



Terms & Conditions

Contract for the hire of accommodation and provision of services as arranged through Mont Blanc Retreats Ltd (known hereafter as MBR).

By making payment for your accommodation you are accepting these terms and conditions.

The following Booking Conditions together with the general information contained on our websites form the basis of the contract with the Client (the person who completes the booking form as party leader and including all persons on whose behalf the holiday is booked) and the directors of Mont Blanc Retreats of The Post Office, Fore Street, South Brent, TQ10 9BE, United Kingdom.

It is the Client's responsibility to read these Booking Conditions before making a reservation. The group leader is responsible on behalf of all other members of the group for all matters relating to the booking.

Payment Terms

To make a booking the Client must complete the Booking Form and return a signed copy to MBRFR. No contract shall exist between the Client and MBRFR until the Booking Form is completed together with a 30% deposit of the total holiday price or full payment if the booking is made within 8 weeks of the booking date.

Any charges levied by MBRFR's bank for foreign transfers or cheque payments are at the Client's cost.

First Instalment: Upon reservation, the group must pay a deposit or first instalment of 30% of the price of the accommodation within 24 hours of making the reservation and receiving the secure payment link. Full payment is required if the booking is made within 8 weeks prior to arrival. This first instalment ensures the reservation of the accommodation for the period of your requested stay, until the contract is made.

Once the deposit is received, a confirmation will be emailed to the Client. Please contact MBRFR immediately if any details are incorrect as it may not be possible to make changes later.

Should you cancel your reservation at any time, your first instalment will not be refunded.

Final Payment: The Client agrees to make the final payment of 70% of the price of the accommodation no later than 8 weeks prior to arrival. If the arrival date is less than 8 weeks from the date the booking is made, full payment must be made at time of booking. If payment is not received by the due date MBRFR reserves the right to cancel the arrangements without further notice to the Client and levy the appropriate cancellation charges as detailed in these Terms and Conditions. MBRFR strongly recommends that the Client has adequate travel insurance in place at this time to cover the deposit in case of cancellation.

Security deposit: A returnable cautionary deposit is required for each booking. The amount of the security deposit varies from property to property and is marked on your booking form. The security deposit is taken by Bank Card using a pre-authorisation for the amount specified for each property. The transaction is normally carried out during Check-In or over the phone prior to arrival. We do not charge your card unless there are deductions from your deposit to be made and without informing you first.

MONT BLANC RETREATS Ltd

South Brent Post Office, Fore Street, South Brent, TQ10 9BE, United Kingdom

Tel: 0044 (0)1364 255016 – Fax: 0044 (0)1364 255014

In resort: 0033 (0)6 52 27 68 76 – 0033 (0)6 37 19 51 04

info@montblanc-retreats.com - Company Number - 7792817



Terms & Conditions cont...

It is the responsibility of the group to ensure that the accommodation is left in a clean condition with replacement of all breakages. If the group causes any damages, breakages or losses during the booking period the group will be liable for these and will pay for a like-for-like replacement of the damaged/missing items before departure. If the group does not pay and /or the damage is not noticed until after departure and/or items belonging in the accommodation have been removed the group's cautionary deposit will be used to pay for replacements. If it is in excess of the cautionary deposit, the group will be required to pay for these within 14 days after departure of the accommodation.

Disruption and Nuisance by a 3rd party or failure of equipment

MBRFR does its best to ensure that there is no disruption to the enjoyment of the Client's holiday but cannot be held responsible for noise, odour or nuisance caused by a 3rd party.

MBRFR will not be held responsible for the failure of equipment such as Wifi Internet, Satellite TV and other electrical equipment, but will use all reasonable endeavours to correct the problem where it is within MBRFR's control.

Accuracy of Information

MBRFR does its best to ensure that the information on our websites, or given by letter or by word of mouth, is correct and it is always given in good faith and in the belief that it is true. Regrettably, errors do occur and descriptions are subjective. The Client should therefore check with MBRFR in advance regarding any feature that is of particular importance to the holiday.

