

The following conditions form the basis of your Holiday Contract with The White Room. They set out our respective rights and obligations and you should therefore read them carefully.

1. Payment. Payment can be made by bank transfer to our UK (sterling) account. Upon receipt of the correct deposit we will send to you a confirmation of booking detailing the numbers booked and setting out the final balance due from you and its date of payment. Please note that if you are booking within 6 (six) weeks of your departure date you must send us payment for the full cost of the holiday.
2. No contract exists between us until we have sent you email confirmation of your booking. All conditions are binding on us both. The person making the booking not only guarantees payment to us of the total cost of the holiday booked but does so on behalf of, and with the consent of, all persons for whom the booking is completed.
3. Full payment of your balance as given in your confirmation of booking must be paid by the date shown. Failure to make this payment by the due date will constitute a breach of the contract and The White Room reserves the right to cancel the booking and levy cancellation charges as detailed in point 5 below.
4. Cancellation or Alteration. You may, by notice in writing, cancel your booking at any time. In the event of cancellation after the booking has been confirmed by us, the following cancellation charges are payable:
5. 6 weeks or more prior to departure = loss of deposit
4-6 weeks = 50% of the total cost of the holiday
0-4 weeks = 100% of the total cost of the holiday
6. We will attempt to comply with any reasonable request for an amendment to a booking made after the booking has been confirmed, but cannot undertake that we will do so. Additional charges may be made as necessary to cover the costs of any amendment.
7. We reserve the right to cancel any holiday or make alterations to any element of the holiday whenever we encounter circumstances beyond our control amounting to force majeure.
8. We reserve the right, after the date that payment of the balance becomes due, to cancel any holiday or make alterations to any element of the holiday (without prejudice to our other rights) if you default in payment of the balance of the price due.
9. If we cancel or make any material alteration to the holiday, we will inform you as soon as is reasonably practicable and will offer you, in the case of alteration, the choice of accepting the alteration, which must be of comparable standard, if available, or in either case, a prompt and full refund of all money paid.
10. Insurance. You must be adequately insured for your holiday. It is your responsibility to ensure the insurance cover you purchase is suitable and adequate for your particular requirements. You indemnify The White Room against all costs, liabilities and losses that would be covered by an adequate insurance policy.
11. The cost of your holiday. Once your booking has been confirmed, we will guarantee not to surcharge any existing booked arrangements, except for those changed by you. We reserve the right to increase or decrease the prices of unsold arrangements at any time before your booking is confirmed. Costs

charged by carriers with whom you have a separate contract (even if it is arranged by us) may be subject to surcharges.

12. Liability. We accept liability to you in the event that the services which we contract to provide are deficient or not of reasonable standard. Compensation will be limited to the invoice cost of that part of the contract which is deficient or not of reasonable standard.
13. We accept responsibility where one suffers death, bodily injury or illness for the negligent (as the word is understood in English law) acts or omissions of our employees and representatives.
14. Please note that we cannot be held responsible for the consequences of your actions should you choose to ignore the advice given to you by a The White Room employee or representative.
15. Snowboard/ski/bike hosting. If you ski/board/bike with any member of The White Room staff or representative of The White Room, we cannot take any responsibility for injuries howsoever caused. At all times you must use your own judgments based on your own abilities and all skiing/boarding/mountain biking is at your risk.
16. Instruction. None of The White Room staff are qualified to teach skiing or snowboarding in France and they will not do so. No component of your holiday payment covers any skiing or snowboarding instruction from The White Room Staff. We encourage our guests to take lessons with qualified instructors.
17. Accompanied Bike Rides. The White Room team hold the Scottish Mountain Bike Leader and UK Mountain Leader qualifications as well as suitable First Aid qualifications. At present, neither of these is accepted by the French governing bodies for bike guiding in France. While the White Room team love to ride and will be out on the trails every day, you remain responsible for your own safety at all times while out riding in terms of both bike skills and trail/navigation skills and will be expected to be familiar with the trails to be ridden each day (trail briefing/info provided by The White Room). The cost of your holiday does not include any form of bike guiding and is for accommodation, food & drink only.
18. Behaviour. You shall indemnify us in respect of all and any claims made against The White Room as a result of damage caused to the chalet or its contents by you. All damage and breakages will be charged to you and must be paid for before departure from the chalet.
19. If, in our opinion or in the opinion of any other person in authority, you or any member of your party behave in such a way as to cause or are likely to cause distress, danger or annoyance to any third party (including other guests and staff) or damage to property, we reserve the right to terminate the holiday of the person concerned without notice. In this situation, our responsibilities towards that person (including any return transport arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses they may incur as a result. We will not make any refunds or pay any compensation to the individual involved or to members of his/her party or associates wishing to curtail their holiday as a result.
20. Arrival and departure times from the chalet. On arrival and departure dates we carry out a thorough chalet clean and preparation. Guests will be able to access their rooms in the chalets at 4pm on the day of their arrival. They will be required to vacate the chalet at 10am on their day of departure. We will

- provide room for luggage storage during the day and a place to change if possible.
21. We have a restaurant licence for the kitchen that requires us to maintain a high level of hygiene in the chalet at all times. We are unable to allow you or any of your party to use the facilities of the kitchen at any time and it is a condition of your booking that you agree to this on behalf of everyone in your party.
 22. We will make arrangements to transfer guests to Bourg Saint Maurice in reasonable time for their onward transport. In the event that the transfer that we provide to Bourg Saint Maurice is delayed, leading to guests missing their onward transport, we will not be liable for any resulting costs unless we have been negligent in trying to provide a timely transfer.
 23. We will make arrangements to transfer summer guests to Geneva Airport in reasonable time for their onward transport. In the event that the transfer that we provide to Geneva is delayed, leading to guests missing their onward transport, we will not be liable for any resulting costs unless we have been negligent in trying to provide a timely transfer.
 24. Visas. United Kingdom nationals do not need a visa for France. A full passport is necessary.
 25. The White Room reserve the right to refuse to accept a reservation without having to disclose a reason.
 26. Law & Jurisdiction. These conditions form a contract between us which will be construed in accordance with English law and it is agreed between us that each will submit to the jurisdiction of the English Courts.
 27. Snow Guarantee (winter only). In the event that, in the opinion of The White Room management, the snow conditions are very poor in Sainte Foy, The White Room will provide transport to the high-altitude resort of Tignes.

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