



Tel: 01903 233323

Specialist Winter Holidays in the Spanish Pyrenees

General Information

Travel Insurance

At present we do not provide any kind of insurance cover. Check your insurance covers you for all eventualities especially where winter sports are concerned. If you are intending to go off-piste, take lessons etc make sure your insurance policy covers you for the activities you intend to do. If you do not purchase an adequate insurance cover then you must reimburse us for any costs or charges that we incur as a result.

Planning Your Holiday

If you hold a commonwealth or non-British passport please check visa regulations with the consulate of the country you will be visiting. It is your responsibility to be in possession etc.

Vaccinations We recommend that you obtain the Department of Health leaflet "Protect Your Health Abroad".

Safety Standards

Safety standards in some countries may not reach the same level of those enjoyed in the UK, although all properties comply with applicable local and/or national health and safety laws, etc. Monitoring and enforcement of such are subject to the regulations of each country. We therefore advise clients to take all reasonable precautions whilst on holiday and, in particular, to familiarise yourself with fire escape routes.

Resort Development

If we learn of building works close to your accommodation that may affect the enjoyment of your holiday, we will do our best to advise you prior to your departure. We would urge you to read the resort and hotel descriptions carefully to identify sources of noise which exist or might expect to exist, i.e. roads, bars, discos, etc. However, it is impossible to predict noise created by individuals, machinery or traffic, i.e. temporary noise disturbances.

The Skiers Code of Conduct (FIS) rules

These are important to you as, like a highway code, they make skiing safer for you and others. You have a duty of care towards other users of the slopes and are expected to abide by the FIS rules.

Summary of The F.I.S. Code of Conduct:

- 1) Respect for others,
- 2) Control of speed and skiing or snowboarding,
- 3) Choice of route,
- 4) Overtaking,
- 5) Entering, starting and moving upwards,
- 6) Stopping on the piste,
- 7) Climbing and descending on foot,
- 8) Respect for signs and markings,
- 9) Assistance,
- 10) Identification

Resort Activities

We are informed that the activities referred to on the resort pages are available. Further more we consider some of these activities to be hazardous and unless they are organised or booked by us we can take no responsibility in respect of them.

Special Attractions

Certain properties we feature have special attractions which are shown in the individual property description. These are accurate at the time of publication but are subject to change and cannot be guaranteed. We will advise you of any significant changes to the advertised attractions as soon as possible.

Travel Advice

The Foreign & Commonwealth Office Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information on BBC2 Ceefax page 470 onwards, visit the FCO website or call the FCO Travel Advice Unit on 0845 8502829, alternatively, you can contact the ABTA Information Department on 0891 202520 (calls charged at 50p/min).

Booking Checklist

To avoid booking amendment charges, please remember to book all the additional items you require when you first confirm your holiday reservation. Please also ensure all personal details are spelt correctly as some operators will make a charge to make amendments.

Booking Conditions

Booking and Payments

These bookings conditions set out the terms which you contract with us.

Payment

A payment of £150 per person or full payment if booking within 8 weeks of departure, must be paid at the time of booking. The balance of the holiday cost must be received by us not less than 8 weeks prior to departure. This is shown on the confirmation invoice. Reminders are not sent. If we do not receive all payment due (including surcharges where applicable) in full and on time, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause B below will be payable. Balances paid by credit card have a 3% service charge added to the balance due. Ski Pack items purchased in resort by credit card also have a 3% service charge.

Our Prices Include:

All Holidays: Accommodation and meal arrangements in resort as confirmed, Services of our resort representative and local agents. (May not apply to A la Carte bookings), Any non-optional special Christmas,

New Year or gala dinners arranged by hoteliers, unless otherwise stated, Linen if compulsory (changed once per week) and end of let cleaning charges for self catering apartments where specified, VAT

Air Holidays: At present we do not provide any services by air, you are required to make your own arrangements. We can make transfer arrangements for you if you request.

