

HOW TO BOOK

Simply call us on **01623 456333**
or email **email@interski.co.uk**
to check availability.

Our opening hours are Monday - Friday, 9am - 5pm and an answerphone is available at all other times.

If space is available, we will be happy to hold it for you for up to 3 working days.

To confirm your booking we would require a non-refundable £75 deposit per person (for travel by coach or own transport) or £200 for travel by air. Your final balance is due 10 weeks before departure.

We accept payment by cheque (made payable to Interski), Visa, Visa Debit, Mastercard and Maestro cards. There is no charge to pay your deposits by credit card. However, we do charge 2% on balance payments by credit card.

JOIN US IN THE AOSTA VALLEY IN WINTER 2012-13 - WE'RE SURE YOU'LL LOVE IT AS MUCH AS WE DO!

BOOKING CONDITIONS

1. THE CONTRACT

This contract is made directly between the client(s) and IST Ltd (of which Interski is a trading name). IST Ltd holds an Air Travel Organiser's Licence (ATOL) No 1409, and all its package holidays that include air travel from the UK are fully bonded by this licence.

2. PAYMENT TERMS

Deposit

A single, non-refundable, deposit of £75 is required to confirm your booking or £200 in the case of packages by air.

Balance

Balance payments are required strictly 10 weeks before departure or, in the case of bookings made after this time, immediately upon receipt of the company's acceptance. Failure to meet the 10 week deadline represents a breach of contract and may result in the imposition of financial penalties, or, ultimately, the cancellation of the holiday by the company.

3. PRICE POLICY

Prices are correct at the time of going to print (November 2011). The price of your travel arrangements was calculated using exchange rates published in the "Financial Times Guide to World Currencies" on 05/02/11 in relation to the Euro. We reserve the right to increase or decrease brochure prices any time before you book. We will confirm the price of your holiday at the time of booking. Changes in transportation costs (including the cost of fuel) and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. We will absorb, and you will not be charged for, and increase equivalent to 2% of the price of your travel arrangements. You may be charged for the amount over and above that. If this means that you have to pay an increase of more than 10% of the price of travel arrangements, you will have the option of accepting a change to another snowsport holiday if we are able to offer one (if this is of equivalent or higher quality, you will not have to pay more, but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid. Should the price of your snowsport course go down due to the changes mentioned above, by more than 2% of the cost of your travel arrangements, then any refund due will be paid to you. However please be aware that travel arrangements are not always purchased in local currency and some current changes have no impact on the price of travel due to contractual and other protection in place.

4. ALTERATIONS

In the case of the client altering the confirmed booking, any increase in the cost of the holiday due to change of date or hotel will be charged to the client and any decrease in the cost of the holiday will be refunded to the client. Certain travel arrangements such as flights with certain carriers may not be changeable after a reservation has been made and any alteration request including name changes may incur a cancellation charge of up to 100% of that part of the arrangement. Any major alterations to the confirmed booking by the company to the client will be done in writing as soon as possible and, in any case, not less than 14 days before the departure of the trip. If the client is not satisfied with the alteration, except where the alteration is due to circumstances amounting to 'force majeure', as offered, he/she has the right to cancel the booking and have all monies returned and be offered compensation on the following scale:

- More than 10 weeks before departure Nil
- 4-10 weeks before departure £10 per person
- 2-4 weeks before departure £20 per person
- Within 2 weeks of departure £30 per person

5. CANCELLATION

Cancellation by the client must be informed to the company immediately and confirmed in writing within 48 hours. Payments made by a cancelled passenger may be transferred to a replacement at no charge, given reasonable notice (this may not be possible where flights have been specifically purchased on your behalf). If a client chooses not to transfer payments to a replacement, the following scale of cancellation charges will apply:

- Up to 10 weeks before departure Full deposits
- 10-5 weeks before departure 50% of the total cost
- 5-1 week before departure 75% of the total cost
- Within 1 week of departure 100% of the total cost

In the unlikely event of the booking being cancelled by the company, after the payment has been made by the client, an alternative will be offered and, if this is found to be unacceptable by the client, the company shall be responsible for the return of all monies it has received from the client and compensation will be paid in accordance with the scale in section 4 above. This responsibility does not extend to cover cancellation in the

case of 'force majeure'. In the event of circumstances outside the control of the company, the company reserves the right to modify or amend arrangements without rendering itself liable other than to refund all monies paid to the company by the client.

6. SNOWSPORT SCHOOL

All pre-booked Interski Snowsport School classes are subject to minimum numbers. We will advise you at least 14 days prior to departure if minimum numbers have not been reached and classes have been cancelled. We will provide contact details for local snowsport schools that will be able to provide tuition.

7. PISTE CLOSURE GUARANTEE

While all resorts featured in this brochure have excellent snow records, Interski cannot guarantee snow or that skiing will be possible as even glacial ski areas can close due to adverse weather/snow conditions. Interski cannot accept responsibility for this and the possibility of not being able to ski is a risk the client must accept. In the event that all ski lifts in the resort/chosen ski area are closed for the whole day for any reason due to adverse snow/weather conditions, the terms of our insurance will apply (please refer to our website - www.interski.co.uk - for a copy of our latest insurance specification).

