

Terms and Conditions

Snow and Trek Limited - TERMS & CONDITIONS FOR SUMMER AND WINTER SELF-CATERED RENTALS OF CHALETS AND APARTMENTS. Updated 7th September 2020

Here listed are the terms and conditions (T & Cs) of Snow and Trek Limited, 109 Main Road, Southbourne, Emsworth, Hampshire, PO10 8EX. Hereafter referred to as **"Snow and Trek", "We", "Our", or "Us"**.

These T&Cs relate to the rental of Self-Catered Properties supplied through Snow and Trek Limited.

"Booking Form" means the electronic booking form incorporating these T&C that the Group Leader and each person listed in the Group electronically agree to.

"Group Leader" means the person as set out in the Booking Form

"Group" refers to all persons booked to stay in the Self-Catered Property listed on the Booking Form and also includes any subsequent changes of names to the original booking.

The person who completes the booking form does so as agent for all persons named on it. He/she agrees to be bound by these terms and conditions and acknowledges that these terms and conditions apply to all such persons listed on the booking form.

SUMMARY OF COVID 19 SPECIFIC TERMS – Applies to all Reservations of holidays commencing between 1st December 2020 and the 30th April 2021.

Cancellation in relation to Covid-19 after the FlexiSnow period has expired.

Provided that Snow and Trek Limited is "open for business" and can full fill its contractual obligations, then Snow and Trek Limited does not accept any liability or responsibility and WILL NOT issue refunds, WILL NOT issue credit vouchers and WILL NOT pay any other compensation in the event that YOU:

- a) Cancel your holiday due to you/members of the Group choosing not to travel because of Covid-19. This includes but is not limited to you being unable to travel because of restrictions imposed on you by your local authorities or local health authorities or travel provider (e.g. Flights, Ferry, Eurotunnel etc) due to COVID 19 or disinclination to travel.
- b) You or any members of the Group showing symptoms and self-isolating before travelling due to COVID 19.

If due to Covid-19: -

- a) Snow and Trek Limited is unable to perform its contractual obligations, because of business closure, resort closure or travel restrictions imposed by French authorities, as a result of COVID 19.
OR

- b) **If for the date you are due to arrive in resort** for your holiday - the UK FCDO (Foreign and Commonwealth Development Office) or equivalent governmental bodies in the country of permanent residence of the Group Leader, advice is against all but essential travel to France due to Covid-19.

Official statements must have been published to announce these closures/restrictions.

Then a **REFUND or CREDIT VOUCHER to the value of 75% of your holiday property rental amount** will be issued. This voucher is valid for 18 months from the start date of your cancelled holiday. No other compensation or refund will be paid.

Processing time to issue vouchers will be a max of 30 days from the start date of your cancelled holiday.

If you develop symptoms of COVID 19 whilst on holiday and decide to self-isolate, Snow and Trek Limited does not accept liability or responsibility to provide you with accommodation beyond your contracted holiday dates.

Due to the constantly evolving situation concerning Covid-19, Snow and Trek Ltd reserve the right to amend these Covid-19 specific Terms and Conditions at any time. Any changes will be immediately notified to all clients.

1.0 AGREEMENT

The T & Cs contained in this document together with your Booking Form comprise the contract between Snow and Trek Limited and all persons listed on the Booking Form, on whose behalf the group leader has signed. The contract is deemed to have been made as soon as the Booking Form has been sent and accompanied by a NON-REFUNDABLE Deposit or FULL payment as applicable.

- 1.1 The group leader is responsible, on behalf of all other members of the group, for all matters relating to the booking, thus HE/SHE WILL BE PERSONALLY LIABLE FOR ALL MONIES OUTSTANDING FROM THE REMAINDER OF THE GUESTS.
- 1.2 If at any time, prior to the start of the holiday, there is a change of group leader Snow and Trek Limited must be notified, either by email or telephone, by the original group leader and a new booking confirmation and terms and conditions form must be signed by the new group leader and returned to Snow and Trek Limited before embarking on the holiday.
- 1.3 Under no circumstances are additional guests allowed to stay in the Self-catered Property other than those specified on the Booking Form or can bookings be made for a group larger than the maximum capacity of the property. Failure to comply with this may result in your booking being terminated immediately in resort and you and your party may be asked to vacate the relevant Self-catered Property immediately. No compensation will be paid for this.

