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
- an event which neither we nor our suppliers could reasonably have foreseen or forestalled, even with all due care.

In addition, we will not be responsible (i) where you do not enjoy your package holiday or suffer any problems due to something about which you did not tell us when you booked your holiday and where the problems you suffered did not result from any breach of our contract or other fault of ourselves, our suppliers or agents; (ii) where any losses, expenses, costs or other sum you have suffered relate to any business or profession.

Please note, we cannot accept responsibility for any services which do not form part of your package holiday contract. This includes, for example, ski packs booked before or after departure, excursions, and any additional services or facilities which any other operator or supplier agrees to provide for you which do not form part of your package holiday.

In respect of travel by air, sea and rail, our liability will in all cases be limited in accordance with and/or in an identical manner to the limitation of damage provisions as set out in the appropriate Conventions, which include: The Athens Convention, the Montreal Convention and the Berne/Cotif Convention. Copies of all such terms are available on request from us.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority on 020 7379 7311 www.caa.co.uk. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. Your right to a refund and/or compensation from us is set out in clause 5.

Our limitations of liability generally in these booking conditions and particularly with regard to the consequences of air schedule changes, delays and diversions, are significant factors in the pricing of our packages and take account of the availability of travel insurance that will make awards which can be used to offset and in some cases cover losses, costs and expenses in some circumstances not covered by us.

a) Refunds

If you have booked any special activities, excursions or other services which do not form part of your package holiday contract and these are unavailable due to circumstances beyond our control, claims should be made under your own travel insurance policy. Please note refunds will not be made for any unused portion of your package holiday travel or accommodation arrangements which is not attributable to any failure on our part or the part of our suppliers to provide these services. Some properties include un-advertised facilities such as a TV or kitchenette in the room, which may be disconnected or otherwise out of service. No refund or compensation is payable for the non-availability or non-operation of any property facilities which are not advertised by us and do not form part of your package holiday contract.

b) Anti-social behaviour/bullying

We want all of our guests to enjoy their holiday with Inghams. However, in the event that an accommodation owner or manager, Inghams employee or supplier's representative or any other person in authority consider it necessary to terminate your holiday arrangements, we will accept no responsibility or liability for making alternative arrangements for accommodation or repatriation nor for covering any costs you may incur. These decisions are of course not taken lightly and will usually be as a direct result of your anti-social behaviour or verbal or physical abuse or bullying of our staff, our suppliers or other guests, or if such behaviour is deemed likely to cause disturbance to other guests. With that said, we accept no responsibility for any inconvenience or upset caused to you by the actions or behaviour of other guests. This also applies if, in the opinion of any of our resort staff, suppliers or carrier, you appear unfit to travel or you appear likely to cause disturbance or danger to any other passengers. Action will be taken in any such

event, which may include terminating an abusive telephone call in the UK or, if the behaviour occurs overseas, calling the police and/or terminating the holiday. No compensation will be payable for the cancellation or early termination of a holiday due to such behaviour, or for cancellation or early termination of the holiday arrangements of connected party members who cannot continue their arrangements without the person affected.

c) Resort development & noise

If we are informed of any building works at or in close proximity to your accommodation that may in our reasonable view significantly affect the enjoyment of your holiday, we will do our best to forewarn you about it prior to your departure. Please note that such works may not be carried out by the providers of accommodation featured online or in our brochure, and may be outside of their control. We would urge you to read the resort and accommodation descriptions carefully to identify sources of noise which might exist or might be expected to exist, i.e. roads, bars, discos, etc. However, it is impossible to predict noise created by individuals, machinery or traffic, i.e. temporary noise disturbances. Live music/noise from bars which are adjacent to or part of any properties we feature may extend their opening hours, especially on public holidays, and opening times may differ from those published. On occasions, the sites of building works may lie dormant during the winter months, with no work resuming until weather conditions improve in spring/summer, although some machinery, cranes, scaffolding, etc. may remain in situ throughout. We will not ordinarily pre-advise guests of such non-operational sites. We will not always be aware of all your works or festivities occurring in your resort, and therefore will be unable to advise you before you travel. Equally, if a lift office, ski school or tourist board deem it necessary to amend, cancel or change facilities or services offered, that is done entirely at their discretion, not ours. If works are due to be carried out across more than one season, we will update guests once the season has started and not before, as things may change at any time. No refund or compensation is payable for any non-operation of any property facilities that have not been advertised by us or if you choose to upgrade your accommodation in resort with the supplier.

