

HOW TO BOOK

1. To reserve your chosen dates, firstly confirm your wish to proceed by email or telephone. We then allow three days to receive the
a) completed, and signed booking form. Please post to: Chalet Runca, Wetterweide 1, Neubachstrasse, CH-7050 Arosa.
b) deposit of 10% (or the full amount if less than ten weeks before your holiday start date)
2. On receipt, we shall confirm your holiday reservation by email.
3. Pre-holiday information will be sent by email on receipt of the full balance.

Please feel free to call anytime to discuss any aspect of your holiday arrangements - +41 (0) 798 333 608.

METHODS OF PAYMENT: BANK TRANSFER: Bank: UBS AG, Bank Address, Postfach, Arosa 7050. BIC: UBSWCHZH80A Account Name: Michael Onions – Snowy Pockets
Swiss Francs Account Number: 204-824748.40 J IBAN: CH25 0020420482474840 J

Those with Swiss Bank accounts: Please ask if you would like us to post the Einzahlung Giro.

CREDIT CARD: There is a 4% charge for Mastercard, Visa and Maestro.

Currency conversion: Holidays paid for in Swiss Francs will have the best rate of conversion. Should you wish to pay in Euros and Pound Sterling, please request this via the booking form, and we shall send a quote.

SNOWY POCKETS OF AROSA – BOOKING CONDITIONS 2009-2010

I. BOOKING A HOLIDAY

a) A holiday booking is made between Snowy Pockets and the signatory of the booking form who must be over 18 years of age ('you'). All correspondence to Snowy Pockets is to be addressed to: Chalet Runca, Wetterweide 1, Neubachstrasse, 7050 Arosa, Switzerland.

b) The contract between you and Snowy Pockets is in all circumstances to be governed by these booking conditions.

2. PRICE GUARANTEE

a) Once your holiday has been booked its price will be fixed in Swiss Francs. If requested on the booking form, the invoice will provide the amount to pay in pounds sterling or Euros, together with the account details. We reserve the right to alter the amount to pay in these currencies, up to ten weeks before your holiday start, if the full amount has not already been received, and this will be instructed by registered post.

3. AMENDMENTS BY YOU

a) Amendments must be confirmed in writing, signed by you or any authorised member of your group. They will come into effect on the day they are received by Snowy Pockets. You agree to indemnify Snowy Pockets for any reasonable expenses incurred in making an amendment.

4. CANCELLATION BY YOU

a) any cancellation will come into effect the day written notice is received by Snowy Pockets and will be refunded as shown in the table below. Recorded delivery is recommended.

Time before holiday start	% of holiday price
10 weeks or more	90%
8 – 10 weeks	60%
6 – 8 weeks	45%
4 – 6 weeks	30%
4 weeks or less	0%

b) Depending on the reason for your cancellation, you may be able to reclaim these charges under the terms of your insurance policy.

c) Please note that flight refunds and insurance premiums need to be discussed directly with those operators you booked with.

d) Additional services requested are not covered by these conditions and are subject to cancellation terms of the individual supplier.

5. CANCELLATION BY SNOWY POCKETS

a) If you fail to pay the balance of the booking price or other costs before the due dates, we reserve the right to cancel your reservation with no refund to you.

6. AMENDMENTS BY SNOWY POCKETS

a) Please note that Snowy Pockets cannot pay expenses, costs or losses incurred by you as a result of any change or cancellation and shall not be liable for any refund should Snowy Pockets be forced to cancel or change your holiday due to circumstances amounting to Force Majeure. Such circumstances shall include, but are not limited to, war or threat of war, riot, civil strife, terrorism, industrial disruption, natural disasters, fire, technical problems, adverse weather, governmental action and similar events beyond our control.

7. REFUNDS BY SNOWY POCKETS

Where we supply services and equipment for free use to guests, no refunds will be made in the event of any such service or equipment not being used, or available due to breakdown or other circumstances beyond our control.

We carefully design the weekly menu and take into account requests prior to the holiday. Special requests once in resort will need to be paid for in advance of purchase. Staff are not authorised to promise any refund in respect of a clients claim and no such promises will be accepted by the Company. If there is any discontent whatsoever, this must be reported immediately to management, where the situation will be dealt with as quickly and as amicably as possible. Snowy Pockets takes all due diligence with the running of the business and therefore has no policy of refunds.

8. YOUR RESPONSIBILITIES

a) INSURANCE

Due to the hazardous nature of skiing holidays, it is a condition of booking that every client is covered by good medical insurance policy specifically including Winter Sports. This may include Personal accident, Loss of money or passport, Medical Expenses, Travel Delay or abandonment, Winter sports Equipment (including Hire Equipment), Equipment hire if your own gear is lost or stolen, Repatriation and air ambulance, Personal liability and legal expenses 24-hour assistance, Relative or friend assistance, Dental treatment, Multi-lingual emergency assistance, Missed Departure, Weather delay.