2.0 BOOKING

**BOOKING - Amendment 7th September 2020 -
"FlexiSnow" – Snow and Trek Limited's Flexible
Booking Policy.**

a) Any Bookings received for holidays with arrival dates from 1st December 2020 until 30th April 2021 will be subject to these amended rules. This includes all provisional and confirmed reservations made before 1st August 2020 for holiday start dates falling within the period from 1st December 2020 until 30th April 2021, Snow and Trek Limited reserves the right to amend these dates at any time.

b) On booking with FlexiSnow a reservation is only valid on payment of a **non-refundable** deposit of 25% of the gross rental amount (the "Deposit").

c) FlexiSnow will allow you to make a date change up to 8 weeks (56 days) before commencement of your holiday. E.g. for a reservation commencing the 27th December 2020 you can change this booking up until the 3rd November 2020.

d) FlexiSnow deposit payments are then transferable to another self-catered property with a start date any time within 18 calendar months from your original holiday start date, subject to availability. Our Full and Standard Terms and Conditions will then apply.

e) FlexiSnow entitles you to 1 free-of-charge date change to your original holiday ONLY.

f) FlexiSnow does not apply once you have entered the 8-week final balance payment period. At this point you are obliged to pay for your holiday in full and our standard T&C's will apply regarding cancellation (see Section 5.0).

BOOKING - FULL AND STANDARD T&C's

- 2.1 Once availability of the self-catered accommodation has been confirmed by Snow and Trek Limited, a reservation is only valid on payment of a non-refundable Deposit of 25% of the gross rental (the "Deposit"). A provisional booking will be held for up to 5 working days (unless reservation is to commence within 14 days) until a full Deposit is received. A completed Booking Form must then also be submitted within 7 days to complete a reservation.
- 2.2 Snow and Trek Limited will deem the booking cancelled if after 7 days of issuing a provisional booking they have not received the deposit or booking form. Snow and Trek Limited reserves the right to re-book the same dates in the same accommodation to another client without notification.
- 2.3 The final balance outstanding on your holiday must be paid 8 weeks before the start date of your holiday with Snow and Trek Limited. For bookings made within 8 weeks of the start date of the holiday rental the full cost of the reservation will be payable at the time of booking to secure.
- 2.4 If the final balance is not received 8 weeks before the start date of your holiday with Snow and Trek Limited, we reserve the right to cancel the booking and any deposits paid will be

forfeited (every effort will be made to contact the client to remind them of payment dates) and levy cancellation charges as outlined below in section 5.0. Snow and Trek Limited then reserves the right to re-book the same week in the same accommodation to another client without notification.

3.0 PRICES

- 3.1 The prices quoted on the Snow and Trek Limited website are for accommodation on the dates requested on a self-catered basis unless otherwise stated.
- 3.2 Prices for Self-catered Properties include only bed linen, towels, toiletries and cleaning of the property before your stay. Our self-catered prices do not include, meals on wheels, shopping packs, airport transfers, flights or travel costs; travel, holiday or medical insurance; lift passes; childcare; equipment hire or lessons. Therefore, our self-catered holidays DO NOT constitute a package holiday and fall outside of the Package Travel Regulations
- 3.3 Snow and Trek Limited guarantees the price of your holiday as quoted at the time of booking and as stated on your Booking Form. Snow and Trek Limited reserves the right to increase or decrease the advertised price of any unsold holidays at any time.

4.0 PAYMENT

- 4.1 Acceptable payment types are bank transfer, PayPal or cheque to Snow and Trek Limited GBP or EURO accounts with HSBC. Snow and Trek Limited will not be held responsible for charges incurred by yourself for international bank transfer costs or charges imposed on you by your bank. This also includes payment discrepancies or additional costs caused by variations in exchange rates used by your bank.
- 4.2 In the event of dishonoured payments, the Group Leader will be contacted to make immediate payment by other means. Failure to make payment by other means will result in the immediate automatic cancellation of the booking and any deposits paid will be held in accordance with section 2.4. Snow and Trek Limited then reserves the right to re-book the same dates in the same accommodation to another client, without notification.
- 4.3 In the event of late payment of your final balance, any charges or loss of revenue incurred on our behalf will be added to your balance. In accordance with section 2.4, we reserve the right to cancel your holiday should you fail to pay your final balance. No compensation will be provided, and you will not receive a refund.
- 4.4 Details of a valid credit card will be taken on arrival at the property in resort as security against damage, loss, breakages and additional cleaning charges as more specifically detailed in section 8. These details will be kept for the duration of your stay and by you agreeing to these T & Cs, you are agreeing to allow Snow and Trek Limited

to charge that card in Euros in the event of any damages, losses, breakages or additional cleaning charges.

