

## Booking Conditions with My French Chalet Ltd

My French Chalet Ltd shall include where appropriate its associates and employees. The Client means the person who makes the reservation and must be a minimum of 18 years old. By making such a booking the Client shall be deemed to have accepted the terms of these booking conditions.

Deposits and bookings. No contract shall exist between My French Chalet Ltd and the Client until a 40% deposit has been paid and a confirmation email has been sent to My French Chalet Ltd.

Final balance. The final balance is to be paid no later than 8 weeks prior to arrival in the resort and if a booking is made within these 8 weeks then full payment is required. If payment is not received by the due date then My French Chalet Ltd reserves the right to cancel the reservation without further notice, retaining deposits and the right to levy cancellation charges.

Each booking for the main accommodation is to be made by a maximum of two transactions – deposit and balance, otherwise a fee will be applied.

Payment must be made by UK bank transfer, UK cheque or Visa, MasterCard, JCB, Switch (if paying by credit or debit card there is a charge of 3% to cover My French Chalet Ltd bank charges).

Cancellation. Cancellation will only take effect when written or email notification by the Client is received by My French Chalet Ltd. The following cancellation fees will become immediately payable to My French Chalet Ltd:

Once deposit has been paid: deposit (40%)

Once full payment has been paid: 100%.

In the case that the Client cancels the accommodation, and if My French Chalet Ltd refills the accommodation, My French Chalet Ltd will refund the Client their monies less a £100 administration fee.

We strongly recommend all Clients to arrange suitable travel insurance to cover losses and we will be happy to provide any letter of proof if required.

In the event that the Client cancels a third party service for which My French Chalet Ltd has already taken the monies for, then My French Chalet Ltd will charge a 10% administration fee if the Client cancels.

If the Client uses a card for any type of payment and the amount has already been settled by the merchant services company, then the 3% surcharge is non-refundable in all cases.

Cancellation or alteration by My French Chalet Ltd. In the unlikely event that My French Chalet Ltd has to alter or cancel your holiday the Client shall be offered comparable accommodation or a full refund, unless the cancellation or alteration is due to forces beyond the control of My French Chalet Ltd such as fire, floods, natural disaster, political unrest, riots, strikes, war or any other circumstances amounting to Force Majeure.

If the Client requires a VISA to enter the country, we can provide an official letter with a signature at a cost of £8 per letter head required.

My French Chalet Ltd undertakes to book accommodation on behalf of the Client. There will be an Agent either in or nearby to Chamonix who can be easily contacted. The Agent is available to sort out aspects of the accommodation while the Client is in occupancy. Whilst every effort is made to ensure that the accommodation is in acceptable order and with adequate equipment, My French Chalet Ltd will not accept responsibility for deficiencies beyond its control. The Company shall endeavor not to surcharge your holiday cost, but if surcharging is necessary we will attempt to keep any increase to a minimum and will advise the Client of the adjustments at the earliest opportunity.

The Client must comply with the maximum number of persons allowed to occupy the accommodation. If numbers are in excess of the maximum occupancy, or those agreed on booking, the representative reserves the right to insist on the Client vacating the property.

It is the Clients' responsibility to ensure that the accommodation is left in a clean condition, with replacement of all breakages, if this is not possible, the breakage should be reported to the Agent and paid for. The client must adhere to all accommodation exit regulations by signing a document on arrival. A returnable damage deposit of 400GBP is authorized at the time of full payment or on arrival from your credit card and will be returned within 10 days of departure, less any costs incurred for cleaning and damages not reported or paid for. My French Chalet Ltd shall be entitled to recover from the Client costs for damages or losses caused by the Client or a third party. If the Client fails to do so, the Client must indemnify My French Chalet Ltd against any claims (including legal costs) subsequently made against My French Chalet Ltd or its agents as a result of the Client's actions. My French Chalet Ltd and its Agents reserve the right to terminate the holiday of any Client whose behavior or that of any of the Client's party is considered to be unacceptable.

If there are any problems about the condition of the accommodation and any inventory discrepancy, the Client should contact the Agent directly on a number which will be supplied at the time of booking.

The Client is unable to request a change of accommodation during their holiday.

My French Chalet Ltd disclaim any liability for disputes between the Client and the local Agent.

My French Chalet Ltd disclaim any liability for negligence of use by the Client of items associated to the accommodation.

It is under French law, that no children under the age of six years are to sleep in the upper bunk bed of any My French Chalet Ltd accommodation. If they do then the liability is totally dependent on the guardians of that child.

My French Chalet Ltd does not accept liability for any act or default or omission on the part of the suppliers of any service that My French Chalet Ltd offers and over whom My French Chalet Ltd has no direct control or has information link to on this website. All company links and information on this site is the sole responsibility of that company or their site. My French Chalet Ltd expressly disclaims any responsibility or liability for any issues relating to these companies. The Client will be bound by the operating conditions of the suppliers of the other services that make up the holiday. In no event shall the liability of My French Chalet Ltd to the Client exceed the price paid for the relevant holiday or arrangement.

Bookings with any third party supplier are subject to any changes.

**website: [www.myfrenchchalet.com](http://www.myfrenchchalet.com) email: [info@myfrenchchalet.com](mailto:info@myfrenchchalet.com) tel +44 (0)20 7870 8354**

My French Chalet Ltd is registered in England and Wales under company registration number 4429330  
My French Chalet SARL is a company registered in France, SIRET no 48004379300011

Clients must pick up their keys for the accommodation between the hours of 16:00 and 20:00 – after which there will be a surcharge of £30 between the hours of 20:00 and midnight, and £60 between the hours of midnight and 07:00.

Clients can enter the accommodation earlier than 16:00 provided My French Chalet Ltd has agreed to do so and the client has agreed to pay the early check-in fee.

My French Chalet Ltd does not accept liability for any expenses occurred by clients arriving outside of key pickup time (16:00 – 20:00 hrs) unless specifically notified by client prior to arrival.

My French Chalet Ltd is not liable for any problems or maintenance with respect to internet WIFI in accommodation where it is installed. It is up to the client to contact the owner or third party technical assistance direct.

Any contract between the Client and My French Chalet Ltd shall be governed in all respects by English Law. Only English Courts shall have jurisdiction in relation to any claim or dispute arising out of or connected with any such contract.

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