Optional Extras: Off-piste, paragliding, Heli-skiing, Helicopter recovery We disclaim any liability for any damage, injury or death from any resulting accident from hazardous sports such as skiing, snowboarding, tobogganing and para-gliding. We recommend guests purchase attachable shoe grips for walking on snow.

We ask for insurance details in case we need to act in an emergency. On the Snowy Pockets booking form we ask for the name of the insured, name of the insurance company, policy number and emergency telephone number.

b) To guarantee payment, before the end of the holiday, for any chargeable services requested by any member of your group both before and during your holiday.

c) To treat the property with care and respect and to respect the chalet guidelines. Credit card details will be taken on arrival. Should deductions be deemed necessary, the estimated value of repair/replacement shall be presented for settlement before departure. Snowy Pockets will be entitled to recover the cost of any damage caused by any member of your group before departure from the chalet. Behaviour deemed unacceptable by Snowy Pockets will result in the termination of your holiday and you shall have no right to a refund

for your holiday or any expenses incurred as a result of the termination.

d) To provide written details of any allergies/medical condition suffered by any member of your group. We will not be liable in the event of any allergic reaction should this information not be provided.

9. CHANGEOVER DAY

To enable a thorough clean and linen change in Chalet Runca, we ask guests to bear with us on changeover day. Check-in is from 4pm to 10pm, and check-out is by 10am. Should you wish to arrive early or ski on, you will be shown a place to store your bags but it will be impossible to use the facilities during the chalet clean down.

10. HEALTH, PASSPORTS AND VISAS

a) it is your responsibility to ensure that documents are in proper order before travel. Snowy Pockets accepts no liability for any loss or inconvenience caused as a result of your failure to take reasonable care in this respect.

b) EU Nationals are advised to hold a full passport valid for the duration of the holiday and for at least six months after the journey home. Please note that all children including infants require their own passports. Neither vaccinations nor visas are currently required to enter Switzerland. However, pregnant mothers are advised to obtain clearance to fly both from their doctor and airline if their pregnancy will exceed 28 weeks on the date of their return travel.

c) Non-EU Nationals travelling to Switzerland: Please contact your local Swiss Consulate, or the Swiss Embassy website: www.swissembassy.org.uk. Tube: Marble Arch. Open Monday – Friday, 9.00 -12.00.16 - 18 Montague Place, LONDON W1H 2BQ

11. TRANSPORT

a) it is your responsibility to make your group's travel arrangements to Arosa. The last train leaving Zurich Airport on Saturdays is 20.51, arr: 23.53 b) Snowy Pockets cannot accept responsibility for guests missing flights for any reason or mislaying or destroying travel documents, and no credit or refund will be given if you fail to take up a component of your holiday as a result. c) Snowy Pockets will assist with missed connections wherever possible and subsequent costs will be borne by you.

12. SKIING WITH SNOWY POCKETS

a) SKI HIRE: We operate our own ski hire department and our qualified Ski Technician will make every effort to ensure your ski bindings are set appropriately. To effect accurate setting he will request your weight and ski ability level before setting the bindings in accordance with manufacturers guidelines. However, skiing accidents do happen and in the unlikely event of an accident occurring, Snowy Pockets takes no responsibility. Guests re-adjusting their bindings, during the course of their holiday, do so at their own risk.

b) it is the responsibility of you and your group to judge the suitability of each area in which you ski/ride. If you or any member of your group ski in a location on the recommendation of or accompanied by any representative of Snowy Pockets, Snowy Pockets will not be liable for any injuries howsoever caused.

c) It is requested that all members of the group partaking in winter sports have suitable cover with their insurance policy.

13. CATERED CHALET HOLIDAY NOTES

Occupancy must not exceed the maximum number of people stated on the invoice. Dining: Your chef and host have their well earned day off mid-week. The kitchen is not available for home preparation or cooking. Continental breakfast is laid out and hot drinks to prepare, are laid out. You have resort dining information at your fingertips in the chalet, and we will book and arrange this dining, and any other activity you desire, on your behalf.

14. SELF-CATERING APARTMENT NOTES

On changeover day, check-in is from 4pm to 10pm, and check-out is by 10am. Occupancy must not exceed the maximum number of people stated on the invoice. Visitors tax is payable on arrival. Rubbish disposal is your responsibility. Glass, paper, plastic and card can be disposed of free of charge in nearby containers. General refuse collection uses the "blue 35L Arosa sack", which can be disposed of opposite the bus-stop. The first sack is complimentary.

