



BOOKING TERMS AND CONDITIONS

Please read the following booking conditions carefully, as they set out the terms and conditions of the contract being entered into between you and Verbier-Skiing.Com. A contract will not exist between Verbier-Skiing.Com passenger/s until such time as we have acknowledged receipt of a completed and signed copy of our standard Booking Form.

For the purpose of this document, Verbier-Skiing.Com means the Company and its employees or agents .

Verbier-Skiing.Com acts as an agent only for local and international ground operators and airlines and accordingly accepts no liability whatsoever for any loss, damage, injury, accident or delay that may be occasioned, or any other irregularity that may arise from a defect in any vehicle or other form of conveyance, including all ski equipment, or by error or default of a company or persons engaged in conveying passengers, or otherwise in connection with carrying out the tour / travel arrangements. The clients shall not hold Verbier-Skiing.Com liable for any injury, damage, illness, accident, and death or otherwise that may occur whilst on their holiday. The client undertakes to have adequate insurance to cover any such events. It is a condition of Verbier-Skiing.Com that prior to departure from South Africa, all clients or their legal guardians sign a form indemnifying Verbier-Skiing.Com and its staff, both in South Africa and in the resort, against action and/or claims arising.

Bookings

On confirmation of the booking, please complete the attached Booking Form. A non-refundable deposit of 30% of the total package price is payable within 72 hours of confirmation of your bookings. The balance of the cost of your travel arrangements must be paid no less than 8 weeks prior to departure.

For "late bookings" (bookings made within 8 weeks of departure), the total cost of your travel arrangements must be paid within 24hours of confirmation of your booking.

In the event of bookings made within 7 days of departure, Verbier-Skiing.Com reserves the right to charge a "Late Booking" fee for extra communication expenses. Note: Verbier-Skiing.Com reserves the right to cancel any travel arrangements for which the total price has not been paid by the due date.

Provisional reservations will be automatically cancelled if Verbier-Skiing.Com has not received a signed Passenger Booking Form, together with the required deposit or full payment as applies, within 72 hours of receiving the booking request.

For reservations that include air tickets, we are required by the relevant airline to issue the air tickets within a specified time from the date of reservation. Should payment not be received by the deadline advised, the airline will cancel the reservations without further notice. Please refer to your confirmation for payment deadlines. Airfares are subject to the prices and conditions quoted by the airlines and are subject to change without prior notice, airfares therefore cannot be guaranteed by Verbier-Skiing.Com.

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Address: Chalet Venus 61, Rue de Medran, 1936, Verbier, Suisse



Package Prices

1. Package prices are based on airfares, tariffs and rates of exchange applicable at the time of the quotation/booking, and as such can fluctuate sharply and will therefore remain subject to change up to and including the day that full payment is effected. Verbier-Skiing.Com reserves the right to pass on any surcharges to the passenger/s.
2. Verbier-Skiing.Com guarantees the price of land arrangements once full payment has been received, except where subsequent increases are beyond the control of Verbier-Skiing.Com.

Payment

1. Credit Cards: A signed and validated Standard Credit Card Charge Form is the only recognized form of payment for Credit Cards. If a card is a foreign card then you may be requested to supply various other details.
2. Cheques: Bank issued cheques only will be accepted. Please note that we require 7 working days to clear all cheques before documentation can be issued.
3. Cash or EFT Transfers: We accept EFT transfers, or cash deposited into our bank account, subject to condition that the EFT transmission report or the cash deposit slip is provided to ourselves and such payment has been confirmed as received by ourselves.

Documentation

1. It is the personal responsibility of each passenger to ensure that they are in possession of the correct documentation prior to departure. Verbier-Skiing.Com shall not accept responsibility for any consequences of any nature whatsoever arising from the passenger failing to ensure that he/she has complied with the necessary health / passport / visa requirements.
2. Documents (vouchers, itinerary, air tickets, etc) will be prepared and dispatched within 24 hours of receipt of all the following:
 - Full and final payment of the package price
 - Signed Terms and Conditions (Our Booking Form)
 - Signed Ski Indemnity Form

It is the personal responsibility of the passenger/s to check all the details of their travel documents, including, but not limited to details of their names; date and times of flights; reservation dates for accommodation, etc, before leaving S.A. If there are any inaccuracies, it is important that you contact us in order to have them corrected as Verbier-Skiing.Com will not be liable for any delay and/or loss incurred as a result of any inaccuracies on any travel documents once you are in receipt thereof and have left S.A.