8. INSURANCE

Insurance is included as part of your Interski package. If you are aged 18 or over, you must inform the insurance company of any pre-existing conditions, plus all persons must inform the insurance company of pre-existing medical conditions of persons on whom the travel plans depend. Our insurance is provided by Fogg Travel Insurance Services (01623 631 331) and the underwriters are Union Reiseversicherung AG. Interski's parent company Inter School Travel is an Appointed Representative (number 490120) of Fogg Travel Insurance Services who with the Insurers are FSA registered (number 307304). Interski is an appointed representative of Fogg Travel Insurance Services Ltd and this can be checked on the FSA register (www.fsa.gov.uk). It is important that you read the full policy and the Key Facts, available via www.interski.co.uk/insurance.php, to ensure this meets your needs. We also strongly recommend that you have an EHC. If you are a party leader of a group, please ensure that all members of the party are provided with a copy of the Key Facts at the time of booking. Copies can be downloaded via the insurance page of our website.

9. COMPLAINTS

Any complaints should be put immediately to the company's representative in resort. In the event that the complaint is not settled to your satisfaction, you must write to the UK office within 28 days of your return home.

10. ARBITRATION

Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration under a special scheme which, though devised by arrangement with ABTA, is administered quite independently by the Chartered Institute of Arbitrators. The scheme (details on request) provides for a simple and inexpensive method of arbitration on documents alone, with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person/£25,000 per booking form, nor to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. Any claims must be made within 9 months from the date of travel.

11. LIABILITY

The company accepts responsibility for ensuring the holiday which you book is supplied as described in the brochure and the services offered reach a reasonable standard. If any part is not provided as promised, the company will pay you appropriate compensation if this has affected the enjoyment of your holiday. The company accepts responsibility for the acts and/or omissions of its employees or agents together with suppliers or sub-contractors whilst acting within the scope of, or in the course of, their employment. The company will accordingly pay to its clients such damages as might have been claimed in respect of death, illness or injury caused by the negligence as accepted under English Law of its employees, agents or suppliers contracted or sub-contracted by the company to provide any part of the arrangement for the holiday. (In respect of services provided by air or sea carriers, the company's liability in all cases shall be limited in the manner provided by international conventions and the carriers involved). If any client suffers death, illness or injury whilst overseas arising out of an activity which does not form a part of the foreign inclusive holiday arrangements or excursion arranged through the company, the company shall, at its discretion, offer advice, guidance and assistance to help you in resolving any claim you may have against a third party, provided the company is advised of the incident within 90 days of the occurrence. Where legal action is contemplated, the company's authority must be obtained prior to commencement of proceedings and be subject to the client's undertaking to assign any

costs recovered or any benefits received under an appropriate insurance policy to the company. The company's cost in respect of the above, on behalf of the client and his/his/hers, shall not exceed £5,000 in total.

12. CARRIAGE

Copies of all relevant conditions of carriage and international conventions are available from the company's office on request.

13. UNDER 18 YEAR OLDS

Young adults are not permitted to travel without an accompanying adult (over 18 years of age).

14. DATA PROTECTION

Please be assured that we have measures in place to protect the personal booking information held by us. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give us, such as details of any disabilities, or dietary/religious requirements (if we cannot pass this information to the relevant suppliers, we will be unable to provide your booking). In making a booking, you consent to this information being passed on to the relevant persons. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Full details of our data protection policy are available upon request and you may ask to see the details we hold on you should you wish.

15. PASSPORTS/VISAS

It is vital that all clients hold a valid passport which should be easily accessible during the journey. If you are staying in La Thuille and skiing over to La Rosière (France), it is important that you take your passport with you. If you are a non-EU citizen, you may need a visa. If you are unsure, please contact the Italian Embassy (020 7312 2200) for advice. If you are 16 or over and are not yet in possession of a passport, it is recommended that you should apply for one at least six weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend for interview in order to do this.

16. TRAVEL ADVICE

The Foreign & Commonwealth Office provides the latest advice to travellers. If you have any worries about travel to Italy, please visit their website (www.fco.gov.uk) or telephone 0845 850 2829.

17. EXTERNAL LOCAL SUPPLIERS

While the company will endeavour, wherever possible, to provide helpful information on local suppliers (e.g. local snowsport schools/crèches etc), all arrangements must be made directly by the client. The company is not responsible in any way for services/ information provided by external local suppliers.

18. CONSUMER PROTECTION

The air holidays in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 1409. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.

19. ROOM CHECK IN AND CHECK OUT TIMES

The standard international practice is to let rooms from midday to midday. However, times do vary. Check in times are normally between 2 - 3 pm, check out times between 10 - 11.00 am on the day of departure. Where necessary, your hotel will provide storage facilities for your luggage and we will ensure that washing/changing facilities are available.

20. TRAVEL DELAY

Travel delay is normally the responsibility of the carrier or, depending on circumstances, may be covered by insurance.

INTERSKI IS A TRADING NAME OF IST LTD

Directors: CP & EA McIntosh
Registration no: 979341
VAT no: 119 0868 59
Registered office: 8 Acom Park, Commercial Gate,
Mansfield, Nottinghamshire NG18 1EX

All information in our 2012/2013 brochure is correct, to the best of our knowledge, at the time of going to print (November 2011).

