



Our Booking Terms and Conditions

1.1 The Edge Chalet Company is the trading name of SARL Kinsella McCormack. These terms and conditions refer to Catered Chalet and Bed and Breakfast bookings.

1.2 The following terms and conditions form the basis of a contractual agreement between The Edge Chalet Company and "The Group". Please read them carefully as they set out our respective rights and obligations.

1.3 "The Group" refers to all persons listed in the booking, on whose behalf the "Group Leader" has signed, and also includes any subsequent changes of names to the original booking.

BOOKING

2.1 The first named person on the confirmation email will be deemed as the "Group Leader" and will be responsible for all communications between "The Group" and The Edge Chalet Company. He/she must be over 18 years of age and be authorised to make the booking on the basis of these terms and conditions by all persons on the booking.

2.2 A binding agreement will come into existence between The Edge Chalet Company and the "Group Leader" when we issue our confirmation email/invoice, and the deposit is received. Please contact us immediately if any information that appears on the confirmation or any other document appears to be incorrect or incomplete.

2.3 Check in is from 16.00 on day of arrival and checkout is at 10.00 on day of departure. Once checked out at 10.00 the contract between The Edge and the group is finished and The Edge Chalet Company is no longer obligated to provide "the group" with services such as food and driver service. The Edge Chalet Company will make every effort to provide shower facilities for late departures but this is not guaranteed.

DEPOSIT

3.1 In order to confirm your holiday, a deposit of 25% of the total cost of the booking (or full payment if booking is within 6 weeks of arrival), must be paid upon receipt of the confirmation email/email.

3.2 A booking will be held for a period of 7 days once the availability of the requested period has been confirmed, pending receipt of the appropriate deposit.

3.3 If after this period the deposit has not been received, the booking will be deemed cancelled and The Edge Chalet Company reserves the right to release the requested period without notification.

PAYMENT & PRICING

4.1 Full payment of the invoice balance is due 6 weeks prior to the commencement of the holiday. If payment is not received by this date The Edge Chalet Company reserves the right to treat the booking as cancelled and re-advertise the week.

4.2 The "Group Leader" will be personally liable for all monies outstanding by the remainder of "The Group".

4.3 Payment should be made by bank transfer.

4.4 Payment will be taken in EUR.

4.5 Late payment of your final invoice may be added to your balance.

4.6 Unless otherwise stated, prices quoted include 7 nights accommodation, breakfast, dinner on 6 nights and daily lift shuttles.

4.7 Prices do not include flights, transfers to and from resort, lift passes, equipment hire, lessons, childcare, holiday insurance or lunches.

4.8 The Edge Chalet Company reserves the right to amend the advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices.

CANCELLATION & CHANGES BY THE CLIENT

5.1 If the client cancels the booking after a confirmation letter, cancellation charges will be applied upon written notice of the cancellation.

5.2 Cancellation charges are a percentage of the Total Cost of the booking and are as follows: More than 12 weeks prior to arrival: Loss of deposit. Within 6-12 weeks of arrival date: 50% of total cost. Within 6 weeks of departure date: 80% of total cost

5.3 Should you wish to make any alteration to your confirmed booking you must notify The Edge Chalet Company as soon as possible in writing. We will endeavour to accommodate your request but this may not always be possible.

5.4 If you fail to arrive at the accommodation on your booked arrival date and do not advise The Edge Chalet Company of a revised arrival date (within the dates of your booked holiday period), by 8pm that day, The Edge Chalet Company reserves the right to treat your holiday as cancelled by you and impose the above cancellation changes.

CANCELLATION & CHANGES MADE BY THE EDGE CHALET COMPANY

6.1 If, through unforeseen circumstances, we are forced to cancel your holiday, a full refund is payable.

6.2 This is not the case if the cancellation is due to "Force Majeure". For the purposes of these conditions, Force Majeure means any event which we could not, even with all due care, foresee or avoid. Such events may include war, threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

HOT TUB

7.1 Our chalet has a hot tub for your enjoyment. On occasions the hot tub may not be up to full temperature on your day of arrival if we have replaced the water.

7.2 The hot tub chemicals and cleanliness will be maintained regularly however if guests repeatedly use the hot tub whilst dirty and not showering before use we may have to close the hot tub to clean it and replace the water, it can take 2 days for the water to re heat.

7.3 If the hot tub incurs any kind of fault then we may have to close the hot tub until we are able to get it repaired. We will endeavour to make any repairs as soon as possible.

LIMITATION OF LIABILITY

8.1 The Edge Chalet Company's liability is limited to the invoiced holiday cost and under no circumstances extends to the additional costs incurred by guests in taking the holiday, such as travel to and from the resort, pre-booked services, tuition or lift passes.

8.2 We cannot accept any responsibility for any delays you incur whilst travelling to Morzine. The accommodation will be held for you between the dates specified on the confirmation letter.

8.3 All personal items belonging to "The Group" and any equipment hired are "The Groups" sole responsibility. We accept no liability for any loss or damage to such items.

CLIENT RESPONSIBILITY

9.1 The Edge Chalet Company reserves the right to recover the entire cost (or estimated cost if an actual cost is not yet known) of any loss, damage or breakage caused by any member of "The Group" before you depart from the chalet. Settlement will be made by way of instant cash payment or bank transfer for the said damaged item.

9.2 The Edge Chalet Company reserves the right to terminate the holiday, without compensation or further obligation if it is deemed by us that any member of The Group behaves in such a way that is disruptive, unsociable, abusive or unacceptable to ourselves or other guests.

9.3 Any persons not booked into the chalet may only visit guests with prior permission, and with The Edge Chalet Company staff being present at all times. Such persons should adhere to the chalet Terms and Conditions. Un-authorized overnight guests are not permitted.

GUEST COMPLAINTS

10.1 In the unlikely event of a problem occurring on your holiday, any complaints should be made immediately to The Edge Chalet Company staff. Complaints cannot be accepted for poor snow conditions, weather or closure of lifts.

SPECIAL REQUESTS & DIETARY REQUIREMENTS

11.1 Please specify any "special requests" (such as particular dietary requirements or special facilities needed) or any other requirements you consider important, at the time of booking.

11.2 We will endeavour to meet special requests but cannot guarantee to do so. Special requests do not form part of the contract and we will have no liability if they are not met.

THIRD PARTY ACTIVITIES

12.1 We are happy to assist with booking any extra services or activities you may wish to use during your stay with us. These services are subject to the terms and conditions of the individual companies and our help does not constitute as our endorsement. We take no responsibility or liability for third party services.

12.2 Any grievance with a third party should be taken up with the provider.

LOST & STOLEN PROPERTY

13.1 Guests leaving property in the chalet, do so at their own risk. The Edge Chalet Company does not accept responsibility for items not recovered or returned. Nor do we accept responsibility for theft of property from the chalet or at any other time during your stay.

13.2 Any guests that do not properly secure exits and windows after leaving the chalet will be liable to any property taken as a result of that negligence.

INSURANCE

14.1 Alpine activities can often be dangerous. We strongly recommend that all members of "The Group" take out appropriate holiday insurance, ensuring that winter sports and associated equipment are covered.