

Booking Conditions

1 THE CONTRACT

This contract is made directly between the client(s) and Inter School Travel Ltd (the company) trading as Interski. Inter School Travel Ltd holds Air Travel Organiser's License (ATOL) No 1409 and all its packages which include air travel from the UK are bonded by this licence. Inter School Travel Ltd is also bonded with the Association of British Travel Agents (ABTA No V6114). As such we are fully bonded according to ABTA's rules and abide by ABTA's Code of Conduct. In order to ensure that the monies you pay for your ski course are protected, we will issue a confirmation invoice showing the details of the services that you have booked, including the price and the amount of money paid by you. You should check these details carefully and contact us immediately if there are any discrepancies. Please go to www.abta.com for a copy of the Guide to ABTA's Scheme of Financial Protection.

2 PAYMENT TERMS

Deposit

A single deposit of £75 per person or, by negotiation, a £500 holding deposit (£1000 for groups of 49+), followed by individual £75 deposits.

Balance

Balance payments are due NO LATER THAN 10 weeks prior to 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 ski course by the company. All deposit payments are non-refundable.

3 PRICE POLICY

Prices and all details are correct at the time of going to print (August 2011). The price of your travel arrangements was calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" on 31/07/11 in relation to the Euro.

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, any 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 your travel arrangements, you will have the option of accepting a change to another snowsport course 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 your course cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent 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 ski course due to change of date or hotel will be charged to the client and any decrease in the cost of the ski course will be refunded to the client. No other charges will be levied. Any major alterations to the confirmed booking by the company to the client will be done so in writing as soon as is possible and, in any case, not less than 14 days before the departure of the tour. If the client is not satisfied with the alteration as offered, except where the alteration is due to circumstances amounting to 'force majeure', he 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.
- 2 weeks before departure - £30 per person.

Certain travel arrangements such as flights with certain carriers may not be changeable after a reservation has been made and any alteration requests including name changes may incur a cancellation charge of up to 100% of that part of the arrangement.

5 CANCELLATION

Cancellation by the client must be informed to the company immediately and confirmed in writing within 48 hours. Payment made by a cancelled passenger may be transferred to a replacement at no charge, given reasonable notice. 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 balance payment has been made by the client, an alternative will be offered and, if this is found by the client to be unacceptable, 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).

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 in full all monies paid to the company by the client.

6 COMPLAINTS

Any complaints should be put immediately to a company representative in resort. In the event that the complaint is not settled, the client must write to Interski within 28 days of return home.

7 ARBITRATION

Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration. If the customer so wishes, under a special scheme arranged by ABTA, and administered independently by the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details are available from the ABTA website (www.abta.com). The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form.

Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the ski course. Outside this time limit arbitration under the scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

8 LIABILITY

The company accepts responsibility for ensuring the ski course booked 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 appropriate compensation if this has affected enjoyment of the trip. 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 the 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 part of the foreign inclusive ski course arrangement or excursion arranged through the company, the company shall, at its discretion, offer advice, guidance and assistance to help resolve any claim 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 costs in respect of the above, on behalf of the client and his/her party, shall not exceed £5000 in total.

9 EXTERNAL LOCAL SUPPLIERS

Whilst the company will endeavour, wherever possible, to provide helpful information on local suppliers (e.g., local ski 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.

10 ADDITIONAL PAYING ADULTS

If clients are planning to take additional paying adults within their party, it is important that they make them aware that they are travelling on a school/college ski course. They should be made fully aware of the package inclusions and that no special arrangements can be made on their behalf.

11 PISTE CLOSURE GUARANTEE

Whilst all resorts featured in this brochure have excellent snow records, the company cannot guarantee snow or that skiing will be possible as even glacial ski areas can close due to adverse weather/snow conditions. The company 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 a whole day for any reason due to adverse weather/snow conditions, the terms of our insurance will apply.

12 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 Union Reiseversicherung AG (URV) via Fogg Travel Insurance Services (01623 631331). Fogg Travel Insurance Services 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/school_downloads.php, to ensure this meets your group's needs. We also strongly recommend that you have an EHIC. 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 from the Interski website.

13 CODE OF CONDUCT

The party leader is responsible for ensuring that the group is properly supervised and well-behaved at all times. All party members should observe local laws and regulations relating to the consumption of alcohol. The possession and use of illegal substances is not permitted under any circumstances. Illegal conduct of any kind will not be tolerated.

Payment for any damage or loss must be made direct to the hotelier or other supplier. If, in the company's opinion, or in the opinion of any other person in authority, any member of the party behaves in such a way as to cause or to be likely to cause danger, annoyance or distress to any third party or damage to property, the company reserves the right, without prior notice, to terminate the arrangements of the person(s) concerned. In this situation, the person(s) concerned (or the whole party, where applicable) will be required to leave their accommodation or other service. The company will have no further responsibility towards such person(s) or the party, as applicable, including any return travel arrangements. No refunds will be made and the company will not be responsible for the payment of any expenses or costs incurred as a result of termination.

14 CARRIAGE

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

All unsold coach seats remain the property of Interski and may be used for the transportation of our staff members or other individuals. If this is the case, the relevant details will appear on your final itinerary.

15 PASSPORTS

All passengers must be in possession of a valid, standard 10 year passport. Approved parties of students, who are British nationals and travelling abroad in the charge of a responsible leader, may travel on a collective passport. All passengers who are not British nationals should consult their embassy to find out if they require a visa to travel to Italy. For non-UK nationals travelling on an educational trip within the European Union, contact 0207 389 4383 Mon-Fri for a visa waiver form.

16 HEALTH MATTERS

There are currently no health restrictions when travelling to Italy. 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).

17 ROOM CHECK IN AND CHECK OUT TIMES

We do not normally provide single rooms for staff members. If this is a necessity, please call us to discuss possibilities. Standard international practice is to let rooms from midday to midday. However, times do vary. Check in times are usually between 2-3 pm, check out times between 10-11 am on the day of departure. Your hotel will provide storage facilities for your luggage on departure day and make adequate provision of showering facilities.

18 DATA PROTECTION STATEMENT

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.

19 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.

20 TRAVEL DELAY ARRANGEMENTS

These are normally the responsibility of the carrier or, depending on circumstances, may be covered by insurance.

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