- 4.5 Snow and Trek Limited will endeavour to address any issues listed in 3.4 above during your stay. In the event that damage to one of our properties is not brought to our attention during this period, and is learnt of after your departure, we will contact you within 72 hours of leaving the property to confirm additional charges to be processed.

5.0 CANCELLATION

COVID 19 SPECIFIC TERMS – Applies to all confirmed bookings from 1st September 2020 for reservations between 1st December 2020 and April 30th, 2021

Cancellation in relation to Covid-19 after the FlexiSnow period has expired.

Provided that Snow and Trek Limited is “open for business” and can full fill its contractual obligations, then Snow and Trek Limited does not accept any liability or responsibility and WILL NOT issue refunds, WILL NOT issue credit vouchers and WILL NOT pay any other compensation in the event that YOU:

- a) This includes but is not limited to you being unable to travel because of restrictions imposed on you by your local authorities or local health authorities or travel provider (e.g. Flights, Ferry, Eurotunnel etc) due to COVID 19 or disinclination to travel.

- b) You or any members of the Group showing symptoms and self-isolating before travelling due to COVID 19.

If due to Covid-19: -

- a) Snow and Trek Limited is unable to perform its contractual obligations, because of business closure, resort closure or travel restrictions imposed by French authorities, as a result of COVID 19
OR
b) **If for the date you are due to arrive in resort** for your holiday - the UK FCDO (Foreign and Commonwealth Development Office) or equivalent governmental bodies in the country of permanent residence of the Group Leader, advice is against all but essential travel to France due to Covid-19

Official statements must have been published to announce these closures/restrictions.

Then a **REFUND or CREDIT VOUCHER to the value of 75% of your holiday property rental amount** will be issued.

If you choose a voucher it is valid for 18 months from the start date of your cancelled holiday. No other compensation or refund will be paid.

Processing time to issue vouchers will be a max of 30 days from the start date of your cancelled holiday.

If you develop symptoms of COVID 19 whilst on holiday and decide to self-isolate, Snow and Trek Limited does not accept liability or responsibility to provide you with accommodation beyond your contracted holiday dates.

CANCELLATION - FULL AND STANDARD T&C's

- 5.1 Snow and Trek Limited cannot accept responsibility, pay compensation or issue refunds where the performance of its contractual obligations is prevented by or affected by events amounting to "extraordinary circumstances". This includes Force Majeure (Force Majeure meaning acts of war or threat of war, political unrest, terrorist activities, adverse weather conditions, volcanic ash clouds, strikes, acts of God, epidemics, pandemics, riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters, nuclear war) and or similar events or extraordinary circumstances out of our control. ("Force Majeure").
- 5.2 Outside of the events listed in 5.2, should it be necessary for Snow and Trek Limited to make alterations to a confirmed booking, Snow and Trek Limited will contact the Group Leader as soon as possible. In this instance Snow and Trek Limited will endeavour to make alternative arrangements for accommodation if available (of at minimum the same value) or offer an alternative holiday with Snow and Trek Limited (up to the same value of the booking of a Self-catered Property). No other compensation will be offered.
- 5.3 You, or any member of your party, may cancel your holiday at any time for any reason providing that the Group Leader makes the cancellation in writing / email. Charges will be

levied in accordance with our cancellation policies as outlined in sections 5.6 and 5.7 and 5.8.

- 5.4 Snow and Trek Limited takes no responsibility for non-delivery or non-receipt of such written cancellation.
- 5.5 Cancellation Terms up to 8 weeks (56 days) before commencement of your holiday, under the FlexiSnow option, any deposits paid are transferable to another holiday date, any time within 18 calendar months from your original holiday start date.
- 5.6 If you decide NOT to use the FlexiSnow option, or fail to cancel up to 8 weeks before commencement of your holiday, your deposit is NON-REFUNDABLE and will be retained for administration costs and cancellation charges will be levied as follows: -
- a) Cancellation between 56 days and 35 days (5 weeks) before commencement of your holiday – You are liable to pay 50% of the total cost due for your holiday.
 - b) Cancellation at 34 days or less before commencement of your holiday – You are liable to pay 100% of the total cost due for your holiday.
- 5.7 Non receipt of the balance of the cost of the holiday will not be taken as notification of cancellation; clients will still be liable for cancellation charges as shown above if they subsequently cancel their holiday.