Car Holidays: Ferry crossing details as agreed and services of our local representative

Rail Holidays: Rail agreements as agreed and services of our local representative.

Self Self-Catering Apartments: Apartment prices are based on occupancy as described. Any local changes that may apply on some apartments are detailed in the accommodation description and clients should make provision for these, especially in the case of deposits which must be paid on arrival (credit cards may not be acceptable).

Our Prices do not include: Fuel supplements, Travel Insurance, Any parking, Any excess, luggage charges - Excess luggage should be specified at the time of booking, Car holiday supplements for long sea crossings or supplements if fewer than 5 persons travelling by car, Eurostar supplements for rail travel to any destination, Any board accommodation supplements on ferry crossings, Rail holidays - use of a private couchette compartment if fewer than 6 people in party - meal and rinks en-route), Any charge for use of bath/shower in some hotels where a standard room has been booked, Any supplement for optional gala dinners arranged by the hotelier, to be paid locally, Ski Packs as detailed on relevant resort pages, Supplements for transfers, private transfers, rail trips, eurostar or ferry, Supplements for upgrades, taxes, optional items or additional days with car hire, Fuel costs for hired cars, Additional charges that hotels may make for certain facilities such as sports facilities, entry to swimming pools, saunas, garage parking, cots etc, Local expenses (e.g. resort taxes, linen if optional) for some self-catering accommodation.

Additional Requests: If you have a special request, please indicate so at the time of booking and we will pass these on to the chalet/hotel. We must point out that these requests cannot be guaranteed and any costs are payable locally

Accommodation Only: For an accommodation only price please contact our office.

B. Changes or Cancellations by You

Requests to change your booking after the confirmation (e.g. transferring to a different hotel, departure date or airport) may be made in writing or by telephone or email, but we are not bound to comply with such requests, unless it is to substitute a party member where that person is prevented from travelling (see below).

If additional people are added to your booking they are added on the understanding that they have also accepted these booking conditions. Where we can meet a request for a change to your holiday we will issue a revised holiday details/invoice to confirm this.

Cost of Changes: To avoid incurring booking service charges at a later date, please remember to book all additional items when you first confirm your holiday. Subsequent amendments or alterations may incur an extra fee.

Name changes. There may be charges for name changes which will be passed on to you. We also reserve the right to charge our own fees as follows: A charge of £15 (£25 if tickets have been issued) will be made for each name change. Please note we cannot handle any bookings for flights. For your information, flight companies may make charges on a scale of £100 upwards. "No frills" carriers may not permit flights or name changes and may charge fees if a change is permitted. Please contact the company who supplied your flights for details.

Other amendments will attract a charge of £15 per person (max £45). Please note that all changes requested within the 8 weeks of departure will attract cancellation charges (see cost of cancellations below). The only exception is where the change is to substitute a party member where that person is prevented from taking their holiday. In this situation, that person may transfer their booking to someone else provided we are notified not less than 7 days prior to the scheduled departure date. An amendment fee of £25 per person (max £100) will be charged. Should the number of persons travelling change, the price will be calculated on the new party size. Any increase in price per person payable as a result of part cancellation (e.g. an under occupancy charge or change in a group reduction) will be indicated on the revised invoice. Group discounts will not be increased as a result of additions to the group. If the group size reduces, discounts will be reduced accordingly.

Cost of Cancellations

Should you or any member of your party need to cancel your booking, or part of it, once it has been confirmed, you must do so in writing. Charges will be incurred, which are set out above and depend on when we receive your written notification. Any amendment fees cannot be refunded and are payable in full. Note: if you have taken out insurance

Period before scheduled departure date within which notification is received by us	Charge as % of total holiday cost including room supplements, ski packs and all other extras
More than 56 days	Deposit
43 - 56 days	60%
29 - 42 days	70%
22 - 28 days	90%
0 - 21 days	100%
Departure date/no show	100%

cover, you may make a claim against your insurers if your cancellation falls within the terms of the policy.

