

INGHAMS SKI & LAPLAND 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and discounts from our chosen suppliers to pass on to our guests, though these are subject to availability and can be withdrawn at any time.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 to Europe (current price to be advised at time of booking). On long-haul flights, for example to Canada and Japan, the charge can be in excess of £70 each way, so please do clarify this at the 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 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 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.**

Any activities, excursions or ski packs that you choose to book whilst you are on holiday are not part of the package holiday provided by us. Your contract will be with the provider of the activity, excursion or ski pack and not with Hotelplan Ltd. If activities or excursions are 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 for the provider.

Group & 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 price quoted at time of booking. 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, 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 March 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 selling price at the time of booking, not including room or flight supplements, ski packs, ski/board carriage, 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 a 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

We provide the services of a local Inghams Representative, who will either be based in the resort, provide a visiting service, or be available by telephone. If you require any assistance during your

stay, please get in touch with your Representative, whose details will be available in your Welcome Pack and/or on arrival at your accommodation.

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 or changed 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 if, in your or the provider's judgement, you 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 authorities and in some Italian and Austrian resorts, and that this is also likely to be impacted by Brexit. We recognise that many of our guests enjoy this free service and we are appealing against this decision but unless/until it is overturned and our terms with the EU decided, we regret that we are unable to offer our Ski Hosting Service anywhere in France, or in select resorts in Italy and Austria. 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. Where it is available, the service is offered locally to our guests aged 18 and over as a free service planned to be available up to 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. 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. See also our Important Information with regard to dietary requirements.

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, including on transfers to and from resort.

If the item is not found and returned to you prior to your departure, you must report the loss to your Resort Representative by text or phone, using the contact details you will be provided with during your holiday. Alternatively, you can contact us by email at lostpropertyCOUNTRY@ingham.co.uk, replacing 'COUNTRY' with the country that you travelled to.

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 €20 for small items and €50 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 as above.

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 and Chalet Hotels will inevitably vary in size, furnishing and decorative style.

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. Equally, where other factors such as weather impact on the availability of some resort facilities and services, including the operation of ski lifts, any refunds must be negotiated with the supplier.

Star Ratings, where available, are shown on our website. 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 HH to HHHHH. Properties in Finnish Lapland and in Japan do not have official ratings, but have been assessed by us.

Transfers

Please see 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

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

At 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 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. Some hotels have rooms of the same category with either one double bed for two persons, or two double beds for two to four persons. Where this is the case, prices are based on four persons sharing a room with two beds and supplements are payable for two persons in a room. The two person occupancy supplement will usually be the same for a room with one double bed as for a room with two double beds.

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 above). As with most supplements, this charge is non-refundable.

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. Typically a

'side' view will be a view available looking out and to the side from your balcony. It should not 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 and where a ground floor room is allocated, this may be a terrace rather than a balcony.

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/terrace 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 XXX to XXXXX. 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. Not all properties have lifts.

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. It is generally accepted that a 'side view' allows a view looking out and to the side from the window or balcony.

q) Walking distances: An average walking speed of 100 metres per minute has been assumed under normal resort conditions in standard footwear. Clearly, timings will vary according to footwear, age, personal fitness and surface conditions. Where free minibus is advertised, these may be subject to capacity restrictions, and/or be on a 'first come, first served' basis.

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) 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 & CHALET HOTELS - IMPORTANT INFORMATION

We're pleased to offer an excellent choice of accommodation, including many of our own 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.

There is no official rating system for catered chalet and Chalet Hotel accommodation, as many were not built for commercial purposes.

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 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-u-up beds. Neither figure includes infants occupying cots. Put-u-ups 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 2018/19, we reserve the right to amend our 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. While we have had to make some changes from the 2018/19 ski season, we do not currently anticipate any further major changes prior to the 2019/20 ski season.

APPLICABLE TO CATERED CHALETS & CHALET HOTELS

What's included:

- | **Prosecco** before the evening meal as applicable.
- | **Choice of complimentary quality wines during the evening meal service.** Choice of red, white and rosé.
- | **Bed linen, one bath towel, one hand towel per guest.**
- | **Duvets in every chalet.**
- | **All overseas taxes.**
- | **All chalets and Chalet Hotels are non-smoking.**
- | **FREE Wi-Fi** in public areas (subject to restrictions, please see General Information).