d) In-Resort

Any activities, excursions or ski packs that you may choose to book or pay for in addition to your package holiday either at the time of booking, before your departure or whilst you are on holiday are not part of your package holiday provided by us. For any activity, excursion or ski pack not booked as part of your package holiday, your contract will be with the provider of the activity, excursion or ski pack and not with Hotelplan Ltd. Where you have booked an activity, excursion or ski pack before departure or in resort we act as a Booking Agent for the provider of the activity, excursion or ski pack. We are not responsible for the provision of the activity, excursion or ski pack or for anything that happens during the course of its provision by the provider. Please note this includes all sporting activities including hazardous activities. **It is your responsibility to act with due care at all times and to be insured to the levels reasonably required for your circumstances and the activity concerned.**

e) Ski Host Service

This service does not form part of your package holiday contract, nor does it constitute any part of your package holiday cost, and we reserve the right to restrict or curtail this free service at any time. The service is offered locally to our guests, aged 18 and over, as a free service planned to be available 3 days per week and includes "ski away days" (where offered). Please note that this service is absolutely not a substitute for ski-school and no tuition will be offered.

8. YOUR LIABILITY TO US

If you are booking a chalet, Chalet Xtra or Chalet Hotel holiday with Inghams, you acknowledge and accept that booking this accommodation style of holiday is not the same as booking 'a hotel'. Specifically, you accept that the staff are largely young, seasonal workers from all walks of life, and not hospitality professionals, and you undertake to travel with realistic expectations and a degree of tolerance for minor issues which might occasionally fall short of perfection.

The accommodation we have booked on your behalf is available for use only by those persons included on the booking, unless otherwise agreed by us in writing prior to departure from the UK. We have a duty to ensure that guests do not suffer damage caused by preceding guests, so it is a condition of booking that whilst on holiday you are responsible for any damage caused to your accommodation, or other facilities or equipment you use, except by persons not known to you or us and unconnected with the contract between us. We appreciate that normal usage causes wear upon furniture, fixtures and fittings and this is always taken into consideration, but actual damage caused by guests, either by accident or negligence, must be paid for. You are responsible for meeting any charges levied by either the owner, provider or Inghams to rectify such situations. If the cost is not known an estimated cost must be paid, and any overpayment will be reimbursed when actual costs are known. Similarly, in the event that the estimated cost falls short of the actual cost, we reserve the right to request the balance from you and will require you to give a signed undertaking to reimburse Inghams with the difference within 21 days of your return to the UK. If no payment is made in resort, you will be required to give a signed undertaking to reimburse Inghams within 21 days of your return to the UK. You may be denied boarding of the homebound aircraft in the event of an unreasonable refusal either to pay in resort or give such an undertaking. Party leaders are responsible for their groups. We reserve the right to request a damage deposit or take a credit card imprint on arrival at your chalet, Chalet Xtra or Chalet Hotel.

9. COMPLAINT RESOLUTION

We want all of our guests to have an enjoyable holiday with us, however if you are dissatisfied please bring your complaint to our attention as soon as possible to the relevant persons, for example your Resort Representative/Agent and the relevant provider whilst you are on holiday. Your Representative's contact number and/or any applicable visiting hours will be provided in your Welcome Pack and/or in your accommodation. We will do everything reasonably possible to resolve your complaint during your trip. If you remain dissatisfied, then please complete a Guest Service Report form with your Resort Representative. It is sometimes difficult, if not impossible, to investigate a complaint if it is not raised in resort and failure to follow this procedure may affect your rights under this contract. We want to know if any issues remain unresolved, and would ask that you let us know within 21 days of your return. You can do this by calling, emailing or writing to our Post-Departure Guest Services Team using the details below.

Email: guest_services@inghams.co.uk; Telephone: 01483 791144.