C. Changes or Cancellations SKInspired

It is unlikely that changes (or cancellation) will have to be made to your holiday but, because arrangements are planned many months in advance, we reserve the right to make changes to brochure and holiday details both before and after you have booked your holiday. We will notify you of such changes as soon as possible.

Significant Changes by SKInspired

Where a significant change to an essential term of the contract becomes necessary, we will inform you or your travel agent as soon as is reasonably possible if there is time before your departure.

A significant change is one that we make to your holiday arrangements before departure that involves changing your departure date or time by more than 12 hours, your resort or your hotel/apartment/chalet to that of a lower official rating, key symbol or chalet rating. (except in the case of curtailment as dealt with in the section of Force Majeure). These are only illustrations of significant changes and there may be other changes which constitute a significant change. To enable us to determine whether other changes may constitute a significant change, you must advise us in writing at the time of booking of any particular facilities which are fundamental to your holiday. You will have the choice of either;

Accepting the changed arrangements as notified to you (and receiving a refund in respect of a lesser price) or Purchasing another holiday from us and paying or receiving a refund in respect of any price difference or Cancelling your holiday and receiving a full refund of all monies paid. In the event of significant change, we will in addition pay you compensation as follows, (except where the change is a result of those circumstances listed under Force Majeure):

> 56 days before departure	Nil
43 - 56 days before departure	£10
29 - 42 days before departure	£20
22 - 28 days before departure	£30
0 - 21 days before departure	£40

No compensation is payable in case of minor changes.

Force Majeure

Compensation payments do not apply to changes, cancellations or curtailment caused by reason of war, riots, civil strife, terrorist activity, industrial disputes, natural and nuclear disaster, fire, World health Organisation or Foreign Office advice, adverse weather conditions, closure or congestion of airports or ports, cancellation or changes of schedules by scheduled airlines, epidemics or outbreaks of illness and all similar events beyond our control. Further, we cannot accept responsibility where the performance or prompt performance of our contract with you is prevented or affected as a result of such circumstances beyond our control.

No Snow Arrangements

In the unlikely event of a resort being closed due to insufficient snow, the company will, if reasonably possible, transport guests, at the guest's expense, to the nearest possible skiing. Any difference in lift pass price will be refundable to the guest.

Cancellation by SKInspired

We reserve the right in any circumstances to cancel your holiday and all holidays we operate are subject to a minimum number. In no case will we cancel your holiday less than 10 weeks before your departure date except for reasons of force majeure or failure by you to pay the final balance. Where we are unable to provide the holiday booked, we will return to you all monies paid, or offer an alternative holiday of comparable standard and (if the cancellation occurs within 10 weeks of departure) compensation shown in the table in this section of the conditions.

Behaviour

We reserve the right at our absolute discretion to terminate without notice and liability the holiday arrangements of any person whose behaviour is such that is likely, in our reasonable opinion or that of any accommodation owner or manager or any other person(s) of authority, to cause distress, danger, damage, or annoyance to other customers, employees, property or to any third party. If any person or persons are prevented from travelling because in the opinion of any person in



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authority they appear unfit to travel or likely to cause discomfort or disturbance to the customers or passengers, our responsibility for the person or persons holiday will then cease. In all cases full cancellation charges apply and we will be under no obligation whatsoever for any costs incurred.

Our Liability

We promise to make sure that all parts of the holiday we have agreed to arrange as part of our contract are provided to a reasonable standard and in accordance with that contract. We also accept responsibility for what our employees, agents and suppliers do or not do. However, please note that we will not be liable for any injury, illness, death or consequent losses suffered by you or any member of your party unless you are able to prove that such injury, illness, death or consequent losses was caused by lack of reasonable care and skill on the part of ourselves or our suppliers. And in all claims of whatever nature we will not be liable where the alleged loss or damage results from any of the following:-

The fault of the person(s) affected or any member(s) their party or; The fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or;

An event or circumstances which we or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care (see Force Majeure) or; The fault of anyone who was not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible (i) where you do not enjoy your holiday or suffer any problems due to something about which you did not tell us when you booked your holiday and where the problems you suffered did not result from any breach of our contract or other fault of ourselves, our suppliers or agents (ii) where any losses, expenses, costs or other sum you have suffered relate to any business. Please note, we cannot accept responsibility for any circumstances which did not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. In respect of travel by sea and rail, our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include:- The Athens Convention, The Montreal Convention and the Berne/Cotif Convention. In all cases except where the personal injury, illness or death result, our liability is limited in total to twice the holiday price of the person(s) affected.

