

BOOKING CONDITIONS AND INFORMATION

For the hire of accommodation and provision of services at Chalet Chimère, 29 Chemin des Lupins, 74400 Chamonix Mont-Blanc (the Chalet).

1. Definitions and Interpretation

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 SARL Mountain-Base.com (**MB.com**) of 27 Chemin des Lupins, 74400 Chamonix Mont-Blanc. It is the Client's responsibility to read the Booking Conditions before making a reservation.

2. How to Book

To make a booking the Client must complete the Booking Form in writing or e-mail or telephone full details to MB.com. No contract shall exist between the Client and MB.com until the completed Booking Form is received by MB.com together with a 25% deposit of the total holiday price or full payment if the booking is made within 10 weeks of the booking date.

3. Terms of Payment

In order to confirm the booking a deposit of 25% of the total holiday price for the chalet party (or full payment if the booking is made within 10 weeks of arrival) must be paid at the time of booking. The balance is payable 8 weeks before arrival. The Client will be liable to fulfil payment for all those persons in whose name the booking was made. If payment is not received by the due date MB.com reserves the right to cancel the arrangements without further notice to the Client and levy the appropriate cancellation charges as detailed below. MB.com strongly recommends that the Client has adequate travel insurance in place at this time to cover the deposit in case of cancellation.

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

4. Access to the Chalet

The Client will not be granted access to the Chalet until 4.00pm on the date of arrival and must leave by 10.00am on the date of departure unless agreed otherwise by prior arrangement. Specific attention is drawn to these times to allow proper cleaning and preparation of the accommodation.

5. Alteration or Cancellation by the Client

Should the Client wish to make any changes to the confirmed holiday, the Client must notify MB.com as soon as possible in writing or by email. Where an alteration can be accommodated, an amendment fee of €50 may be payable together with any costs incurred by MB.com.

A cancellation must be made in writing or by email to MB.com by the party leader. The notice of cancellation will be effective when it is received by MB.com. The following cancellation charges will apply (percentage of total price of holiday):

More than 56 days	Deposit
29 to 56 days	50%
15 to 28 days	75%
0 to 14 days	100%

6. Alteration or Cancellation by MB.com

It is highly unlikely that MB.com will have to alter or cancel the confirmed booking but we must reserve the right to do so. If MB.com have to make a significant change the Client will be offered compensation or a full refund unless the alteration or cancellation is as a result of "Force Majeure". Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

7. Accuracy of Information

MB.com 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 MB.com in advance regarding any feature that is of particular importance to the holiday.

8. Damage and Nuisance by the Client

MB.com reserve the right to recover from the Client the cost of repairs or replacements of any damage or loss caused. MB.com also reserves the right to terminate the holiday of any Client whose behaviour is considered detrimental to MB.com, its clients or any third party and no further contractual obligations will apply.

If the Client fails to bring to the attention of MB.com any damage found at the Chalet within 24 hours of arrival, it will be assumed that the Client was responsible for that damage.

9. Smoking

Smoking is not allowed in the Chalet.

10. Personal Belongings and Security

Security in the Chalet will be taken seriously by MB.com. However due to the nature of chalet holidays the Chalet may not be locked at all times and MB.com request that the Client takes care to minimise risks. All personal items including baggage and equipment are at all times and circumstances at the owner's risk and MB.com cannot take responsibility for any loss or damage to such items. Any advice and help given by MB.com, including skiing with the Client, shall be accepted at the Client's risk.

11. Children

The Client must accept responsibility for the behaviour and welfare of any children in the Client's party. Every effort is made to ensure safety in the Chalet, however any Client taking children on holiday does so at their own risk.

12. Travel Insurance

MB.com require that all clients have adequate travel insurance for the purposes of their stay. No insurances are provided by MB.com other than buildings insurance for the Chalet.

13. Limitation of Liability

In the event that MB.com are found liable on any basis whatsoever our maximum liability to the Client is the cost of the booking in question.