15. a) Headings within these booking conditions are for reference purposes only. These booking conditions and any matters arising from them are subject to and governed by Swiss law. To the best of our knowledge all details on this site were accurate in November 2009.

Errors and Omissions Excepted.

PLEASE POST THIS FORM TO: SNOWY POCKETS • CHALET RUNCA • WETTERWEIDE • 7050 AROSA • SWITZERLAND

Tel/Fax: +41 (0) 813 565257 • UK Tel: 01707 251696 • Mobile:+41 (0) 798 333608 • www.snowypockets.com • Email: info@snowypockets.com

WINTER BOOKING FORM



Holiday Start Date:		Holiday End Date:	
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1st Floor Apartment	Total No. in Party	No. 13-15 years	No. 3-12 year olds	No. under 3's	No. over 60's

Catered Chalet Sole Occupancy Book by the Room

Total No. in Party	
No. 13-15 year olds	
No. 3-12 year olds	
No. under 3 year olds:	
No. over 60's:	

I would like:

- To reserve in-house ski and boot hire
- To reserve ski instruction by Mike Onions
- Details on Ski and Snowboard School
- Details on mountain guiding (Examples include:- Ski Safari: Tchiertschen-Lenzerheide-Arosa/Davos-Arosa/Arosa-Chur)
- To discuss in-chalet childcare
- To reserve this number of car parking spaces: _____

Age is that on holiday start date – please provide photocopies of passport with booking form to qualify for a discount

Leader Name:	
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Address:	
	Post Code:

Home Number:		Fax Number:	
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Work Number:		Mobile Number:	
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Email address:	
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Method of Travel:	Air <input type="checkbox"/>	Car <input type="checkbox"/>	Train <input type="checkbox"/>	Other <input type="checkbox"/>
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Known Travel Details:	

To receive your holiday quote, please call 01707 251696, email or, alternatively, view our web-site and fill-in your requirements on our quote form.

Holiday Price CHF		Deposit of 10%		Full payment if less than 10 weeks prior to holiday	
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Method of Payment	Direct Transfer	CHF <input type="checkbox"/>	GBP <input type="checkbox"/>	Euro <input type="checkbox"/>	Transfer details on back page.	Card <input type="checkbox"/>
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If by card: type?	Visa <input type="checkbox"/>	Mastercard <input type="checkbox"/>	Maestro <input type="checkbox"/>	Name on card	
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Card number		Date of Expiry		CV Code	
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Cards are debited in Swiss Francs, plus 4% credit card charge.

INSURANCE Please give details of your cover below and sign the insurance indemnity below.

Insurance Company Contact No.		Policy Number:		24 Hour Contact Number	
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Insurance indemnity:

I hereby undertake on behalf of myself and all members of my party:

- (i) to arrange holiday insurance which provides sufficient cover.
- (ii) not to hold Snowy Pockets responsible for any cost incurred by my party due to my failure to take out adequate insurance.
- (iii) to indemnify Snowy Pockets for any cost incurred by myself and all party members due to my failure to take out adequate insurance cover.

Signed: _____ Date: _____

Declaration

I agree to the conditions and liabilities set out in the booking conditions on www.snowypockets.com (or contact us for a copy to be sent). I am over 18 years and declare I am authorized by the person(s) named on this form to effect this booking and accept liability and conditions on his/her/their behalf, and any other person I may subsequently ask you to book in my name. I agree to pay the balance no later than ten weeks prior to the departure date otherwise holiday dates reserved maybe freed to take other bookings at the loss of my deposit.

Signature: _____

Name: _____ Date: _____

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SUMMER BOOKING FORM

Holiday Start Date:		Holiday End Date:			
	Total No. in Party	No. 13-15 years	No. 3-12 year olds	No. under 3's	No. over 60's
Main Chalet					
1st Floor Apt					
Ground Floor Apt					

Age is that on holiday start date – please provide photocopies of passport with booking form to qualify for a discount

Leader Name:	
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Address:	
	Post Code:

Home Number:	Fax Number:
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Work Number:	Mobile Number:
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Email address:	
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Method of Travel:	Air <input type="checkbox"/> Car <input type="checkbox"/> Train <input type="checkbox"/> Other <input type="checkbox"/>
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Travel Details:	
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To receive your holiday quote, please call 01707 251696, email or, alternatively, view our web-site and fill-in your requirements on our quote form.

