

Booking Terms & Conditions – Chalet La Ruche, Morzine

These terms and conditions cover your contract with Torico, Chalet La Ruche-Morzine. Your contract will exist once you have completed the booking confirmation form and forwarded the required deposit.

On booking you must pay a deposit if booking before ten (10) weeks of departure or the total accommodation cost if booking within ten (10) weeks of departure.

A binding contract comes into existence when we accept your deposit or, in the case of bookings made within 10 weeks of departure, we give you verbal confirmation (which will be followed by written confirmation). The price of your booking is then fixed and non-negotiable

For all bookings made within ten weeks of your visit, the accommodation is confirmed as soon as verbal confirmation is given, and full payment therefore is required, if you subsequently cancel your booking, cancellation charges will apply.

Please note that due to insurance and Health & Safety regulations in France, the chalets is non-smoking chalet and we regret that no pets are allowed under any circumstances.

Inventory deposit

In order to comply with the letting contract between the Company and the accommodation owners a deposit of £300 against damage, loss or breakages will be required. Deposits are payable on arrival and may be made by credit/debit card or in cash. We regret personal cheques are not acceptable. You should contact the point of contact during your stay to discuss an end-of-stay inspection. Inventory deposits are normally refundable in full on your departure from the resort providing that the accommodation is left without defect. Where a deduction is necessary your deposit, less any amount needed to make good the loss or damage, will be returned to you, together with a schedule of the deductions (if applicable).

Prices

All prices are quoted in Euros.

Prices include full use of the Chalet and terrace on a sole occupancy self-catered basis for the specified period, all linen, towels and local taxes are included. Off road private parking for upto 4 vehicles and a secure ski/bike store. We do also include a small welcome pack.

The Chalet sleeps 12 people but on request extra beds and or cots can be supplied at no extra cost.

Prices do not include: catering, flights, lift passes, airport transfers activities or equipment hire.

Payment

All deposits paid are non-refundable except in the circumstances detailed below.

An Invoice will be included in your Email confirmation.

Winter deposit on booking 1000€

Summer deposit on booking 500€

Full amount due 10 weeks prior to your visit

If the Company does not receive deposits and/or the full amount outstanding on the final invoice by/on the due dates(s) the Company reserves the right at its absolute discretion and at any subsequent time before departure to treat the booking as cancelled by you and charge cancellation charges in accordance with the scale set out. In such cases a written notice of cancellation and a cancellation invoice will be sent to you.

The person signing the booking form (party leader) accepts all responsibility for payment for all guests in the group.

Prices and surcharges

There will be no surcharges the accommodation prices quoted.

Once you have booked your accommodation and paid the deposit, the basic price of your accommodation as shown on your invoice cannot be increased (except because of earlier error) and will not be subject to any price amendments, unless you change your booking after confirmation and/or fail to meet payment schedules as outlined in the brochure and in these booking conditions..

The prices, offers and information stated on our website are valid at the time of publication. We reserve the right to increase or reduce these prices or amend these offers or information at any time after publication and in future editions of the brochure. You will be advised of any change at the time of booking.

Cancellation and amendments

If you wish to cancel or amend all or any part of your booking you should advise the Company by email or phone call as soon as possible. A cancellation or amendment is effective only when received in writing by the Company from the person making the booking. Any new person added to the booking will be considered as if he/she were present on the original booking.

The following cancellation charges are applicable to all monies paid or due,

More than 10 weeks before departure, the Deposit received or due is forfeited.

Notification Given	Cancellation Charge % of Total
More than 10 Weeks	Deposit retained
Within 10 Weeks	40%
Within 6 Weeks	60%
Within 4 Weeks	100%

If there is a change in plan

Most changes, if necessary, will be minor. Occasionally, we have to make a significant change to confirmed accommodation. In the event of a significant change, we will endeavour to offer you alternative accommodation or offer you a full refund

On rare occasions a ski area may be without snow. Snow is, of course, totally outside of the Company's control and a lack of snow will not constitute a significant change.

If we cancel your accommodation

We reserve the right at our absolute discretion to cancel your accommodation up to the date when payment of the final balance of the price becomes due (normally not less than 10 weeks before your scheduled departure date). We shall only cancel after that date if: you fail to pay any of the deposits or final balance in full and on time, or it becomes necessary to do so as a result of circumstances beyond our control including, but not limited to those amounting to 'Force Majeure' as defined in Condition 8.

If we are forced to cancel your accommodation (other than due to your default in payment), the Company will offer you the choice of alternative accommodation, of at least comparable standard, if available, (and paying a supplement or receiving a refund in respect of any price difference) or a prompt and full refund of all monies you have paid.

Very rarely, the Company may be forced to curtail your accommodation after departure where circumstances arise amounting to 'Force Majeure' as defined below. We reserve the right to do so and regret we cannot make any refunds or pay any compensation or be responsible for any cost or expenses incurred by you as a result.

We also reserve the right to cancel your accommodation and evict you from the property with immediate effect, with no refund of any monies paid, if at any time during your stay if we deem your behaviour to be anti-social or criminal or leading to threats, perceived or real, to other guests or our staff. The safety and comfort of our guests is paramount to the Company.

Force majeure

We regret that we cannot accept liability, or make any refunds or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstances amounting to 'Force Majeure'. Circumstances amounting to 'Force Majeure' include any event which we, or the supplier of the service(s) in question, could not, even with all due care, foresee or forestall such a (by way of example and not by way of limitation) war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, acts of God, adverse weather conditions, mechanical breakdown and all similar events.

If you have a complaint

If you have a complaint about any aspect of the service provided by us, please inform us as soon as possible and we will make every effort to resolve the issue. If the complaint cannot be resolved please write to Torico, 20 Chemin du Four, Les Esserts, La Baume 74430, FRANCE within 28 days of returning from your stay. Torico regret that they cannot deal with any complaints or accept liability after this period of time is up.

In the resort

The Company accepts no liability for any accident, losses or suffering arising for any reason. The Company may offer assistance where possible but such assistance is free and unqualified and carries no liability whatsoever. You are strongly advised to ensure that you are adequately insured both for personal injury and material loss/damage.

Behaviour and Conduct

In our property, we expect that our guests will behave courteously and politely towards each other, and our neighbours. Abusive, threatening or unsocial behaviour will only go the spoil the holiday experience of others and will not be tolerated. In extreme cases, eviction from the chalet may result.

Consumption of alcohol by minors is forbidden under French Law.

Smoking is not permitted anywhere inside the chalet. The Chalet has been fitted with smoke detectors, fire extinguishers and exit signs for clients safety.

Self-catered accommodation

In no circumstances may you exceed the maximum stated number of guests in an apartment. This is a fire hazard and is illegal. By breaking, the law you are risking forcible eviction from the local Gendarmerie.

Our accommodation prices exclude airport transfers from/to Geneva.

Local taxes

The Mayor's office charges a local tax (currently between €0.80 and €2.50 per person per day) for all those aged 16+ years. This tax is included in the price quoted for your self-catered chalet accommodation. Hotels will charge you this tax on your departure.

Your Departure

We ask you to leave the Chalet as you found it. Please remove all rubbish to the communal bins. Please ensure the kitchen is left clean and the dishwasher is empty. Should the chalet require additional cleaning a deduction of 75€ will be made from your security deposit.