Our opening hours are: Monday – Friday 08:30 – 18:00, and Saturday 09:00 – 17:30. Please quote your booking reference and send any supporting documentation such as receipts and photographs you would like us to consider when resolving your complaint, as this information may also help with the speed of our investigation. As members of ABTA (membership number V4871) we operate in accordance with the ABTA Code of Conduct and, if we cannot resolve your complaint, can offer you ABTA's scheme for the resolution of disputes via www.abta.com. You can access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

10. SPECIAL REQUESTS

We will pass on any special requests and try to meet them but cannot guarantee to do so. Your special request will be shown on your Confirmation invoice to signify your request has been made but this is not an indication that it can or will be fulfilled. Special requests do not form part of our package holiday contractual agreement and we will have no liability if they are not met.

11. JURISDICTION

This contract is governed by the laws of England and Wales and exclusive jurisdiction is conferred on the English and Welsh Courts. No Hotelplan Ltd UK or overseas employee in our resorts has the authority to vary these terms and conditions or the information within this brochure or on our website, or any of our company literature, either verbally or in writing, nor can they enter into verbal agreements with our guests.

12. ACCURACY OF BROCHURE/WEBSITE INFORMATION

To the best of our knowledge the information contained in this brochure and on our website is correct at the time of publication. However, we reserve the right to make changes after publication and will advise you of any changes that we consider significant at the time you book your holiday or when they are finalised. Our website will display the most up-to-date information that we have.

Facilities such as a lift, log fire, pool, sauna, steam-room, hot-tub, TV/DVD player, Wi-Fi, or other leisure facilities contracted through us as part of your package holiday arrangement may become unserviceable during the season. If these are important to your package holiday enjoyment, please make this known to us at the time of booking and confirm to us in writing. If we are informed that there have been any changes to such facilities, and you have alerted us in writing to the fact that they are important to your booking, we shall do our best to advise you but we shall not be obliged in such circumstances either to provide the facility or to compensate for its absence.

Early and late season holidays particularly, and potentially other dates, may sometimes be affected by limited availability or the closure of certain resort facilities. Examples include some ski-lifts and/or ski areas, swimming pools, saunas, ice-rinks, bus or public transport services, shops, bars and/or restaurants, activities advertised either within a particular property or the resort itself. This may be due to maintenance/refurbishment, poor weather conditions, lack of tourists/guests or the operator decides to cancel the event or programme or offer a 'scaled-down' service at its discretion. As such resort facilities are not owned by Hotelplan Ltd and we have no control over their operation and in many cases are not given notice of their closure. We cannot accept any responsibility should such facilities be withdrawn, curtailed or moved (for example in the case of the location of children's ski areas) at any time and we may not also be in a position to notify you of such a change. Hotelplan Ltd cannot accept responsibility for any losses incurred as a result of industrial action in resort e.g. strike action by lift operators, bus drivers, ski schools etc.

13. TRAVEL ARRANGEMENTS

In order to keep you informed of flight or transfer delays, etc., we may send auto-generated text messages to your mobile which may mean that you will incur a charge from your service provider. Your mobile number will not be used for marketing purposes. When completing your Advanced Passenger Information (API), we will ask you for a mobile telephone number that we may use in the event of delays to our travel arrangements, so that we may keep you as informed as possible. If you wish to be kept up-to-date with such information, please provide us with a mobile telephone number that will be switched on at such times. If you have booked through a Travel Agent and they enter their own telephone contact details, in doing so they assume responsibility to act as a conduit of any information received via our Text Message service and pass any such information on to you.

All flight arrangements are made under our own Air Travel Organiser's Licence number 0025. When you travel by air, land or on water, the relevant carrier's Conditions of Carriage will apply to your journey, some of which may limit liability, as set out under 'Our Liability to you'. All land and air travel arrangements, airlines, aircraft types, timings, routings and arrival airports are provisional until confirmed with our e-tickets and may change after this due to circumstances beyond our control.

Operational decisions may be taken by carriers and/or airports and other such authorities, resulting in delays, diversions or re-scheduling. As this is not within our control, we cannot accept liability for such situations. In a force majeure situation, such as severe weather conditions or industrial disputes, we reserve the right to substitute airlines/aircraft and make any necessary alteration to your travel arrangements, including a change of airport and method of carriage, to enable us to fulfil our package holiday promise to transport you to and from the resort or your UK departure airport.