APPLICABLE TO CATERED CHALETS ONLY

What's included:

- | **Continental buffet breakfast on 7 mornings** with cooked breakfast options on 6 mornings. Continental breakfast laid out on staff day off. NB: for those on early departing flights home, breakfast may be Continental only.
- | **Cake, tea and coffee** on 6 afternoons (not on staff days off).
- | **3 course set evening meal** followed by tea/coffee on 6 nights, including a regional menu served on 1

evening. Vegetarian meals must be pre-booked.

| **The services of your own chalet host 6 days a week.**

APPLICABLE TO CATERED CHALET HOTELS ONLY

What's included:

- | **Continental buffet breakfast on 7 mornings** with cooked breakfast options on 6 mornings, tea and coffee. Continental breakfast laid out on staff day off. NB: for those on early departing flights home, breakfast may be Continental only.
- | **Afternoon tea:** cake, savoury treats, tea and coffee on 6 afternoons (not on staff day off).
- | **Pre-dinner canapés.**
- | **3 course evening meal** on 6 nights. Evening meals will either be a set 3-course menu, or be served buffet-style with a choice of dishes. Please see the individual property descriptions.
- | **Complimentary tea and coffee** available during the day.
- | **Chalet 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 a bar area on site.**

Chalet Hotel Le Savoie in Val d'Isère: Slightly different arrangements apply here (e.g. an extended menu choice, flexible dining times, 5-course evening meals, 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.

Chalet Hotel De Champoluc: Run by the property owner and his team, the arrangements here will differ slightly in that the only Hotelplan employees on site are those of our Esprit child care team (the property is shared with our sister brand, Esprit Ski).

Chalet Hotel Les Grangettes: Managed and run by experienced hospitality restaurateurs, European Pubs, the Grangettes includes Jack's Apres Ski Bar (previously the Meribar) with live music until 8pm, when Evo Kitchen will take over to serve restaurant meals. Chalet Hotel guests eat in the hotel dining room, but can swap their evening meal for a €20 credit (to be used that day) in the Evo Kitchen restaurant. There is one staff day off midweek, when only the continental breakfast is served.

All properties may have Inghams' staff and/or members of the chalet owner's family or employees 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 or Chalet Hotel, we are not able to disclose any details appertaining to other guests.

Exclusive Use: Entire 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. The empty bed charge in the Chalet Hotel Le Savoie is 100% of the basic adult air-inclusive price. Infants occupying cots do not count towards occupancy figures.

IMPORTANT: 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.

Some chalets may be accessed via entrances shared with other accommodations or businesses of the same owner, who may allow staff to reside on the premises. Please see individual property descriptions.

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 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. Twin beds may not always be able to be separated.

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 6 nights on a 7 night holiday, and 12 nights on a 14 night holiday. Breakfast is run on a self-service basis, normally between 8 and 9am. There is of course unlimited tea and coffee. The milk supplied is likely to be UHT. With a full quota of guests present, breakfast can get busy so a degree of patience may be needed and our staff may ask that guests stagger their arrival times for breakfast, to facilitate smoother service. For afternoon tea our staff provide a cake (and savoury treats in Chalet Hotels) daily, except on their day off, and guests should help themselves to tea and coffee. Children's High Tea is served around 5:30pm and Adult dinner is served around 8pm. Please see the information above for each accommodation type and the catering offered, and also the individual property descriptions for details.

In all properties on the first evening, due to differing arrival times, the evening meal will be served at the convenience of the majority. For those on early departing transfers to the airport, only the Continental breakfast may be provided.

We do not permit non-guests of our chalets 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 secondary-school age children's occasion and children 10 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, children 10 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 chalet or Chalet Hotel kitchens** except where the 'cook your own supper' option

is available in chalets. Further information will be provided by our resort staff. Kitchens of chalets and Chalet Hotels are not to be used 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 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 we do need 14 days' notice in writing of a request for vegetarian or vegan meals and for these to be pre-booked.