Hazardous Activities: If you choose to participate in any of the various sports/activities available in many ski-resorts e.g. snowmobiling, bobsleigh etc, please note that some of these are classified as hazardous activities and may not be covered by your holiday insurance. You should ask your insurance company for advice on this, but any participation is at your own risk.

Assistance: Should you suffer, through misadventure, illness, personal injury or death whilst on holiday as a result of any activity not part of the arrangements made by us or not purchased locally through us, we will offer you all reasonable assistance in pursuing any claim you intend making against the offending party. This includes advice and guidance. Furthermore you must undertake to assign to ourselves any costs recovered in the event of a successful claim against the third party or there being an appropriate insurance policy in force.

Conditions of Carriage: Transport by ship or coach is subject to the conditions of carriage of the relevant carrier. These conditions of carriage which are often subject to international agreements, may limit or exclude the carrier's liability to you.

D. Brochure Accuracy

Our brochure and website is prepared many months before the ski season commences and although every effort is made to ensure complete accuracy, it is inevitable that some of the prices or details contained within the brochure will be inaccurate. We will inform you of any changes that we become aware of, either directly or through your travel agent. However, we do limit the advice to what we feel is an important part of our contract or which we feel will greatly affect the enjoyment of your holiday.

To enable us to fulfil this, we would ask you to advise us of any particular facilities that are important to you at time of booking your holiday. Some facilities and excursions may not be available at certain times due to poor weather, lack of support or if it is the beginning or the end of the season. This may include ski lifts, après ski facilities or hotel facilities. Hotels may make changes, payable locally, for such facilities.

Many pictures are included for their pleasantness and general relevance. Pictures that refer to the specific hotels or features are captioned as such. Where a property is described as having a skiing to/from the door, this is subject to the snow conditions at the time and the individual skier's ability.

E. Accommodation

Arrival Times

The arrival time at hotels and apartment/chalets will be from 17.00 hrs on the date of arrival with the rooms to be vacated by 11.00hrs on the departure date. Exceptions include stays of 5 days with Friday departures at 14.00hrs, if the predicted arrival time is after 21.00hrs then please notify us in advance. We recommend that these hours are respected to avoid inconveniences which may be difficult to overcome.

Pets

No pets are allowed in any accommodation unless specifically stated in the accommodation description of our brochure and website. If you do not want to stay in a hotel with pets or animals then please check the accommodation description or ask one of our operatives before you book your holiday.

Extra to Allocation Rooms

At each of the properties featured in this brochure we have allocation of rooms/apartments at contract rates and conditions. When this allocation is full it may be possible for us to apply for additional rooms but these may not always be offered to us at 'contract' rates and therefore a supplement may apply. This may occur if we are asked to obtain rooms of a type/standard not included in our normal allocation.

Hotels and Pensions

Most hotels have rooms that will take an extra bed if required. These extra beds may be bunk beds, fold-away beds or sofa beds. Where an extra bed is added this may limit the space available. Rooms with extra beds are still bookable for two person occupancy although, in this case, the hotelier may allocate a standard-sized twin bedded room without extra beds.

When annexes are used, these may be directly owned and controlled by the hotel or contracted in private homes. They will be within walking distance of your hotel.

Single rooms do not always match up either in size or facilities to twin bedded rooms. Please note that in some properties, lifts may not directly service all floors & access to and from these floors may be by stairway only.