Holiday Price (CHF)		Deposit of 10%		Full payment if less than 10 weeks prior to holiday	
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Method of Payment	Direct Transfer CHF <input type="checkbox"/> GBP <input type="checkbox"/> Euro <input type="checkbox"/> <i>Transfer details on back page.</i> Card <input type="checkbox"/>
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If by card: type?	Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Maestro <input type="checkbox"/>	Name on card
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Card number	Date of Expiry	CV Code	
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Cards are debited in Swiss Francs, plus 4% credit card charge.

INSURANCE Please give details of your cover below and sign the insurance indemnity below.

Insurance Company Contact No.	Policy Number:	24 Hour Contact Number	
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Insurance indemnity:

I hereby undertake on behalf of myself and all members of my party:

- (i) to arrange holiday insurance which provides sufficient cover.
- (ii) not to hold Snowy Pockets responsible for any cost incurred by my party due to my failure to take out adequate insurance.
- (iii) to indemnify Snowy Pockets for any cost incurred by myself and all party members due to my failure to take out adequate insurance cover.

Signed: _____ Date: _____

Declaration

I agree to the conditions and liabilities set out in the booking conditions on www.snowypockets.com (or contact us for a copy to be sent). I am over 18 years and declare I am authorized by the person(s) named on this form to effect this booking and accept liability and conditions on his/her/their behalf, and any other person I may subsequently ask you to book in my name. I agree to pay the balance no later than ten weeks prior to the departure date otherwise holiday dates reserved maybe freed to take other bookings at the loss of my deposit.

Signature: _____

Name: _____ Date: _____

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SNOWY POCKETS 2009-2010

CHALET RUNCA PRICE LIST

Chalet Runca is non smoking within and pets are regrettably not permitted.

Main Chalet (Sleeps 12-14, see brochure page four for layout)

Accommodation: 430 m² of living space, open in winter, catered.

Facilities: Wireless access to broadband network (ADSL/WLAN), digital door code security, sauna, steam room, log fire and large sunny balconies with seating, DVD Home Cinema, free satellite TV, under floor heating, drying room, games, books, videos, DVD's, snow bar (winter), gas barbeque (summer).

21-pair boot dryer, ski racks, eight two-man wooden sledges, infant seats, cots, high chairs, monitors, stair gates.

Catered price includes: Hot drinks on arrival, tourist taxes, VAT, professional services of four dedicated resort staff (with separate living quarters), perfectly prepared rooms, bath-robos and towels, moisturising soaps, pre-arrival menu consultation for adults, children and special diets; 5x days cooked, homemade cake, children's tea at times to suit you, aperitif, three-course dinner party served with wine;

Seven days cleaning, continental breakfast (Arosa produced yogurts and cheese/cold meat slice, fresh bread/pastries/muesli/porridge, preserves, fresh orange juice and fruit bowl), unlimited English or herbal tea and percolated coffee.

Menu Example:

Hot breakfast dish: Poached eggs on fresh muffins

Afternoon cake: Sticky ginger cake with lemon icing.

Cocktail: Long Island Iced Tea.

Canapés: Devils on horseback, aubergine caviar on hot blinis.

Starter: Goats cheese pannacotta and tomato carpaccio, leek tart with roasted red pepper sauce.

Main Course: Lemon crusted salmon with hollandaise sauce, dijonnaise potatoes, steamed asparagus, served with Chardonnay white.

Fillet of beef, potato and celeriac rosti, green beans and garlic confit, served with Chateaufeuf-du-Pape.

Vegetarian Main: Tartlet of Zucchini, plum tomato, aubergine and goats cheese, mixed leaves and basil oil, spinach crepes with mushrooms.

Dessert: Apple crunch with brandy custard.

Percolated coffee and petit fours or mints.

Two Independent Self Catering Apartments (Sleeps 2-6)

Facilities: Dishwasher, open fire place, free satellite TV/radio, CD player, garden trampoline, chess and barbeque.

Prices include: VAT, end of week clean, wireless access to broadband network (ADSL/WLAN).

First Floor 01 (65 m²) Open summer and winter

Layout: Independent entrance, double bedroom, single bed in standing height mezzanine, bathroom, living room with double sofa bed and single sofa bed, and fully equipped kitchen.

Ground Floor Apartment 02 (80m²) Open summer only.

Layout: Independent entrance, double bedroom, twin bedroom, bathroom, living room with double sofa bed and patio doors, and fully equipped kitchen.

Winter Notes:

Ski Instruction: Ask for Mike Onions, Ski and Snowboard School of Arosa, www.sssa.ch
Tel: +41 (0) 813 787 505.