We are also obliged to bring to your attention the existence of a 'community list' of airlines that are banned from operating within the EU. To view it go to www.europa.eu and search on banned airlines.

a) Flights: Pregnant women are usually eligible to fly up to the 28th week of pregnancy on the date of return travel, but as this may vary, please check beforehand with both your doctor and the relevant airline. Children under 2 years of age on the return date of travel must sit on a parent's lap and are not entitled to a luggage allowance or catering. Civil Aviation Authority regulations dictate that a child of 2 years or older on date of return travel must have its own air seat, and will otherwise be denied boarding by the airline. Such a child must be booked and priced accordingly for the entirety of the holiday.

Seat allocations are handled by the airline, not Inghams, and seats together cannot be guaranteed in all cases, particularly if you arrive later for check-in, although check-in staff and cabin crew will do their best. Clearly, when a flight is full for example, it may be physically impossible to seat every single passenger as they would wish.

Most of our flights are operated on a 'Buy-on-Board' basis for snacks and drinks, but we cannot guarantee that this service will always be available or that the airline will cater for special dietary requirements.

b) Flight Changes, Delays and Diversions: In the unlikely event of a flight delay, the airline will endeavour to keep you informed and provide you with refreshments and/or meals in accordance with their obligations under the EU Denied Boarding Regulations (copies will be available at the airline counter) where it is operationally feasible to do so. In the event of extended delays at an overseas airport we will endeavour in conjunction with the airline to make arrangements for overnight accommodation for you, though this cannot be guaranteed, and will depend upon local availability. You will be responsible for any accommodation costs as these cannot be borne by Hotelplan Ltd and you should be able to reclaim the costs against your insurance policy. If your flight is delayed due to reasons of force majeure such as weather conditions (either in the UK or overseas), industrial action, natural disasters, closure or congestion of airports, etc. we regret that neither we nor the airline will be liable to provide meals, refreshments or overnight accommodation.

You should ensure that your own travel insurance policy provides a reasonable level of cover for such events. If you consider that you have a claim under EU261/2004 regulations in the event of a flight delay or cancellation you should approach the airline concerned, not Inghams, as these regulations apply to airlines not tour operators.

Inghams cannot offer compensation for inconvenience or loss of holiday time caused by flight delays, flight diversions, road/weather conditions or curtailment regardless of how caused. Similarly it is not possible to obtain refunds for any unused accommodation or facilities or for losses, costs and expenses of other travel/accommodation arrangements outside of the package holiday resulting from flight changes, delays or diversions, which should be claimed on your own insurance policy.

Very rarely we may be forced by, for example, adverse weather conditions or road closures (not necessarily in your chosen resort) to make alternative arrangements and in the interests of safety for your outward and/or return journey (generally at the point of flight departure and dependent upon availability of local facilities) the cost of which, if not covered by the airline, must be claimed on your own travel insurance. In such circumstances we will endeavour to provide reasonable assistance with alternative arrangements, but you will not be entitled to additional compensation. If you are using connecting or internal flights either outbound or homebound to connect with our flights and experience a delay, we ask that you telephone us to inform us of your amended travel arrangements. Relevant contact details can be found on our website in the Pre-departure Information. Please note that we do not accept responsibility in the event of any delay to, or if you miss, connecting flights or other services that have not been booked through us. If you are booking connecting flights we would recommend that you purchase a ticket which may allow a degree of flexibility in the event of any delay or change to your advertised flight timings.

If your flight is delayed resulting in late arrival in resort (i.e. after 9pm) you will usually be offered a cold plate or a reduced menu on arrival.

On your return journey to the UK our obligation, particularly in a force majeure situation, is to provide transportation back to your original UK departure airport. To do this we reserve the right to substitute airlines/aircraft and make any necessary alteration to your travel arrangements, including a change of method of carriage.

