

No.14 Verbier Ltd.  
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**No.14**  
— V E R B I E R —

## No.14 VERBIER BOOKING INFORMATION

This form contains all the relevant information required when booking your holiday with No.14 Verbier. Please contact our head office for any further information: No.14 Verbier Ltd. Lower Farm, Great Wolford, Shipston-on-Stour, Warwickshire CV36 5NQ, United Kingdom  
**Tel:** + 44 (0) 1608 674271 or **Email:** info@no14verbier.com

Our aim at No.14 Verbier is to deliver all our guests an outstanding experience in Verbier. We have extensive knowledge of the area and key contacts which enable us to always make every effort possible to satisfy all your requirements. Please discuss all individual requests with our head office.

Once you have decided on your dates, we will hold a provisional booking for you for 72 hours.

*Please note:* If you do not confirm the booking within this time, your reservation will lapse and the property may be offered to other parties

### Payment and confirmation

**To secure your booking we must have received your completed, signed booking form, together with a deposit for 40% of the total.**

Please note that until we have received the booking form and deposit, your reservation will be treated as an option only, subject to expiry as above.

Your booking is confirmed by Confirmation Invoice, once No.14 Verbier has received the aforementioned signed form and payment.

The outstanding balance is due 12 weeks before you travel.

For bookings made within 12 weeks of departure, the holiday is confirmed once verbal confirmation is given over the telephone. Full payment for the holiday must be made immediately.

The signatory of the booking form must be over 18 years of age and as signatory for this booking is confirming that they have read and agree to the booking terms & conditions set out in this document and is liable for full payment of the booking on behalf of any guests in his/her party.

If you fail to make payments on time, we reserve the right to cancel your booking. This will be treated as a cancellation by you and you will have to pay the cancellation charges set out below.

No.14 Verbier will only communicate and take instruction from the booking signatory regarding any special and/or additional booking requirements the party requests.

### Your price typically includes:

- Seven nights' accommodation (unless otherwise stated)
- Exclusive use of the chalet (unless otherwise stated)
- Dedicated service from the chalet staff
- Assistance with ski hire and ski school bookings
- Daily chalet cleaning
- Daily breakfast and afternoon tea
- Drinks and canapés followed by 4-course dinner 6 nights per week (unless otherwise stated)
- Selection of superior champagnes, house wines, beers and soft drinks
- In-chalet ski and boot fitting
- Selection of Bamford Bath & Body products
- 24-hour in-resort driving service

### Additional extras which can be organized include:

- Airport transfers
- Babysitters or nannies
- In-house massages or beauty treatments
- Private ski instruction or ski school bookings
- Heliskiing and private ski guides
- Conference facilities

***If you have any other requirements please do ask and we will do our utmost to accommodate your request***

### Extras not included in holiday price:

- Airport transfers
- Cost of ski passes
- Cost of ski and board equipment hire

## BOOKING TERMS & CONDITIONS

### Guest responsibilities

As part of this contract you as signatory hereby agree to guarantee payment for any chargeable services requested by any member of your group both before and during your holiday. You will be presented with a summary of any such charges at the end of your stay and will be required to make full payment before departure or it will be deducted from the damages and incidentals deposit submitted with this booking form. No.14 Verbier regrets that dogs or other pets are not permitted to stay in the chalet.

Guests are asked to treat the property and all its fixtures and fittings with care and respect.

No.14 Verbier will be entitled to recover the cost of any damage caused by any member of your group.

Behavior deemed unacceptable 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.

No.14 Verbier requires a security and expenses deposit of CHF 15,000, which can either be blocked off a credit card, or paid by bank transfer. This deposit is fully refundable within 7 days after your departure from the chalet, less any repair/replacement costs as a result of damage caused by anybody in your party. If costs exceed the damage deposit you will be liable for any outstanding balance.

### Insurance

As a condition of booking you must have appropriate insurance.

Your signature on the booking form confirms that you have done so.

Medical treatment overseas and the cost of repatriation in the event of an emergency can be very expensive and it is therefore vital that you and your party are adequately insured.

No.14 Verbier is unable to accept responsibility for any costs that you or anyone in your party may incur as a result of failing to take out appropriate insurance.

### Cancellation by you

A cancellation by you will only be effective when notification has been received in writing by No.14 Verbier.

We reserve the right to levy a cancellation charge.

If cancellation is more than 12 weeks before departure, the deposit will be forfeited.