Other special diets (e.g. 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. 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.

Food Allergy Policy: 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 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

In order to comply with local labour laws our chalet and Chalet Hotel staff have one day's rest each week and will otherwise work on a rota basis. On their days off, our staff will leave out a simple continental breakfast and are then off work until the following day. During this time, no other catering is provided. In the evening you have the opportunity to sample dinner in one of the village restaurants or, where applicable, select our 'cook your own supper' option.

Some 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 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 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.

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 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 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 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 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 in to 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 brochured 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 & Chalet Hotels

We have Wi-Fi installed and available in the public areas of all our chalets and Chalet Hotels, 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) Children's High Tea:

Children's High Tea in Chalets: A separate High Tea will be served at around 5:30pm for children aged 10 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 10 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: Children aged 10 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 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, usually to the same monetary value as the lessons originally booked. You will be responsible for any additional costs incurred over and above this. 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 ski or Lapland 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, where appropriate.

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 may take and retain for the duration of the activity an insurance deposit or excess, often in the region of €800.

Activities in Lapland: The activities described will not necessarily take place in the exact order in which they are described on the website/in the brochure and, due to circumstances outside our control, it may be necessary to vary the itineraries at very short notice. Hotelplan Ltd reserves the right to do this when necessary. The length of the rides shown in our itineraries is a guideline only, and may vary according to safety or weather conditions, the number of huskies and reindeer available, and other issues beyond our control and no guarantee is given as to the specific length of each ride.

'Huskies' is the generic term for the range of breeds used by Lapland's dog-sled providers. Some features included in the itineraries rely on satisfactory levels of snow and ice and, should the levels be inappropriate, suppliers will do their best to offer alternative activities. Insufficient snow or ice is not considered a reason to cancel or grounds for compensation. Safety instructions are given prior to each activity or safari, not including tobogganing and other similar informal activities, and parents are reminded that children must remain under their care and control at all times. There is a minimum age of 18 years to drive a husky sled, and there is usually a minimum size and weight requirement, for safety reasons.

During snowmobile excursions, children are transported in a separate sled driven by the guide, whilst parents drive or are a passenger on a separate snowmobile. Young children cannot ride pillion on a snowmobile and the recommended minimum height to ride pillion is usually 1.40m.

As most activities take place outdoors in Arctic conditions, they are not all suitable for babies and very young children. We take advice from our suppliers daily on whether children under 4 years old should be allowed to participate in certain activities due to weather conditions and other factors. No refund or compensation is applicable if young children and the accompanying carer are unable to take part in a particular activity. If any activity, whether pre-booked in the UK or booked locally, does not ultimately take place, the liability of Hotelplan Ltd is limited to a refund of the price paid for that specific activity only, and no additional compensation will be payable.

Whilst it is hoped that the Northern Lights will appear for our guests, this natural phenomena can never be guaranteed and no refund or compensation is applicable should they not be visible.

We endeavour to ensure that all activities booked through us are undertaken with reasonable skill and care in accordance with local laws, regulations and customs. However, it is not feasible to make the activity programmes completely risk free and it is a condition of your booking that you accept that you are taking risks and that it is your responsibility to be insured to the levels reasonably required for your circumstances.

Lapland Climate: In December, temperatures in Lapland normally range between -7°C and -35°C, with daylight usually limited to between 10:30 and 14:00 and long periods of twilight either side of night.

Whilst thermal suits and boots are provided for our Lapland guests (see specific holiday details), you are advised to bring layers of thermal and fleeced clothing to wear underneath when you are outdoors. Several layers of clothing provide better insulation from the cold than one or two thick items. balaclavas, face masks and extra warm headgear are also suggested. The heating in hotels is usually extremely efficient, so lighter clothing is required indoors.

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

The outcome of Brexit may also have an impact on driving abroad, so we recommend that you check the Government website for the most up-to-date information:

<https://www.gov.uk/guidance/driving-in-the-eu-after-brexit>

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.