Return flights may be arranged to an alternative airport in the UK with onward surface transportation to your original airport. In such circumstances transportation costs will be met by Inghams but we will not be responsible for the provision or cost of meals, telephone calls, additional parking or homeward transportation expenses. Please note that we will not accept responsibility for alternative travel arrangements you choose to make yourself and in no circumstances will we accept responsibility for loss of earnings or professional fees.

c) Baggage and Baggage Allowance: The baggage allowance for our flights as advised with your flight e-tickets (normally 15-20kgs per person, excluding infants) must not be exceeded in any circumstances, or check-in staff may levy excess baggage charges or be unable to place your luggage on the flight. Baggage allowance on scheduled flights is limited to one piece of hold baggage per person (excluding infants) and weight restrictions should be checked with the airline concerned. If you are travelling on a low cost airline (e.g. EasyJet) we will automatically reserve the carriage of one piece of baggage for you.

All your belongings remain your responsibility at all times and Hotelplan Ltd will not be held responsible for any items being mislaid, loaded onto wrong coaches, left behind etc.

It is normally your responsibility to manage your baggage at all times including its transfer on and off transfer vehicles and to and from the hotel or property you are residing in. No liability is accepted for misplacement of items, leaving items/luggage behind or mistaking someone else's luggage for your own or another guest/person taking your luggage off any transfer, believing it to be their own or otherwise. Hotelplan Ltd accepts no responsibility for luggage lost or damaged by the airline or airport baggage handlers or coach drivers, and if this occurs, you should notify the service provider immediately of any problem that has arisen. You should contact the airline, airport or coach company directly and use your travel insurance for any resulting claim. Baggage allowance may change if your carrier changes.

14. ADDED ON EXTRAS

a) Your Contract

When making your booking of 'extra services' (such as excursions) we will arrange for you to enter into a contract with the supplier/principal of the extra services in question (the 'Service Provider') named on your receipt or confirmation invoice. When we on behalf of the Service Provider issue a written confirmation to you, this signifies that the Service Provider has entered into a contract with you. Please Note: we will be acting as an agent in the sale of such extra services regardless of whether those extra services are purchased via ourselves or one of our in-resort representatives. The information that we provide in our brochure, on our website and in resort has been provided by the Service Provider.

As an agent we accept no responsibility for the acts or omissions of the Excursion Provider or for the services provided by the Excursion Provider. The Excursion Provider's terms & conditions will apply to your booking and we advise you to read these carefully as they do contain important information about your booking. Please ask us for copies of these if you do not have them.

If you are not entirely satisfied with the Service, you should contact the Excursion Provider immediately and attempt to resolve the problem on site during the holiday. This is very important, as it gives the Service Provider the opportunity to understand the nature of your concern, and respond quickly and effectively. Claims that have not been registered with the Excursion Provider or with us as soon as possible during your holiday cannot be accepted. The Excursion Provider should be given the opportunity to rectify a situation. Please help the Service Provider to help you by following this procedure. If after that you still feel that the problem has not been resolved to your satisfaction, you should within 14 days of the end of the holiday put comments in writing to us. Where it is not possible to resolve the concern directly with the Service Provider, you should contact our Resort Representative for assistance.

If you fail to follow this simple complaints procedure, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result. We will endeavour to assist in resolving any dissatisfaction but do so purely on a goodwill basis and without any responsibility for any complaints or claims.

b) - Cancellation and Amendment

Should you wish to change or cancel any booking or extra services, you should send your request to us in writing, by email, fax or post. Your request will take effect from the day we receive it. Please ensure that you have received written confirmation of any changes to your booking prior to travel. Amendments and cancellations can only be accepted in accordance with the terms and conditions of the Service Provider of your extra services. The Service Provider may charge the cancellation or amendment charges shown in their booking conditions (which may be as much as 100% of the cost of the extra services and will normally increase closer to the date of departure).