Self-Catering Accommodation

Please note that early departures may mean that it will not be possible to check apartments before departure. Deposit refunds may therefore be made after your return, less any deductions for damage and for apartments/kitchens that have not been cleaned. It should also be noted that because apartments need to be checked, they may not be available to arriving clients until mid/late afternoon. Clients arriving late on Saturday should bare in mind that food shops may be closed on Sunday. Layout descriptions tend to be for typical apartments, but some apartments may vary in layout. A cabin is generally a sleeping area that is not fully enclosed and that cannot be described as a complete bedroom. It may also be an internal room with out windows. A duplex or loft apartment is split-level with beds on an open mezzanine.

Dimensions

Dimensions of rooms in hotels or apartments when quoted normally include the bathroom and the balcony area and are approximate.

Star Categories / Country Standards

Official star ratings, where available are shown at the top of each property description. They are primarily intended to give a guide to the range of facilities and services available in each property.

2 and 3 star properties generally have a more limited range of facilities and services than is available in 4 and 5 star properties. Note, however, that in general the overall standard of services and facilities can sometimes vary within star categories. For example the overall standard of services and facilities can sometimes vary within star categories. For example, an officially rated 4 star property may only possess 3 star standards (and vice versa) despite having an extensive range of services and facilities. This is because of the many different criteria that are used from country to country to assess star ratings.

Please note these criteria can differ significantly to those used in the UK by motoring and other organisations and UK ratings should not therefore be compared to those overseas. For example, few tourist's authorities include an assessment of culinary performance in their ratings. Self catering apartments and chalets do not have official ratings but have been assessed by us. Our opinion of the level of comfort and facilities is detailed in the accommodation description.

Meal Arrangements

If you book half board the first meal you will receive will be dinner on the day of your arrival in the resort and the last meal will be breakfast on the morning of your departure from the resort. Clients arriving late at a hotel will normally receive a cold meal. Vegetarian options should be available, but please inform upon booking to ensure this.

F. Complaints

If you have reason to complain:-

If you have a problem during your holiday, please inform the relevant supplier (e.g. hotelier) and our resort representative immediately who will endeavour to put things right.

If the problem cannot be resolved you must send a letter to us detailing all information (dates, names, supplier details etc) with the lead name of the booking (quoting booking reference) within 28 days of your return from holiday to: Customer Relations, Unit 8 Bramley Close, Worthing, West Sussex, BN14 9DU. In all other cases, we recommend that only the lead name on the booking should write to us, in order to avoid any unnecessary delay in our response. Subsequent correspondence must be followed up in writing within 6 weeks of your receiving a full reply from us. Investigations can take up to 8 weeks. If you fail to follow these simple procedures we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

G. Late Availability

Close to departure date, we may from time to time offer later availability holidays where both your resort and accommodation will usually be allocated by SKInspired. If you have specific holiday requirements or are travelling with young children, you should book named accommodation from the brochure in the normal way and not leave it to chance. These late holidays may be subject to additional conditions to those shown in this brochure and you should check at the time of booking.

H. Data Protection

Privacy Protection

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the same information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport, companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information to onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary, religious requirements.

(If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed onto the relevant persons. We will confirm the details we hold about you on request. Please note that where information is also held by your travel agent, this is subject to your agent's own data protection policy.

Marketing

We do not share any information with third parties, but we would like to hold your information, where collected by us, for our own future marketing purposes (for example, to inform you of promotional offers or to send you our brochures). If you do not wish to receive such approaches in the future, please inform us as soon as possible. Please note: Telephone calls may be monitored for training purposes.

H. Financial Protection

We have a bond with ABTOT (www.ABTOT.com) to protect your money. In the unlikely event that our company ceases to trade while you are on holiday, arrangements will be made for you to complete your holiday and return home.

This will cover all aspects of your holiday booked through us. As we do not offer flights in our packages then flights will not be included.

If you have paid by credit card then you will be expected to approach your credit card company in the first instance.

If you require further information then please visit the ABTOT website or contact our offices.

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