6.0 LIMITATION OF LIABILITY

- 6.1 Snow and Trek Limited does not accept any liability where-so-ever or how-so-ever arising, issue refunds or pay compensation for:
- a) Any Force Majeure event (Force Majeure meaning acts of war or threat of war, political unrest, terrorist activities, adverse weather conditions, volcanic ash clouds, strikes, acts of God, epidemics, pandemics, riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters, nuclear war) and or similar events or extraordinary circumstances out of our control. ("Force Majeure").
 - b) Adverse weather or traffic conditions, avalanche, mud slips, slides and snow conditions and the effect any of these may have on travel arrangements, accommodation and activities.
 - c) Limitations imposed by resort authorities, ski-lifts, ski school or ski hire operators. Including but not limited to resort closure.
 - d) Travel arrangements made by the group or on behalf of the group.
 - e) Any personal injury or death, where so ever or howsoever arising, caused to any visitor and/or any member of the group for their duration of stay..
- 6.2 This is not intended to exclude and statutory rights the group and/or visitor may have. This agreement and any proceedings there under are to be governed by English Jurisdiction

- 6.3 A person who is not a party to this Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract provided always this does not affect any right or remedy of a third party which exists or is available apart from this Act.
- 6.4 A person who is not a party to this Agreement has no right to enforce any term of this Agreement.

7.0 ARRIVAL/DEPARTURE TIMES

- 7.1 The Self-catered Property is available for access from 16h00 (4pm) on the day of your arrival. Effort will be made to allow early access; however, this must be discussed with Snow and Trek Limited prior to arrival. Snow and Trek Limited cannot guarantee the Self-catered Property will be ready before 16h00 (4pm).
- 7.2 For departure, the Self-catered Property must be vacated by 10h00 (10am). For clients on our transfers a luggage storage facility is available. For those driving all cars must be removed from designated parking spaces. Effort will be made to allow late checkout under special circumstances only. However, this must be discussed with Snow and Trek Limited at the time of booking and cannot be guaranteed.

8.0 RESPONSIBILITIES, BEHAVIOUR

- 8.1 All guests should act and behave in such a manner so as to not affect or disrupt the enjoyment of other guests, local residents or have a negative effect on the reputation

of Snow and Trek Limited. Excessive noise inside, outside or within the self-catered Property, grounds or communal areas after 10pm also comes under this section and will not be tolerated. Snow and Trek Limited reserves the right to refuse to further accommodate your party if you are in breach of this clause and contractual obligations will be terminated immediately. No compensation will be payable.

8.2 Any loss or damage, where so ever or howsoever caused; or arising by the Group Leader, or members of the Group; to vehicles, property, grounds and out-buildings owned by or managed by Snow and Trek Limited must be paid for in full. This is payable by the Group Leader, on behalf of the group, irrespective of which person was responsible, before guest departure as detailed in sections 4.4 and 4.5

8.3 Any client not properly securing the exits or windows of the self-catered Property will be liable for any Snow and Trek Limited property stolen as a result of that negligence. Snow and Trek Limited will not be held responsible for any theft or loss of personal possessions from our premises/vehicles.

9.0 DAMAGES, ADDITIONAL CLEANING AND BREAKAGES

9.1 As mentioned in section 4.4, details of a valid credit card will be taken on arrival at any Snow and Trek Limited self-catered Property as security against damage, loss, breakage or additional cleaning charges to the property.

9.2 Additional cleaning charges are levied as follows:

Snow and Trek Limited reserve the right to charge up to €300 Euros for additional cleaning if the following has not been adhered to before departure of a property:

All rubbish & recycling removed;

Removal of all food from cupboards and fridges;

Dishwasher on or emptied; all beds to be stripped and dirty laundry put in bathroom; dirty towels to be left in one bathroom; and

all communal areas must be hoovered and/or swept.

9.3 DO NOT use abrasive cloths or cleaning products in the apartment. Any damage caused to polished or metal surfaces will be charged.

9.4 DO NOT dry dark or coloured clothing on radiators, fireplaces or heated towel rails. Any damage caused will be charged for.

9.5 DO NOT wash shoes or trainers or inappropriate clothing in any of the washing machines, and ensure all pockets are emptied. You are liable to pay for any repairs, replacement parts or full replacement of washing machines and tumble driers on a like for like basis.