You will be notified of the exact charges at the time of amendment or cancellation and it is recommended that you contact us prior to amendment or cancellation in order to confirm the charges applicable.

c) - Changes or Cancellations by the Supplier/Principal

We will inform you of any changes or cancellations made by the Service Provider as soon as reasonably possible. If the Service Provider offers alternative arrangements or a refund, you will need to let us know your choice within the stipulated time frame. If you fail to do so the Service Provider is entitled to assume you wish to receive a full refund. We accept no liability for any changes or cancellations made to your arrangements by the Service Provider under your contract with them.

d) - Our Responsibility for Your Booking

Your contract is with the Excursion Provider and its booking conditions apply. As agent, we accept no responsibility for the actual provision of the extra services. Our responsibilities are limited to making the booking in accordance with your instructions, and taking payment on behalf of the Excursion Provider. We accept no responsibility for any information about the extra services that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the commission earned in relation to your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees whilst acting in the course of their employment.

e) Ski Lessons

If you know that you will require lessons, we advise you to pre-book regardless of the date of your holiday. Our grading system (for adults and children) is to help you and our resorts ensure that the correct classes are pre-booked prior to your arrival. Please ensure that you discuss your needs with our reservations or resort teams prior to booking, to ensure that the appropriate level is booked in advance as ski schools cannot always guarantee that movements between classes may be effected. Throughout the season, and in particular during the continental school holidays (our reservations staff have the dates), the length, timing and availability of the ski school lessons can change with little warning. Ski schools are also extremely busy and it is imperative that you book in advance to avoid disappointment. Occasionally resorts ask that a minimum number of guests book into a lesson in order for it to go ahead. In the unlikely event your lesson is cancelled due to low numbers, alternative arrangements will be offered if possible, however you will be responsible for any additional costs incurred. Alternative arrangements might not be for the same duration as originally booked, but will be to the same monetary value. The ski school price quoted is that of the ski school's standard group lessons. Private lessons can also be booked in advance, please discuss your requirements with our reservations team.

f) Equipment Hire

The equipment is priced according to the grade of ski you choose. If you require a ski boot larger than size 12, please advise us at the time of booking so that we can inform the resort in advance. We strongly recommend that you check that your personal insurance covers you for loss/damage to hired equipment. Inghams Insurance includes this cover to the value of £500 for your own ski equipment, and £250 for hired equipment. Ski-hire shops may offer insurance to you and we recommend that you accept this if your own travel insurance policy does not cover you.

g) Lift Passes

A passport size photo may be required for lift passes. Beginners do not always

require a lift pass for the first days of skiing (see the ski pack panel for your chosen resort). Some resorts work on a 'point system' for certain lifts for the first few days of skiing, this can be booked locally through your Inghams Ski Representative. Some resorts operate an electronic lift ticket system. Where this is in place our representative will offer you the option to upgrade to this type of ticket. Some resorts will only offer the electronic lift pass and may ask you to pay a deposit in resort (generally refundable at the end of your holiday). Some resorts may offer discounted rates for Senior or disabled persons and walkers intending not to ski. If not detailed in the ski pack panel for your chosen resort, please ask at the point of booking or with our staff in resort. At the beginning and end of season, or at any other time due to snow or other weather conditions, resorts may limit the number of lifts in operation. Inghams accepts no liability in such situations; you may however have the potential to claim under your travel insurance if the provider has made no refund in resort. The lift pass provider will normally only consider a refund where the lift pass has not been activated.

d) Children's Free Lift Passes/Equipment & Family Lift Passes

Each resort has different criteria for the ages of children eligible for free or reduced prices. In many resorts, children's free passes will require the purchase of the same type and duration lift pass as purchased by the parents. In some resorts, Family Lift Passes are available but with certain stipulations relating to the composition of the family grouping. Please ask our reservations or resort staff when booking.

h) Snow

Whilst we obviously cannot guarantee snow, all our resorts are chosen for their reliable snow records. Many of our resorts also have the advantage of glaciers, which ensure snow almost all year round. Snow conditions can change dramatically overnight, and will not be accepted as a valid reason for you to cancel your holiday. If there is such poor snow that the lift company and ski-school in your booked resort decide that you are unable to ski, we will endeavour to transport you daily to another ski area.

i) Flight Delays

If your flight is delayed and you 'lose' a day's equipment or lift pass, we regret that we are not able to make any refund in respect of pre-booked equipment or lift passes. A pro-rata refund should be claimed from your travel insurance.

