

1. DEFINITIONS

Barrelli Ski Ltd (referred to in these T&C as Barrelli Ski) shall include where appropriate its employees. The client (referred to in these T&C as 'the client') shall mean the person who signs the booking form and shall include all persons on whose behalf the client books. The client by paying their holiday deposit confirms that he or she has the authority of all other persons included in the holiday to make the booking on their behalf and that he or she has read and accepted these booking conditions.

2. MAKING A BOOKING

All bookings are made with Barrelli Ski and are subject to the following conditions. A contract will exist between the client, and all persons on whose behalf the client has booked, and Barrelli Ski, where the client has confirmed requirements verbally, by telephone, or in writing by e-mail or letter and upon receipt of holiday deposit or full payment and Barrelli Ski have accepted the booking by confirming details by e-mail or by post. The deposit is non refundable and generally is £150 per person for fully catered bookings or 50% of the total chalet price for self catering bookings. The client shall then be responsible for filling out his booking details using the Barrelli Ski on line booking system. It is our legal responsibility to ensure that you have adequate insurance cover. You will therefore have the option of taking out the comprehensive ski travel insurance that we recommend or you may wish to independently arrange your own comparative cover. Whichever option is chosen, you will then need to complete and sign the insurance indemnity form we send you, giving details of the cover you have arranged.

3. MAKING YOUR FINAL PAYMENT

An invoice for the balance due will be sent to the client approximately 12 weeks prior to departure. The client, by paying his deposit, has agreed to pay Barrelli Ski all monies due under the contract. Full payment, less any previously paid deposits, shall reach Barrelli Ski no later than 8 weeks prior to departure - or by return for bookings made less than 8 weeks prior to departure. Chalet directions and other holiday details (resort staff mobile numbers etc) will be available for downloading from the Barrelli Ski online booking system. If payment isn't received by the due dates, Barrelli Ski reserves the right to cancel the booking & cancellation charges will be levied as set out below.

4. ALL PAYMENTS

Initial holiday deposits and subsequent final payments are each payable in one Cheque, Bank Transfer or Debit/Credit Card payment by the group leader or a £10 administrative charge per extra payment will apply to each member of the group who pays separately. A 2.5% fee applies to all Credit Card holiday payments to cover charges made to Barrelli Ski by the Merchant Card Payment Services.

5. PRICE FLUCTUATIONS

Our brochure prices and information contained therein, are compiled in good faith based on schedules, prices and exchange rates current on the 1st May 2010. Barrelli Ski reserve the right to add a suitable surcharge in the event of major currency fluctuations in between the time the deposit is paid and the balance is due.

6. IF YOU CANCEL YOUR HOLIDAY

Cancellations must be advised in writing and signed by the person who signed the booking form or paid the deposit. Cancellations are accepted as from the date written confirmation is received by Barrelli Ski Ltd. If you do cancel, the amount of notice you need to give us before your scheduled departure date and the cancellation charges we apply are as follows:

- i. More than 56 days.....loss of the deposit.
- ii. 28 - 56 days.....50% of the holiday balance.
- iii. 14 - 28 days.....75% of the holiday balance.
- iv. Less than 14 days.....the total holiday cost.

7. CHANGES TO YOUR HOLIDAY

In the unlikely event that Barrelli Ski have to make a major change to your holiday, i.e., change of resort or chalet, or day of departure - the client will be offered another holiday of at least comparable standard, or a full refund.

8. LIABILITY

i. We cannot accept liability for any loss, damage or injury caused by your own fault or neglect, or any activity not part of the holiday arrangements we make for you, or if you act against advice provided. Your comprehensive ski travel insurance will cover you for most eventualities. However when buying our ski travel insurance policy, it is the responsibility of each individual group leader to read the policy document and to pass copies on to other members of their group who take the insurance, and it is up to all those who take the insurance to ensure that it is adequate cover for them. It is up to the group leader to retain and keep safe all the relevant insurance documentation needed for any member of his party to make a claim, we regret that because it happens so often, if Barrelli Ski have to send out any duplicate documents, a £10 administration charge per document will apply.

ii. The booking is made subject to the terms and conditions of our chalet or accommodation suppliers, or suppliers of other services that Barrelli Ski utilise, some of which may limit or exclude liability. These are often the subject of International Agreements, and also embody the laws of the country concerned. A contract shall be deemed to exist between the client and shall include all persons on whose behalf the client books and Barrelli Ski Ltd when the client has confirmed requirements verbally, by telephone or in writing via email or letter and upon receipt of deposits/full payment and the company have accepted such a booking by confirming details in an email, and /or issuing confirmation details or an invoice. In most cases these details will be emailed but can be posted by written request to our UK office, 19 Sefton Park Road, St Andrews, Bristol BS7 9AN.