9.6 All keys to Self-catered Properties are security keys. Should you lose a key to your Self-catered Property, you will be charged €250 for a replacement. This charge will be made immediately using the credit / debit card provided at the start of your holiday.

10.0 HOT TUBS

- 10.1 Snow and Trek Limited takes hot tub care, cleanliness and maintenance very seriously. Hot tubs are maintained weekly and we endeavour to do this prior to new guests arriving. Hot tubs are thoroughly cleaned, maintained and filters and water replaced. This could mean the hot tub will be cold on arrival and will be ready for use the following evening.
- 10.2 Guests use hot tubs at their own risk and special care should be taken at all times when getting into and out of the hot tub. Extra care should be taken during cold and icy conditions as the areas surrounding the hot tubs cannot be salted to remove ice. Snow and Trek Limited presume that all guests, before using the hot tub, have read and understood the Hot Tub Safety notices posted within the Self-catered Property
- 10.3 Children must be supervised and accompanied by an adult at all times to avoid the risk of drowning and/or overheating. Children under the age of 12yrs should not use the hot tub.
- 10.4 Snow and Trek Limited reserves the right to close hot tubs for reasons related to, but not limited to, damage, chemical imbalance, breakdown, vandalism or unsafe conditions. Prior notice is not necessary, and, in such cases, compensation will not be payable to guests.

11.0 FIREPLACES, STOVES AND CHIMNEYS

- 11.1 Care must be taken when using fireplaces, stoves and chimneys. Naked flames, fires, fireplaces and chimneys are hot and can cause serious damage to property, belongings and people. Therefore, fireplaces should never be overloaded with wood, allowed to burn out of control. They should never be left unattended. Clothes or other items should never be dried directly in front of or on top of them.
- 11.2 Snow and Trek Limited accepts no responsibility for damage to guests, guest clothing or other property belonging to guests as a result of using a fireplace, stove or chimney. If a guest damages a piece of Snow and Trek Limited property as a result of using a fireplace, stove or chimney, they will be charged accordingly.

12.0 LOST AND STOLEN PROPERTY

- 12.1 Any client not properly securing the exits or windows of the Self-catered Property will be liable for any Snow and Trek Limited property stolen as a result of that negligence. Snow and Trek Limited will not be held responsible for any theft or loss of personal possessions from our premises / vehicles. Whilst Snow and Trek Limited will endeavour to ensure the security of guests' personal possessions, Snow and Trek Limited cannot guarantee it.
- 12.2 It is up to the Group Leader to ensure that each member of the Group is responsible for the safety of all their own personal possessions, documents and equipment. No responsibility or liability is or will be accepted by Snow

and Trek Limited in respect of such items as it is a condition of your booking (and therefore reasonably assumed by Snow and Trek Limited) that all guests have taken out appropriate insurance to cover such loss and/or damage.

For the avoidance of doubt, please note that this also applies to Mountain Bikes, Road Bikes, Ski/Snowboard Equipment and any other "high value" items that guests have brought with them on holiday.

13.0 CHILDREN

13.1 No matter how much care is taken, our Self-catered Properties are not childproof. Snow and Trek Limited will not be held responsible for any accidents occurring within the properties, it is the parent's responsibility to ensure their children are supervised at all times. Particular care must be taken with hot tubs, fireplaces, chimneys, staircases. Parents assume full responsibility for the safety and well-being of their children at all times.

13.2 Snow and Trek Limited can provide high-chairs, travel cots and car seats for infants and babies, fire guards and stair gates. These items must be checked over by parents to ensure they are satisfactory and secured. Snow and Trek Limited accepts no responsibility should an accident or injury occur as a result of the use of such items. Parents assume full responsibility for the safety and well-being of their children at all times.

14.0 OUTDOORS SHOES & EQUIPMENT

14.1 It is important that, for your comfort, a pair of slippers or indoor shoes are included in your packing as ALL outdoor shoes, which include ski and snowboard boots, mountain biking shoes and cycling shoes are strictly forbidden anywhere inside the Self-catered Property and the internal communal areas.

14.2 All outdoor equipment, which includes but is not limited to mountain bikes, skis and snowboards, dirty, soiled or extremely wet clothing, must be stored in the designated area as provided by Snow and Trek Limited on arrival.

14.3 Under no circumstance is the repair or maintenance and cleaning of such outdoor equipment, as stated above, allowed within the internal space of the property including terraces, balconies and garden areas. Mountain bikes should be washed in the designated area described on check in. This also includes waxing of skis or snowboards in winter.