15. VISAS, PASSPORTS AND HEALTH

The party leader is responsible for ensuring all party members are in possession of a valid passport (a full 10 year passport in the case of British Citizens over the age of 16 on return date), British Citizen children under 16 years old and not already on a parent's passport valid for the dates of travel, must have their own passport. Your specific passport, visa and immigration requirements, including any minimum required validity period beyond holiday dates, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Hotelplan Ltd accepts no liability if you cannot travel or re-enter the UK due to non-compliance. Your passport and any travel documentation you arrange must show the same surname and initials. If these details change between making the holiday reservation and departure from UK, you should have the travel documentation changed. If you do not have time, please carry the appropriate documentation, such as a marriage certificate, with you.

Full details of entry and stay requirements, visa and travel advice to your particular destination and for any travel information/restrictions, visit the foreign office website at www.gov.uk/knowbeforeyougo and the passport office website at www.passport.gov.uk for passport information. NB USA & Canada operate Advance Visa Waiver programmes for which you must have a 'chipped' passport to qualify.

Health: You are advised to obtain the Department of Health leaflet 'Health Advice for Travellers' at www.dh.gov.uk.

You must also take with you your European Health Insurance Card (EHIC). Apply online at www.dh.gov.uk/travellers, or by telephone: 0845 606 2030. You should take your EHIC card with you on holiday. Please be advised that the EHIC is not a replacement for fully comprehensive winter sports travel insurance, which you are required to take as outlined in our booking conditions.

Please note that standards of healthcare and facilities may vary from one country to another and may not reach the same level as that enjoyed in the UK.

If you have a pre-existing medical condition, you must inform your insurer and it is your responsibility to ensure that you have sufficient medication for your trip and you know how to administer it.

Special Needs: If you have any special requirements, it is essential you bring these to our attention at the earliest opportunity and before choosing your holiday, as some accommodation and resorts may be found to be unsuitable. It is therefore important you provide us promptly with written details of your requirements in order that we can help you find a suitable holiday. When booking excursions or events in resort, you should ensure that the excursion or event that you have chosen is suitable and that the provider is made aware of any special requirements that you may have, in order that they may make an informed decision as to the suitability of the excursion or event for you.

16. TRAVEL GUIDANCE

The Foreign & Commonwealth Travel Advice Unit may have issued guidance on your destination. You can check through the ABTA Information Department on 020 3117 0500 or at www.gov.uk/knowbeforeyougo.

17. DATA PROTECTION POLICY

Inghams staff, professional photographers or other guests will occasionally take photographs or videos, which may include adult or child guests from your family, for use in future brochures, websites or other marketing material. Unless you have advised us in writing that you do not wish your or your child's image to be used in this way, no liability for the use of such photographs will be accepted by Hotelplan Ltd. (Note that for your security, names or other details are never attached to such photographs.) Please note that we accept no liability where photographs or video footage has been taken by another guest and distributed independently by them or any other third party not associated with Hotelplan Ltd, for example on various social media.

Guest comments taken from questionnaires or other correspondence are occasionally used in the brochure and website, with the name of the family concerned, to give a 'guest's eye view' of our holidays. Unless you have advised us in writing that you do not wish your comments to be used in this way, no liability for the use of such comments will be accepted by Hotelplan Ltd.

In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We will not pass any information on to any person not responsible for part of your travel arrangements and we take full responsibility for ensuring that proper security measures are in place to protect your information. We must however pass the information on to the relevant suppliers of your holiday arrangements, such as airlines, hotels, chalets, transport companies etc. This information may also be used for future communications from Inghams and other Hotelplan group companies, (including for example the use of names and contact details for brochure mailings and e-newsletters) and it may also be provided to security and checking companies and public authorities such as customs/immigration if required by them or as required by law. If you do not agree to any or all such uses, you must advise us accordingly in writing by registered post. Additionally, where your holiday or travel arrangements are outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, (whether in the EEA or not), we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

We do not share any information with third parties but we would like to hold your information, where collected by us, for our own future marketing purposes (for example to inform you of promotional offers or to send you brochures from Inghams or other Hotelplan Limited products). If you do not wish to receive such approaches in the future, please inform us as soon as possible. Please note: Telephone calls may be monitored for training purposes.

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Valid from January 2018

call: 01483 79 11 11 visit: inghams.co.uk