

Chalet Le Yeti, Meribel
Booking Terms and Conditions
December 2025

The following booking conditions form the basis of your contract with Chalet Le Yeti. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking and making payment of a deposit to secure the booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them

These booking conditions only apply to arrangements which you book with us and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to “booking”, “contract”, or “arrangements” mean such arrangements unless otherwise stated. References to “Arrival” are to the start date of the arrangements we have contracted to provide.

In these booking conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them as the context requires. “We”, “us” and “our” means Chalet le Yeti.

Please note that the holiday arrangements we offer and make for you do not constitute a “package”, and accordingly, the Package Travel and Linked Travel Arrangements Regulations 2018 do not apply to them.

1. Your booking

The first named person on your booking will be the “party leader”. The party leader must be authorised to make the booking on the basis of these booking conditions by all persons travelling on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. By making a booking, the party leader confirms that he/she is so authorised. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made

Subject to the availability of your chosen arrangements and receipt of the payments referred to in clause 2 below, we will confirm your booking by issuing a booking confirmation by email. This will be sent to the party leader. Where you book through our website, any electronic acknowledgement of your booking is not a confirmation of it. Please check the confirmation carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. Where changes can be made, you will be responsible for any charges incurred as a result.

2. Payment

In order to confirm your chosen arrangements, the applicable deposit must be paid at time of booking. If the booking is made less than 12 weeks before Arrival, the total booking cost must be paid at the time of booking.

The deposit amount (the "Deposit") is 30% of the total booking cost unless otherwise agreed in writing (or full payment if booking within 12 weeks of Arrival).

The balance of the total booking cost must be received by us no less than 12 weeks prior to Arrival.

If we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid at that date.

3. Services

Unless otherwise agreed in writing, the following services are included in the price of the booking:

- Chalet rental
- All linen and electricity
- Staff, who cook, shop, clean and help (5 days a week, winter season only)

Unless otherwise agreed in writing, the following services are **not** included in the price of the booking:

- Any travel costs
- Food and Drink Costs:
 - Chalet Le Yeti charges a flat weekly food and drink allowance of EUR 180 per adult and EUR 95 per child (under 16). This is payable to the Chalet host upon arrival in Euros in cash.
 - This allowance includes all food costs, plus all soft drinks and beers.
 - The allowance also includes non-premium wines up to a maximum of ½ bottle per adult per night. Wine consumption in excess of the maximum may result in an extra charge in line with the prices shown on the Chalet wine list.
 - Premium wines are available to purchase; prices are as detailed on the Chalet wine list.
 - Spirits are not included, but upon request, they may be purchased by chalet staff and charged at cost price.
- Ski and equipment hire
- Lift Passes

Chalet Le Yeti does not have resident staff during the summer. We can arrange local help for cooking and cleaning if required at an extra cost. Our summer and winter prices include a clean of the Chalet at the end of the week, within reason.

4. Cancellation by you

You may cancel your confirmed booking at any time before departure by notifying us in writing.

If you cancel more than 12 weeks before Arrival, we will refund any monies received with the exception of the Deposit, which will not be refunded unless we are able to secure an alternative booking on the same dates.

If you cancel within 12 weeks of Arrival, we will only refund any monies we can obtain from an alternative booking.

5. Changes and cancellations by us

Whilst we always endeavour to avoid changes and cancellations, we reserve the right to do so as described below.

In the event that your holiday cannot proceed because your accommodation is not available for any reason and we are unable to provide a reasonable alternative, we will refund the payments you have made to us for your booking. We will not be responsible for any other expenses, including, without limitation, the cost of flights or any other form of transport.

Please note that a refund will only be provided when we are unable to provide your contracted accommodation in the circumstances referred to above. You will not be entitled to a refund, and cancellation charges are likely to apply when you are unable to travel for any other reason.

Very rarely, we may be forced by "Force Majeure" (as described at clause 7 below) to change or terminate your arrangements before or after they have commenced. This is very unlikely but if this situation does occur, we regret we will be unable to make any refunds, pay you any compensation or meet any costs or expenses you incur as a result.

In the event of staff illness or staff absence due to circumstances beyond our control, we will use our best efforts to provide similar services using external suppliers at our own cost. Under no circumstances will you be entitled to any form of refund due to such occurrences.

6. Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation or expenses where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "Force Majeure".

In these booking conditions, "Force Majeure" refers to any situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations may include, whether

actual or threatened and without limitation, riot, civil strife, terrorist activity, industrial dispute, natural disaster, exceptional adverse weather conditions, pandemic situations, fire, any official authority's decision to prevent travel and/or gathering, and all events of a similar nature.

7. Liability

In order to provide your holiday arrangements, we operate catered accommodation on a seasonal basis. We undertake to use our reasonable skill and care in the provision of the accommodation services where these services are provided by us.