iii. We cannot be held responsible for any loss of enjoyment due to adverse weather conditions during your holiday, or be held liable for any delays or loss of enjoyment that may arise due to circumstances beyond our control, i.e., air travel providers, airport transfer companies, 'force majeure', and includes by way of example and not limitation, war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire and all similar events.

iv. In case of any dissatisfaction with your holiday, in the first instance you should discuss any problems with our locally based staff within 24 hours. If you cannot make personal contact you can call the mobile phone number of the relevant member of staff for your particular resort or the relevant local resort number: Chalet Rocky Mountain for Les Houches and Chalet Marmotte for Champagny-en-Vanoise. If all else fails phone our Bristol office number – all numbers are printed on Barrelli Ski letterheads, on our web-site and advised on directions and documents available on our on-line Booking System – please ensure you have them with you when you travel. In the unlikely event that we cannot resolve the problem whilst you are on holiday and you wish to take the matter up with us on your return, you must write to us within 28 days of the scheduled completion of your holiday.

9. CHALET SECURITY DEPOSITS

In instances where the holiday has not been paid for by credit or debit card, upon the clients arrival the relevant Barrelli Ski resort manager will take Credit or Debit Card details of the party leader as a security deposit against any damage caused by himself / herself / any member of their group (either accidental or otherwise) to the chalet, its contents and any other shared facilities; extra cleaning incurred; or any non payment of services provided by Barrelli Ski or its suppliers. This will be charged against the credit card usually before the end of the holiday, but if not within a maximum of one week from the end date of the holiday. A resort invoice will be forwarded setting out all charges incurred. For guests that have paid by credit or debit card, their payment details are held separately and securely by SECPAY our Merchant Card Services provider, who administer all card payments on our behalf and to whom Barrelli Ski can apply to retrieve payment of any monies owed or outstanding, as set out in the paragraph above. In compliance with Data protection, where Barrelli Ski have been given any card details to take a payment, Barrelli Ski do not then retain these card details beyond the duration of that customer's holiday.

10. YOUR RESPONSIBILITY

GENERAL With your booking you accept responsibility for any damage to property or accommodation caused by you, or any member of your party and for any such claims (including legal costs), made against us, by or on behalf of the owner of any such property or accommodation. At all times you are responsible for any property rented to you and in your care, and any damage or breakages caused during your stay in the accommodation, and it is your responsibility to make proper restitution before departure from the resort or the relevant charges will be made against your credit / debit card (see 8ii 'Chalet Security Deposits' above). At any stage, should a client's behaviour cause in our opinion, danger, distress, annoyance or damage, we reserve the right to cancel your holiday at our absolute discretion and without compensation. Any advice or help given by an employee of Barrelli Ski including skiing with the client shall be accepted at the client's own risk and Barrelli Ski will not accept responsibility for any accident or illness to the client.

CHILDREN AND BABIES The client must accept responsibility for the behaviour and welfare of any children in his/her party. Every effort is made to ensure safety in our chalets; however any client taking children on holiday does so at their own risk. We are able to recommend nannies, crèches and child care facilities, but ultimately it is up to the parent or guardian to use their own discretion and to decide for themselves whether or not to accept the services that we recommend.

PERSONAL BELONGINGS All personal items including baggage and skis are all at all times and circumstances at the owner's risk and Barrelli Ski are at no time responsible for any loss, damage or delay to such items.

VISA REGULATIONS It is the client's responsibility to ensure that he is in possession of a valid passport with the necessary visas to allow entry to all countries that he will pass through.

ECOLE DE SKI FRANCAIS AND SKI GUIDES All the ski schools and local mountain guides that we recommend have their own liability insurance but it is the client's responsibility to double check the insurance and make sure it is the right insurance for them.

11. BROCHURE AND CHALET DESCRIPTIONS

We inspect all our properties on a regular basis and the information, pictures and chalet descriptions on our web-site are given in good faith and are, as far as we know, correct at time of going to press. However, we cannot be held liable for changes which occur subsequently without our knowledge and therefore outside our reasonable control.

12. FINANCIAL PROTECTION

If you pay for your holiday by credit or debit card you are fully protected by your Card Provider, for example Visa or Mastercard. We have been independently assessed by Lloyds TSB Card Net and SECPAY our Merchant Card Services provider, who administer all our card payments on our behalf and subsequently your money is fully protected by your own Card Provider.

13. FOR YOUR SATISFACTION

If you have any problems we will offer advice and assistance wherever possible. In all cases, whatever foreseeable or unforeseeable circumstances may arise, we will always endeavour to act fairly and in the best interests of all parties concerned.