



## Booking Terms and Conditions

The following terms and conditions are laid out to ensure that there are no misunderstandings with the process of booking Chalet Ceilidh (the property) or during your stay. Please read them carefully before making a booking.

### 1. Booking.

To accept a booking we must receive a signed and completed booking form with all the information requested which includes acceptance of the Terms and Conditions. The Booking Form should be returned by email and payment of either the 30% reservation deposit or full rental arranged.

The contract between us will only be formed when we send you our written confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our written confirmation. If we do this we will promptly refund any money you have paid to us.

### 2. Payment.

Payment is only accepted by bank transfer direct to our Swiss Bank Account in Swiss Francs. Any bank charges levied for foreign transfers are the Clients cost.

The person making the booking (the party leader), must be aged 18 or over and be authorised by the other guests in the party to book the property on their behalf. The party leader signing on behalf of the other guests guarantees payment of the full cost of the rental.

We will provisionally reserve the property for 48 hours to enable payment of the reservation deposit. This is 30% of the total rental and the balance of the rental must be paid at least eight weeks prior to the arrival date as set out in the written confirmation.

If you fail to make this payment eight weeks prior to arrival date, we may treat your booking as cancelled by you.

If booking within eight weeks of arrival date, the full amount must be made to confirm your booking.

### 3. Security Deposit

A security deposit of CHF1000 will be required to cover costs resulting from the action or inaction of the client or a member of the client's party if the property is left in an unreasonable state. This includes neglect or damage to the property, any damage to or loss of contents including fixtures, fittings and furnishings or any extra or excessive cleaning costs required.

Access to the property will be denied if full payment of the Security Deposit has not been made and the booking will be treated as a cancellation.

The security deposit must be paid within seven days of the commencement of the rental period and will be returned to an account specified by you, within fourteen days after your departure and the return of the keys, less any deductions in accordance with the above conditions.

Lost keys will be charged at CHF100 per key.

### 4. Cancellation or Amendment of Booking by Clients

You are required to confirm your cancellation in writing or by email to the address shown on our written confirmation.

A cancellation will not take effect until we receive written confirmation from you.

If you cancel your booking after receiving our written confirmation we will be entitled to retain the initial deposit or other payment as necessary to cover reasonable costs and losses by withdrawal and will apply cancellation charges as follows:-

If cancellation is made and received more than eight weeks prior to arrival date, the deposit will be forfeited.

If cancellation is made after full payment has been made and more than six weeks before arrival, a refund of 50% will be made. Between four and six weeks of arrival, a refund of 25% will be made. No refunds can be made for any cancellations made and received less than four weeks (28days) prior to arrival.

In these circumstances we will only refund the rental, less any costs incurred, if we are able to secure an alternative booking for the property.

We strongly recommend you ensure that your insurance policy covers you against irrecoverable cancellation costs.

## 5. If We Cancel Or Amend Your Booking.

We would not expect to have to cancel or make any changes to your booking but in the unlikely event that this occurs, we will contact you as soon as possible and inform you of the cancellation or change to your booking. If it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

## 6. Check In / Out Times

The property is available from 16.00 hours on arrival day until 10.00 hours on departure day. Changes to these times can be requested but are subject to confirmation from the property owner.

## 7. Party Size and Members.

There are limits on the maximum number of guests that can stay at the property and party members are those detailed on the booking form completed by the client. All clients must agree to ensure that no more people stay in the property than expressly authorised nor change the makeup of the party during your stay.

Prior written agreement must be obtained if the client wishes to alter the party or add additional guests.

## 8. Pets.

Well behaved dogs are welcome at the property with prior permission as detailed on your booking form. Dogs should not be left alone in the property if they are likely to be destructive or cause a disturbance. Please do not allow dogs to lie on the beds, sofa's or rugs. Please pick up all dog mess from the garden. Dogs should be supervised at all times during your stay and any damage caused by your pet must be paid for.

Please bring your own dog blankets, beds and feeding bowls as we do not provide these.

Charges: CHF 30 per dog per stay to cover the extra cleaning.

## 9. Smoking

The property is strictly a non smoking area. The security deposit will be forfeited if this condition is breached.

#### 10. Fire

Logs are provided to burn on the fire. After the fire is lit, the glass door should be kept closed at all times. No other material should be put on the fire. No candles or open flames including fireworks should be used in or near the property as they constitute a fire hazard.

#### 11. Children

Children are welcome at the property. We can not be held responsible for any accidents that may occur in the property. Parents must be responsible and ensure that children are supervised at all times.

#### 12. Sauna Room/Hot Tub

Clients may use the sauna room and hot tub at their own risk. No glass or smoking or pets are permitted in the hot tub or sauna. Children must be supervised at all times. It is not recommended that children under the age of 12 years use the sauna. Please shower before using the hot tub and do not use soap, shampoo or any other products in the hot tub. The lid of the hot tub should be carefully removed and replaced when not in use.

Failure to use the hot tub and sauna in accordance with the instructions will incur a minimum charge of CHF60 if a call out of the chalet manager is required to reset the controls.

#### 13. Outdoor Shoes

Clients are asked to remove their outdoor shoes before entering the property and it is strictly forbidden to wear ski boots in the chalet. We have heated boot racks to store and warm ski boots but recommend you bring suitable footwear for wearing in the chalet.

#### 14. Insurance

We strongly recommend that all clients have appropriate insurance at the time of booking. This insurance should cover all relevant activities and cover public liability, property damage to the property and it's contents and cancellation of the booking.

The party leader must ensure that that each member of the party is covered by comprehensive travel insurance ( including cancellation, flight delays, loss and damage to baggage, health insurance, evacuation and repatriation)

#### 15. Clients Obligations and Care of the Property.

All clients agree to the terms and conditions set out below and to comply with the property manual and ensure they are observed by all members of the party while at the property.

All clients undertake to behave in such a manner as to cause no damage, distress, danger or annoyance to other clients, the property and/or third parties.

All clients are required to notify the owner or owner's representative of any damage or breakages to the property or its furnishings and fittings during their stay. We reserve the right to deduct from the security deposit, the cost of any breakages, damage or losses that remain unpaid at the time of departure.

All clients will report to the chalet manager without delay, any defects or breakdown of equipment, machinery or appliances in or on the property so that repair or replacement can be arranged as soon as reasonably possible.

All clients agree to take reasonable and proper care of the property and to leave the property in a clean and good condition. This includes cleaning all cutlery and crockery and the removal of all their garbage to the appropriate waste and recycling bins prior to departure. Failure to do so may result in any extra cleaning charges being charged and deducted from the security deposit.

All clients agree to take all necessary steps to safeguard their personal property. No liability is accepted in respect of damage to or loss of client's personal property including money.

All clients agree to allow us or any representative of ours access at any reasonable time during your stay and for the purpose of essential repairs.

Any breach of the above may result in refusing to hand over the property to you or ejecting the client from the property without compensation.

## 15. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable stay at Chalet Ceilidh. In the unlikely event you have cause to complain or experience any problems during your stay, it is important to contact us or our chalet manager as quickly as possible. Until you inform us of a problem we cannot begin to resolve it. Most problems can be dealt with quickly and on site. If however there is still cause for complaint, please state this in writing no later than 28 days after your departure and we will endeavour to resolve any outstanding issues.

## 16. Law

The contract between us is governed by the Law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of England and Wales.