We will not be responsible for any injury, illness, death, loss (including loss of enjoyment or possessions), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- i. the act(s) and/or omission(s) of the person(s) affected; or
- ii. the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements; or
- iii. Force Majeure as defined in clause 7 above.

Please note that we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which any supplier agrees to provide for you where we have not agreed to provide these as part of our contract and any activities which we arrange for you during your holiday. Regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £250.00 per person affected. Any payment is subject to your producing appropriate proof of the contents and value of the luggage or personal possessions concerned and demonstrating that you have taken proper care of your property. For all other claims which do not involve death or personal injury, we limit the maximum amount we will have to pay you in the event that we are found liable to you on any basis to twice the cost paid by the person(s) affected.

8. Insurance

We require the purchase of comprehensive travel insurance as a condition of your booking with us. You must purchase travel insurance at the point of the holiday booking (and not just prior to your departure on holiday) so that you have cancellation protection.

It is a condition of booking with us that you and your party obtain suitable winter sports travel insurance, from a reputable provider, which must at least include but not be limited to, the following:

- i. Emergency medical expenses, including cover for any pre-existing condition. Amongst other costs, this should cover mountain rescue, ambulance charges, repatriation to your home country and cover for cancellation or curtailment of your trip for any reason.
- ii. Personal liability to include, amongst other liabilities, damage caused by your negligence and that of your party to the property in which you are staying, and which must include contractual liability of the party leader for the actions of your party.
- iii. Travel and transfer delays, which must include, amongst other costs, additional costs incurred in the event of a delay.
- iv. The policy must include the activities you are likely to do and in particular off-piste skiing with or without a guide.
- v. The policy must cover the period from the date of booking to the last day of your trip and may not have a clause allowing the insurer to cancel the insurance except in unusual circumstances e.g. fraud and misrepresentation.
- vi. Other sections such as baggage, legal expenses, personal accident, etc..

In the event that you fail to obtain suitable winter sports travel insurance, we shall not be liable for any costs incurred or claims made against us due to your failure to comply with this term.

9. Loss and damage

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made as soon as possible but no later than 1 month after receipt of notice from us of the amount to be paid.

10. Conditions of suppliers

Some of the services which make up your booking are provided by independent suppliers. Such suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

11. Excursions, activities and general area information

We may provide you with information (before departure and/or during your stay) about activities and excursions which are available in the area you are visiting. We have no involvement in any such activities or excursions which are neither organised, supervised, controlled, or endorsed by us in any way. They are

provided by local operators or other third parties who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions. We do not, however, exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee the accuracy of the information given in relation to such activities or excursions or about the area you are generally visiting or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities or excursions referred to in our brochure, on our website and in our other advertising material which are not part of our contract are vital to the enjoyment of your booking, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to area information and/or such outside activities or excursions which can reasonably be expected to affect your decision to book with us, we will pass on this information at the time of booking.

12. Passports, visas and health requirements

It is your responsibility to ensure that you have valid travel documentation, including but not limited to passports and visas, which meet the requirements of immigration and other government authorities. You are responsible for confirming with the relevant authorities the requirements for visas and/or other requirements for admission. Any fines, penalties, payments, or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility.

It is your responsibility to ensure you obtain details and comply with all recommended and required vaccinations, health precautions and other health-related measures in good time before departure.

If you are unable to travel as a result of failure or inability to comply with any immigration-related, health-related or other requirements, cancellation charges will apply as referred to in clause 3 above.

13. Delay

We regret we are not in a position to offer you any assistance in the event of any delays in relation to your arrival to or departure from your holiday destination.

14. Website and other information

The information contained on our website and in our other advertising material is believed correct to the best of our knowledge at the time of printing or publication.

However, errors may occasionally occur, and information may subsequently change. You must, therefore, ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

15. Complaints and problems

In the unlikely event that you have any reason to complain or experience any problems with your booking whilst away, you must immediately inform us and the supplier of the service(s) in question. Any verbal notification must be put in writing. Until we know about a complaint or problem, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days using the email address info@meribelchalet.com.

16. Payment

Payments should be made payable to the following account. All payments are to be made in Euros; you are liable for any foreign exchange and/or international transaction fees.

SARL CHALET LE YETI
French Family Alps Office
294 Avenue du Grand Champ
BP89
73600 Salins-Fontaine
IBAN: FR76 1054 8000 1270 2361 7521 149
SWIFT/BIC: BSAVFR2CXXX

17. Contact

If you need to contact us, you may do so at any time by the following means:

Email: info@meribelchalet.com
Phone: +41 79 717 22 94

18. Contract and jurisdiction

A binding contract between us comes into existence when we despatch our booking confirmation to the party leader. We both agree that English law (and no other) will apply to these booking conditions, your contract and to any dispute, claim or other matter of any description which arises between us ("claim") except as set out below. We both also agree that any claim must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).