



## **BOOKING PROCEDURE**

1. Firstly confirm availability of your dates and price by email or telephone.

We then send the price offer by email and allow three days to receive the booking form and payment.

2a. Complete, and sign the booking form and post to Chalet Runca, Wetterweide 1, Neubachstrasse, CH-7050 Arosa.

2b. Pay a deposit of 10% (or the full amount if less than ten weeks before your holiday start date)

4. On receipt, we shall confirm your holiday reservation by email.

5. 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 Franc 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.

**Currency conversion.** Prices are in Swiss Francs. Please request quotes in Euros and Pound Sterling via the booking form.

**Credit Card.** There is a 4% charge for Mastercard and Visa, no charge for Swiss Maestro.

## **TERMS AND CONDITIONS**

### **1. 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) The price is in Swiss Francs. If we are instructed via the booking form to charge in Euros or pound sterling, we reserve the right to alter the amount to pay in pound sterling or Euros, 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. After payment in full, there will be no change to your holiday price.

## **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. If this is not dealt with to your satisfaction, you must put your complaint in writing to Snowy Pockets within 24 hours of the grievance. 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.

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. The chalet will be ready by 16.00 for your arrival and we request you leave the chalet by 10.00 on departure day. You will be shown a place to store your bags if you wish to arrive early or ski on your last day, but it will be impossible to use the chalet facilities as the next guests will be due.

## **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](http://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) 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.

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

## **13. GENERAL**

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 September 2009. *Errors and Omissions Excepted.*