Insurance

1. We strongly recommend that the necessary travel insurance cover for the duration of the journey be purchased. Ski Insurance packages are available at an additional cost.
2. It is essential that all clients have a comprehensive medical emergency evacuation insurance policy to cover them for the duration of the trip. In this case, adequate insurance means: an insurance that covers emergency medical evacuation from the scene of the illness or accident, to the nearest best hospital and then back to your hometown. In the event that there is insufficient or no medical insurance, Verbier-Skiing.Com cannot be held accountable for any costs incurred or deposits required.

Amendments

1. An administration fee of R100 per person will be charged for each amendment/ or cancellation.
2. Should you wish to change your reservation, we will endeavor to assist you, however any charges imposed by suppliers providing the services required to be changed will be charged to you. After departure it is understood that extra expenses incurred as a result of changes will be for the passenger's account, and any unused services will not be refunded.
3. In the unlikely event of an unscheduled extension to the holiday caused by flight delays, weather, strikes or any cause beyond the control of Verbier-Skiing.Com, it is understood that any and all expenses relating to these extensions will be for the account of the passenger.

Cancellations

Once a reservation request has been received in our office, it becomes liable for cancellation fees. Should you wish to cancel your reservations, such cancellation must be made in writing and you will be liable to pay the following cancellation charges:

1. Where your booking includes an airfare, the relevant charges are levied by the airline and in some instances this may be 100% of the total airfare.
2. From the time of booking up to 8 weeks prior to departure, the full deposit paid will be forfeited.
3. Cancellations within 8 weeks are subject to cancellation fees as follows:
 - 8 weeks prior – 30% of total package price
 - 6 weeks prior – 40% of total package price
 - 4 weeks prior – 50% of total package price
 - 3 weeks prior – 80% of total package price
 - 2 weeks prior – 100% of total package price

4. Refunds and Unused services: No refunds will be granted for any unused services
- General Information**



1. There is no guarantee that flights, trains and coaches, etc will depart at the times stated on any itinerary or tickets which you receive. All timings are estimates only and we do not accept any liability for any delay, however arising, or for schedule alterations.

2. Flight Reconfirmation: It is your responsibility to ensure that you reconfirm your departure dates and times of all your flights at least 72 hours prior to departure. This can be done via the Verbier-Skiing.Com representative in the resort.

3. Taxes: Mandatory taxes that can be pre-paid will be advised to you and collected prior to departure, however some countries charge taxes that can only be paid locally. It is recommended that you obtain the relevant information from the airline prior to departure and ensure that you have sufficient local currency to cover these taxes.

4. Special Requests: Will be passed on to service providers, but can at no time be guaranteed.

5. Complaints: In the event that you experience any problems with your holiday whilst overseas, you must immediately inform the supplier of the services in question in order that they may assist you in resolving the issue. Should you still be dissatisfied, a written complaint must be sent to Verbier-Skiing.Com within 14 days of the end of your trip, and we will attempt to resolve the complaint to your satisfaction. However Verbier-Skiing.Com in no way accepts liability for any claim that you may have in respect of your complaint.

6. Changes in booking: Whilst every effort is made to adhere to confirmed itineraries, we reserve the right to make changes to your travel arrangements should the need arise. In these instances we undertake to advise you thereof as soon as reasonably possible before your departure date to obtain your further instructions in this regard.

7. Ski and other equipment: Equipment is not insurable, and is the client's responsibility. The Company reserves the right to recover any losses incurred from the passenger. Where a client fails to return the hired equipment the Company reserves the right to invoice the client for the hire of the equipment. The Company does not give its' employees the authority to accept responsibility for the return of ski equipment to the supplier thereof.

8. Although all reasonable efforts will be made to ensure the smooth running of the tour, Verbier-Skiing.Com cannot be held responsible in any way for bad or non-performance of service providers.

9. While all possible efforts will be made to ensure the success of the tour, Verier-Skiing.Com cannot be held responsible in any way for cancellation in total or in part or non-performance in any way, due to bad weather or any other detrimental natural phenomenon/disaster, political unrest or war. IT is recommended that specific insurance is taken out to cover the resultant losses direct or consequential should this be required by yourself .

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