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No.14
— V E R B I E R —

No.14 VERBIER BOOKING INFORMATION

This is an example of our booking terms & conditions which are subject to change for each individual reservation. When you make a reservation with No.14 Verbier you will receive a booking agreement stating all of the terms & conditions for your reservation, which will need to be signed and agreed to by the party leader.

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. Our concierge manager will be in touch, once we have received payment, to advise, reserve and confirm all of the additional requirements for your bespoke itinerary.

Once you have decided on your dates, we will hold a provisional booking for you for 48 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 & CONFIRMATION

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

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

Your booking is confirmed by a confirmation receipt, once No.14 Verbier has received the aforementioned signed agreement and payment.

The outstanding balance is due 12 weeks before you travel.

For bookings made within 12 weeks of departure, full payment for the holiday must be made immediately.

The signatory of the booking agreement 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.

SECURITY DEPOSIT

You may be asked to pay a security deposit to cover any damage caused to the property. You will be liable for any breakages or damage caused by you or any member of your party, your employees or visitors to the property. These costs will be deducted from the security deposit. If the damages are greater than the security deposit, you will be responsible for the additional costs.

The security deposit is due 2 weeks prior to arrival and will be refundable at the latest, 1 month after your departure, less any costs incurred during your stay. No.14 Verbier reserves the right to use the security deposit to pay for any unpaid invoices on behalf of you and your guests, upon departure from the property.

BOOKING TERMS & CONDITIONS

Guest responsibilities

As part of this contract, you as signatory hereby agree to guarantee payment for any chargeable services requested by you or any members of your group both before and during your holiday. You will be presented with a summary of any such charges and will be required to make full payment when requested.

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

No.14 Verbier regrets that dogs or other pets are not permitted to stay in the chalet.

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. You will be liable for all costs, as a result of damage caused by anybody in your party. If costs exceed the security deposit, you will be liable for any outstanding balance.

Insurance

As a condition of booking, you must have appropriate travel and cancellation insurance to cover you and your party for the full amount, in case you need to make a claim. Your signature on the booking agreement confirms that you have done so.

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, unless we are able to resell your cancelled reservation at the same value.

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

Less than 12 weeks 80% of total

Less than 8 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.

SUPPLEMENTARY COVID-19 TERMS FOR ALL BOOKINGS MADE FROM SEPTEMBER 2020

These supplementary Covid-19 terms must be read in conjunction with No.14 Verbier's booking conditions. Should you not be able to stay in Chalet No.14 for one of the following Covid-19 related reasons (A) you will then be entitled to choose one of the following options (B) subject to conditions (C):

(A) Covid-19 related reasons:

1. The Swiss government advises against all but essential travel to Switzerland and/or imposes a quarantine period of more than 7 days from the party leader's country of residence (as per your completed booking form).
2. The government of the party leader's country of residence (as per your completed booking form) advises against all but essential travel to Switzerland.
3. All the ski lifts in the 4 Vallées Region are closed as a result of Covid-19 restrictions
4. Chalet No.14 is closed due to a Covid-19 related issue

(B) Options:

1. Roll over your reservation to the same corresponding dates in 12 months time with no increase in price.
2. Receive a 100% refund.

(C) Conditions:

1. You should only contact No.14 Verbier within 14 days of your scheduled arrival to inform us which reason (A) you would like to cancel and what option (B) you would like to select. Covid-19 related cancellations will only be accepted within 14 days of arrival, due to the possibility of governmental advice and restrictions changing at short notice.
2. No.14 Verbier will confirm in writing whether we accept your reason(s) to postpone or cancel.
3. These supplementary Covid-19 terms only apply to reservations where No.14 Verbier has received full payment for the reservation.
4. Any cancellation made by you after the deposit has been paid but before full payment has been made will be subject to No.14's standard terms & conditions, meaning a forfeit of your deposit payment, unless we are able to resell your cancelled reservation at the same value.
5. The balance payment of your reservation is still required 12 weeks in advance of your arrival. No.14 Verbier reserves the right to cancel your reservation, with no refund or compensation, if you do not comply with our payment schedule.
6. If your stay in No.14 is cut short, whilst you are in residence, due to a Covid-19 reason; you will be entitled to a pro rata refund for the number of nights you do not stay in No.14.
7. You are required to have adequate travel insurance to cover you for any other reasons which may mean you are unable to travel.

Cancellation by No.14 Verbier

In exceptional circumstances, No.14 Verbier reserves the right to decline or 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 or you be forced to cancel or change your holiday due to circumstances beyond our control (including but not limited to war, riots, strikes, terrorism, natural disasters, fire, technical problems to transport, adverse weather, governmental action or travel restrictions, 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 cancel your booking with no refund or compensation if:

- You do not comply with the payment schedule
- You or any members of your party break the terms of this booking

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 only be passed on, in a confidential manner with your permission.

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. If you or any member of your party behave in a manner which is illegal or in breach of any provision of our terms and conditions, your rental may be terminated with immediate effect. In this event, you would not receive any refund and you would be fully liable for any additional expenses incurred as a result of your behavior.

All damages and breakages will be charged to the client and must be paid before vacating the premises or if a security deposit is being held, the amount will be deducted from the final refund of the security 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.
- 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. At all times you and your guests must carefully consider your own safety and the safety of others when using all spa facilities. There is no lifeguard on duty, and it is your responsibility to ensure that all children in your party are supervised by a responsible adult. Our spa 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.

- 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.

Third party services

No.14 Verbier may arrange services from third party suppliers including but not limited to ski instructors, ski guides, lift passes, equipment hire, airport transfers, massage therapists, childcare and any other third party services. Any booking arranged for you with a third party will be subject to their terms and conditions of business.

You will be liable to pay for costs of any third party service and all costs must be settled when requested. No.14 Verbier will not be responsible for any outstanding costs for third party services and reserves the right to deduct any outstanding costs due from the security deposit.

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 try to 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, but your party must have vacated the property by 11.00.
- Early arrivals and later departures can normally only be accommodated when there is not a back to back booking in the chalet on that particular day and must be agreed in writing, prior to arrival. If you do not comply with the check-out time No.14 Verbier reserves the right to charge an amount equal to 1 extra day of rental.
- Upon arrival in our property please take the time to familiarize yourself with the layout, taking specific attention to the location of fire exits.
- The chalet cannot be used for any kind of commercial activity, unless agreed in advance in writing.
- Only you and members of your party, confirmed in advance of your arrival, can occupy the chalet. If you would like to invite any additional guests for dinner or to stay overnight you must request permission from No.14 Verbier and if agreed, No.14 Verbier reserves the right to charge extra for services provided.
- 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 with a third-party supplier, but please note that this is an additional service and ideally needs to be arranged in advance.

Law and Jurisdiction

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