15.0 SMOKING & ILLEGAL SUBSTANCES

15.1 For health and safety reasons, smoking is strictly prohibited within our Self-catered Properties and Snow and Trek Limited vehicles. If guests wish to smoke, they must do so outside of these areas or within the designated smoking spaces.

15.2 Anyone smoking or taking illegal substances in or around any of Snow and Trek Limited's properties will not be tolerated. Any guest involved in such activity will be asked to immediately vacate the Self-catered Property. Snow

and Trek Limited reserves the right to refuse to further accommodate your party if you are in breach of this clause and contractual obligations will be terminated immediately. No compensation will be payable.

16.0 COMPLAINTS

- 16.1 In the unlikely event of you having a complaint with any part of your holiday you should notify the Snow and Trek Limited staff immediately.
- 16.2 Any complaints made ON or AFTER departure will not be considered. Complaints cannot be accepted for airport transfers, snow conditions, childcare, weather, lessons and closures of ski – lifts and other services provided by 3rd party suppliers or for anything outside of Snow and Trek Limited's direct control.

17.0 THIRD PARTY SUPPLIERS & ACTIVITIES

- 17.1 Snow and Trek Limited can assist in sourcing and booking many of the extra services you may require when on holiday.
This does not constitute an approval of these services or suppliers and Snow and Trek Limited takes no responsibility or liability for 3rd Party services. Therefore, you are subject to the terms and conditions of the individual 3rd party companies and any grievance with a third-party service should be taken up with that provider directly.

- 17.2 Our help in organising and recommending 3rd Party suppliers does not constitute a package holiday or linked travel arrangement and therefore falls outside of the Package Travel Regulations
- 17.3 AIRPORT TRANSFERS – Airport Transfers are not included in the cost of your self-catered holiday with Snow and Trek Limited. However, you can book transfers with Snow and Trek Limited's French transfer supplier SDF WHITEHORN as our preferred transfer provider. This recommendation does not constitute a Linked Travel Arrangement and therefore falls outside of the Package Travel Regulations
- 17.4 Snow and Trek Limited are not responsible for compensating any costs incurred due to unforeseen circumstances resulting in you missing your flight. Should you miss your flight due to inadequate pick up time, vehicle breakdown or accident, your transport provider will be responsible for providing a solution. Any additional costs incurred should be claimed against your holiday insurance.

18.0 PASSPORT AND VISA

- 18.1 It is your responsibility to be in possession of a valid passport and/or any visa necessary. If you do not have a British or EU passport, please be sure to check visa requirements for the countries you will be visiting. Remember, most flights are to Geneva in Switzerland, which is not an EU member.

19.0 INSURANCE

- 19.1 You MUST be insured with a valid insurance policy on booking your Snow and Trek Limited self-catered holiday, valid until at least the end of your rental with Snow and Trek Limited.
- 19.2 Skiing, snowboarding, VTT and summer mountain activities can be dangerous pursuits both on and off-piste. Snow and Trek Limited will endeavour to make your trip as safe as possible, but not all risks, dangers and hazards can be anticipated or avoided.
- 19.3 It is up to the Group Leader to ensure that each member of the group has all their own necessary medical and travel insurance documents to cover themselves, and their property/belongings fully on booking the holiday. This is to include Personal Liability cover of up to £2 million – this is a legal requirement for rental properties in France).
- 19.4 It is up to the Group Leader to ensure that each member of the group has travel insurance to cover for loss of holiday costs due to forced closure of the resort due to unforeseen circumstances which includes and is not limited to, force majeure, cancelled flights and travel arrangements, pandemics, epidemics and specifically COVID-19.

19.5 Covid-19 – If you develop symptoms of COVID 19 whilst on holiday and decide to self-isolate, Snow and Trek Limited does not accept liability or responsibility to provide you with accommodation beyond your contracted holiday dates.

19.6 Snow and Trek Limited reserve the right to ask for evidence of the groups travel insurance before or during your holiday.

20.0 TERMS OF CONTRACT

20.1 All descriptions on the Snow and Trek Limited website are given in good faith and are believed to be correct. This is in relation to all aspects including activity pricing and information.

20.2 For the avoidance of doubt in the event of any conflict between the details on the Snow and Trek Limited website and the T & Cs the provisions of the T & Cs prevail.

20.3 The contract and the Agreement is made in accordance with these terms and conditions