Ski hire: In-house, fitted by qualified technician, the height of convenience:

Six days, ski & boot, CHF: Junior: 100 & 50, Adult: 150 & 50, Exclusive: 160 & 50

Lift Pass: Six-day pass for all ski lifts and the train between Langwies and Arosa Adult (born 1949-1991): 279 CHF, Senior (born 1935-1948): 251 CHF Senior (born before 1935): 186CHF, Student (1985-1992): 251 CHF Child (born 1992-1996): 186 CHF, Child (born 1997-2003): 93 CHF Infant (born after 2003): FREE.

Single trips and other types of pass available (pedestrian/beginner...)

Ski Statistics

100km Downhill Pistes, 25km Cross Country Trails, 910m Max Vertical, 2650m Highest Lift, 1800m Resort Altitude, 1740m Lowest Piste, 60 km Nordic walking (holding poles) and running routes and 13 Ski Lifts which make the vast sunny ski bowl easily negotiable.

Prizes for London Marathon sponsorship

Visit www.JustGiving.com/HelenOnions to enter a draw on 20.04.10, to win a 2011 ski holiday. Every 10 pounds sponsored towards Age Concern enters you into the draw for a free holiday for two.

Every 50 pounds sponsored buys a raffle ticket for a free catered holiday for ten!

Winter Holiday Prices

Date Saturday to Saturday minimum 4 nights	Main Chalet (430 m ²): Catered (6 bedrooms, sleeps 12-14)	First Floor Apartment 01 (65m ²): Self-Catered (1.5 bedrooms, sleeps 3-6)	
Swiss Francs CHF	Price Sole Occupancy per week up to twelve guests	Price per person per night based on two people sharing a room, minimum 7 nights	Price per night, up to six guests, minimum 4 nights
29.11.09	9000	100	165
5.12.09	9780	133	165
12.12.09	9780	133	165
19.12.09	16800	230	330
26.12.09	18300	250	350
2.01.10	12750	174	240
9.01.10	12190	166	240
16.01.10	12490	170	240
23.01.10	12690	171	240
30.01.10	14070	173	240
06.02.10	16800	193	240
13.02.10	18300	250	350
20.02.10	16800	237	330
27.02.10	16800	237	240
06.03.10	15280	237	240
13.03.10	15280	209	240
20.03.10	15280	209	240
27.03.10	15280	209	240
03.04.10	16650	218	240
10.04.10	13680	187	185
Discounts	Three garaged car parking spaces FREE	Infants sleeping in cots FREE when sharing parents room Under 13 yrs: 15% Over 60yrs and 13-15yrs: 5%	
	Two week bookings: 5 % discount		
Supplements	Extra beds: Beyond occupancy of twelve guests, two additional single beds can be made up 600 CHF per person per week.	Individuals, empty bed: 25% Bedroom One: 30 CHF per night Garaged car parking space: 100 CHF per car, Saturday to Saturday, subject to availability. 20 CHF per night.	25 CHF per person per week: Linen, bedding, towels, beds made up. Tourist Tax: payable on arrival in resort. Short Stay: 4-7 nights, final clean is charged Friday and Saturday night, minimum 4 nights, double price.
Damage Deposit	Credit card details or 2000 CHF		Credit card details or 500 CHF

Summer Holiday Self-Catered Prices

	Main chalet (430m ²) (6 bedrooms, sleeps 12-14)	First Floor Apartment 01 (65m ²) (1.5 bedrooms, sleeps 3-6)	Ground Floor Apartment 02 (80m ²) (2 bedrooms, sleeps 4-6)
	Up to twelve guests, cots not counted	Up to six guests, cots not counted	Up to six guests, cots not counted
	Minimum 7 nights, Saturday to Saturday	Minimum 4 nights, Saturday to Saturday	
June, September, October	595	110	150
July, August	700	130	175
	Extra beds: Beyond occupancy of twelve guests, two additional single beds can be made up 300 CHF each per week		
Discounts	Two week bookings: 5%		
Supplements	25 CHF per person per week: linen, bedding, towels, beds made up. ** Tourist Tax, payable on arrival in resort. Short Stay: 4-7 nights, final clean is charged. Friday and Saturday night, minimum 4 nights, double price		
Damage Deposit	Credit card details or 2000 CHF		Credit card details or 500 CHF

Summer Notes:

Supplement: **Tourist Tax = Summer all-inclusive Arosa card** grants free use of local covered car parking, mountain cable car and gondola, 8km of local mountain train, swimming and volleyball beach, beachside table tennis, pedal and row boats, barbeque sites, indoor ice skating, golf pitch and putt and driving range of 18-hole golf course, day time resort bus service, fireworks and events, alpine garden.

Optional Extras: Junior Activity Club for 5-12 year olds, 30 CHF per day, including lunch.