Personal Belongings and Security

Security in the Property will be taken seriously by MBRFR. Particular attention should be paid by the Client to locking the property at all times. French insurance does not cover theft from a property without forced entry and the Client will be liable for any loss suffered in this respect. All personal items including baggage and equipment are at all times and circumstances at the Client's risk and

MBRFR cannot take responsibility for any loss or damage to such items. Any advice and help given by MBRFR shall be accepted at the Client's risk.

Children and Pets

The Client accepts responsibility for the behaviour and welfare of any children in the Client's party.

Every effort is made to ensure safety in the property, but any Client taking children on holiday does so at their own risk. Pets are not accepted in any of our properties unless through prior agreement.

Smoking

Mont Blanc Retreats has a non-smoking policy in all its properties. For the comfort of all guests, we therefore ask that smoking takes place outside the property and all associated waste cleaned up.

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Cancellation by Client

A cancellation must be made in writing and signed by the leader on behalf of the group. If the cancellation is made more than 8 weeks before arrival, then the first instalment shall be forfeited. If a cancellation is made within 8 weeks of arrival the following cancellation fees are applicable from the total cost of the holiday 8-4 weeks 50%, 4-2 weeks 75%, 2-0 weeks 100%.

Alteration or Cancellation by MBRFR

In the unlikely event that MBRFR has to alter or cancel your accommodation, the group leader shall be notified of any major changes as soon as possible and shall be offered a comparable accommodation or full refund unless the alteration or cancellation is due to forces beyond the control of MBRFR amounting to Force Majeure.

Force Majeure: MBRFR does not accept any liability howsoever arising or pay compensation for:

- a) Any event which MBRFR could not foresee or avoid. Such events include war, threat of war, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions such as lack of snow, and fire, and the like.
- b) Any cancellation, loss, delay or costs wheresoever's or howsoever arising or connected with adverse weather or traffic conditions, avalanche, mud slips, slides and snow conditions and the effect any of these may have on travel arrangements, accommodation and activities, and the like.
- c) Limitations imposed by resort authorities, ski lifts, ski school or ski hire operators, and the like.
- d) Travel arrangements made by the group or on behalf of the group, and the like.

MBRFR does not accept any liability for personal injury or death wheresoever's or howsoever arising caused to any visitor and/or any member of the group for their duration of stay in the accommodation. This is not intended to exclude any statutory rights the group and/or visitor may have.

MBRFR reserves the right to terminate without notice and liability the holiday of any group member and risk that of the entire group whose behaviour is such that it is likely to disrupt the enjoyment of others on holiday or staying in the building, or cause damage to the property or any third party.

Arrival and Departure

Many properties have keyboxes, allowing you to enter the property anytime after the 16:00 arrival time. For properties that do not have a keybox keys must be collected between 16:00 and 20:00 on the planned day of arrival.

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Guests arriving outside of the agreed key collection times and requiring a Meet and Greet may incur extra charges.

Departure of accommodation and key drop off and departures are by 10am. (Unless otherwise mutually agreed).

Number of Guests

It is forbidden for guests to sub-let the property. The rental will be terminated with immediate effect without refund or compensation. All properties are strictly limited to the number of occupants listed on the website, unless agreed in writing in advance by both parties.

Information and Website Accuracy

Any information given in the website or by letter or by word of mouth about the resort, accommodation, facilities or services is given in good faith based on the latest information and in the belief that it is true.

Liability

MBRFR does not accept liability of any act or default or omission on the part of any suppliers of any service that MBRFR offers and over whom MBRFR has no direct control. The group will be bound by the operating conditions of all suppliers of the other services that make up their holiday.

Limitations of Liability

In no event shall the liability of MBRFR to the group for any loss or damage exceeds the price paid for the relevant accommodation or arrangement.

Claims by the Client

Any claims or complaints against MBRFR should be notified to a representative of MBRFR within 24 hours and any claim or complaint that cannot be resolved in the resort should be made in writing to MBRFR within 14 days from the end of the booking.

A complaint must be made in writing by the person who signed the booking form and sent to the address listed below.

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