Within 12 weeks of departure the following rates of forfeit shall apply.

Less than 12 weeks	60% of total
Less than 9 weeks	80% of total
Less than 6 weeks	100% of total

If no written notice of cancellation is received and the client does not travel, cancellations will be deemed to have been received on the day of departure. No.14 Verbier reserves the right to resell any part of the cancelled holiday, and this shall in no way alter their right to levy cancellation charges.

### Cancellation by No.14 Verbier

In exceptional circumstances, No.14 Verbier reserves the right to cancel your holiday for the dates you have reserved. This is exceedingly unlikely, but should this occur, you will be refunded in full.

Should we be forced to cancel or change your holiday due to circumstances out of our control (e.g. war, riots, strikes, terrorism, natural disasters, fire, any technical problems to transport, closure or congestion of airports or similar events), you will be expected to claim on your insurance for a full refund of all monies paid.

No.14 Verbier reserves the right to decline a booking and in such instance will refund any deposit received.

### Data Protection

No.14 Verbier takes responsibility for the suitable protection of your personal information provided to us. Dependent on any additional services you require relevant information will be passed on a confidential manner with your permission. Any applicable information required by law or public authorities will also be passed on in this manner.

### Liability

No.14 Verbier will ensure your holiday accommodation and services provided by ourselves are those of the highest standard as described to you in our marketing.

- a) All clients undertake to behave in such a manner as in no way to cause damage, distress, danger or annoyance to other clients, property and/or any third party.

The contract of any client in breach of this clause shall be terminated forthwith and No.14 Verbier shall have no further contractual obligations.

All damages and breakages will be charged to the client and must be paid before vacating the premises or if a damage deposit is being held, the amount will be deducted from the final refund of the damage deposit. Furthermore, No.14 Verbier will not accept liability for loss or damage to personal property. In this event, you would be expected to make a claim under your travel insurance policy.

No.14 Verbier accepts no responsibility for any loss, delay or additional costs incurred due to adverse weather conditions.

- b) All clients agree that skiing, snowboarding and tobogganing are hazardous and dangerous activities and that whether they are on their own, with a qualified instructor, or a member of No.14 Verbier staff, or otherwise, clients are voluntarily exposing themselves to risk of accident, damage, death, loss and/or personal injury by skiing and in so doing participate strictly at their own risk.

All clients agree that they will not hold No.14 Verbier responsible for any personal injury to a client (including death or disability) or damage to a client's property caused as a result of a client's decision to go skiing, snowboarding or tobogganing.

- c) All guests use the swimming pool, plunge pool, hot tubs and steam room facilities at their own risk and No.14 Verbier can accept no responsibility for any accidents/injuries sustained. These facilities are closed during the hours of 23.00 to 07.00

Guests with any heart or circulatory conditions, on any medication and pregnant women are advised to seek medical advice prior to use.

Children under 12 years must be supervised by an adult at all times.

- d) Whilst No.14 Verbier is not liable for any disturbance, noise or activities caused by any third party in the vicinity of our property we will do our utmost to limit this upon notification.

### Law and Jurisdiction

The contract, booking conditions and any matters arising from them are subject to and governed by English law.

### Travel Information

Switzerland is not a member of the EU and their currency is Swiss Francs (CHF)

Further information regarding;

- Travelling to Switzerland please refer to the Foreign and Commonwealth website <http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/europe/switzerland>
- Applicable visa requirements for guests not holding a British passport please contact the Swiss embassy <http://www.bfm.admin.ch/content/bfm/en/home/themen/einreise.html>

### General Information

Please Note:

- The chalet will be ready from 16.00 on the day of your arrival. If you wish to arrive before this time, please advise the No.14 Verbier office so that we can make suitable arrangements.
- Check out time on the day of departure is 11.00. If you are leaving later or skiing on your last day, we will happily store your luggage in the chalet until departure.

- Upon arrival in our property please take the time to familiarize yourself with the layout, taking specific attention to the location of fire exits.
- If travelling with children please also ensure you familiarize yourself and your children (as appropriate) with the location of property entrances/exits, stairs and balconies to ensure the upmost safety for all.
- No outdoor shoes are to be worn inside the property, please ensure you travel with appropriate indoor footwear
- No smoking is allowed in the property under any circumstance. Smoking is permitted on terraces and balconies where ashtrays are provided
- Arrangements for babysitting can be made but please note that this is an additional service and ideally needs to be arranged in advance