

## BOOKING TERMS & CONDITIONS

The following Booking Terms & Conditions together with the general information contained on our website or in any brochure & supplement documents form the basis of the contract between you (the client) and us (SARL Douce France Location). Please read them carefully as they set out our respective rights and obligations.

### 1 Confirming your holiday

Having read and agreed to our Booking Terms & Conditions set out herein, please complete the Booking Form available on the website and return it to us with the appropriate non-refundable deposit of 25% of the holiday cost per person (see '7 Payment').

We will email/post to you a confirmation of your holiday booking & confirmatory invoice once the booking process has been completed and we have accepted the Booking Form and all required details to process the booking and your deposit (in cleared funds).

### 2 The booking form

All bookings must be made on our Booking Form and signed by the party leader who must be over 18 years of age and have capacity and authority to make the booking on behalf of himself and all members of the party. For group bookings, there should be one single payment. The party leader is responsible for making all payments due to us and guarantees payment of the full cost of the holiday for all those people mentioned on the Booking Form and of others whom he may later add. Once we have received your Booking Form and all appropriate payments in cleared funds, we will confirm your holiday by issuing confirmation of your booking and our invoice. A binding contract between us comes into existence when we dispatch confirmation of your booking and our invoice to the party leader. If telephone quotes are provided by us then these are subject to written confirmation from us.

### 3 Prices

The prices quoted in our brochure, on our website or in our publicity and promotional materials are correct at the time of publication. In the event of any changes in our prices to those stated we will notify you prior to accepting your booking.

### 4 Prices guarantee

Whilst we reserve the right to change our prices at any time before your booking is confirmed, your confirmation invoice price is guaranteed and will not be subject to change.

### 5 Deposits

A deposit of 25% of the holiday cost per person is payable at the time of submitting your Booking Form (see '7 Payment').

### 6 Balance

The balance of the holiday cost is payable 30 days before arrival. If the booking is made less than 4 weeks prior to arrival then the deposit and the balance are payable at the time of booking, therefore you will be expected to pay for the full cost of the holiday at the time of making your booking. If we do not receive all payments due in full by the date specified, we reserve the right to treat your booking as cancelled by you. In this case, Douce France Location will keep all monies paid in full.

### 7 Payment

Payment may be made in cash, by bank transfer or by Visa/MasterCard. Please note 3% will be added to all credit card payments to cover our incurred costs.

### 8 Cancellation

If through circumstances beyond our control Douce France Location is forced to cancel your booking all monies paid, including the deposit, will be returned to you in full. Circumstances beyond our control include events such as, but not limited to, technical problems, 'force majeure'. Force majeure means unusual and unforeseen events such as war or threat of war, riot, terrorism, natural disasters, fire, industrial disputes, adverse weather conditions or governmental action.

### 9 Behaviour

By booking a holiday with us you undertake to behave in such a manner as not to disrupt the enjoyment of other guests staying in the chalet or local residents. All losses, thefts, damages and breakages, whether accidental or deliberate, will be charged to you and must be paid for by you before your departure.

### 10 Arrival and departure

The arrival time is between 16:00 and 20:00. Unless notification by the Customer when taking possession, he states that the movable and immovable property available are in perfect condition and functioning normally.

Customer must have fully cleared premises at departure before 11:00. He will ensure that he has emptied them of all perishable. The garbage and the trash must have been evacuated in the location provided for this purpose. The furnishings - including furniture, dishes, utensils, etc. - will be located at its original place, perfectly clean and functioning.

Any failure on the above may result in additional billing from Douce France Location to Customer.

### 11 Jacuzzi

The jacuzzi is armed with a lid that ensures the safety of users. It is the customer's responsibility to verify that it is normally placed when entering the premises (the signature of the state of affairs in this regard is the recognition that it is placed in the normal way).

In the event that the cover either would not be armed or placed adequately at the time of entry into possession or would no longer be during the stay, it is the sole responsibility of the customer to immediately notify Douce France Location so it could take the necessary steps to remedy the situation. For its part, Douce France Location undertakes to carry out its replacement quickly. Customer's obligations in this regard are considered essential.

The maintenance of the jacuzzi do not systematically requires complete emptying between two groups so that it is, in principle, available at the arrival of the Customer. Nevertheless, based on the control by Douce France Location, it may be decided to completely renew the water to ensure the Customer a pleasant use of it. In this case, the jacuzzi will only be usable 24 to 48 hours after the arrival of the Customer. Douce France Location can not be held responsible.

### 12 End of week payments

Upon request, Douce France Location will make purchases on your behalf both before and during your holiday. To enable us to do so, credit card details will be held as a guarantee. Please note that any such purchases must be settled in full prior to your departure from the chalet. Cash and Visa/MasterCard payment in the resort are accepted.

### 13 Mountain activities

For those who participate in mountain activities whilst on holiday that are provided by a third party supplier, it should be understood that participation is at the individual's own risk and it is your own responsibility to obtain the relevant insurance.

### 14 Insurance

It is the responsibility of the client that all members of the party have appropriate insurance at the time of booking which will cover them throughout the stay, including, especially but not limited to, participation in any mountain activities and, in certain circumstances required by Douce France Location, insurance against fire and water damages.

### 15 Premises visit

Upon request, Douce France Location will be enabled to visit the premises at any time.

### 16 Services provided by third parties

Douce France Location does not accept any liability arising from bookings for extra services provide by third parties, including, but not limited to, taxis, passes or excursions. Any bookings that Douce France Location assist you with for the provision of these services are subject to the terms and conditions laid down by the service provider. Douce France Location does not warrant the standard of performance of any additional services. You take full responsibility for satisfying yourself in advance as to the quality and the provider's ability to deliver the services and will address any complaints about the extra services with the respective provider(s) directly.

### 17 Limitation of liability

We accept responsibility for the services we have contracted to provide to you directly. Douce France Location accepts no responsibility for the acts or omissions of customers, whether negligent or otherwise, and shall not be held liable for any claims made against its customers either by other customers of Douce France Location or any third party.

### 18 Law and jurisdiction

The contract between us and any matters arising from it will be governed by and construed in accordance with the non-exclusive law and jurisdiction of the courts of France.