

Purple Piste terms & conditions

Purple Piste Covid 19 bookings update:

Bookings taken from today 16.10.20 for season 2020 2021

To secure your booking we will require a deposit of £1,000 per whole chalet booking or £50 per person should you be booking a shared chalet – (usual cost £4,000 per chalet & £200 individuals).

We are asking for final payment – not 12 weeks before but 28 days before your arrival – which will hopefully give confidence & piece of mind to book

If your group are unable to travel due to the following Covid 19 restrictions the following payments terms below apply:

- UK FCDO advises against all non essential travel to France
- Closure of French borders
- Closure of your departure country borders
- Your home country requires a mandatory quarantine period on your return. This does not include a quarantine period on return due to a positive Covid test.
- Your home country introduces local lockdown measures preventing you from leaving your local area
- French National or Local Government introduces obligatory quarantine measures for guests arriving into France or Morzine
- French National or Local Government has introduced local or general lockdown measures which result in us being unable to operate as a business

If the Government Restrictions are imposed, or the travel advice given by the French Government, or your home/return country's Government, changes part way through your holiday forcing you to cut your holiday short, Purple Piste will not issue a credit voucher or refund for any part of your holiday.

Concerns about future government restrictions being applied, a disinclination to travel because of Covid-19, or if your travel arrangements (flight, ferry or tunnel crossing) are cancelled for any reason then Purple Piste does not accept any liability or responsibility to issue refunds or credit vouchers and will not pay any other compensation.

If you are showing signs or symptoms of Covid-19 or a test positive for COVID 19, provided that Purple Piste is "open for business" and can fulfil its contractual obligations, then Purple Piste does not accept any liability or responsibility to issue refunds or credit vouchers and will not pay any other compensation. You will need to claim this on your travel insurance. If you wish to make a claim on your travel insurance then Purple Piste will supply any documentation you need.

Payments received after 16.10.20

If you have paid your deposit and had to cancel your accommodation before the final amount is due 28 days before arrival, due to Covid 19 restrictions as outlined above ** The deposit will be held and you can use this as a voucher towards the cost of any available weeks in the winters of 2021 and 2022

If you have paid your final payment (28 days or less before arrival) and the Covid 19 restrictions as outlined above ** occur between payment and your arrival date we will offer a 85% refund of deposit and final payment or 95% refund if we are able to sell the same dates for the same value.

We will not refund full or any part payments if your holiday is cut short by any Covid 19 related illnesses, restrictions or incidences (from day of arrival to the day of departure)

We will update our Covid 19 terms and conditions in accordance with Government and FCDO guidelines as and when necessary

All other booking conditions remain the same

1

Deposits and confirmation. Once you have made a provisional booking by email, "Mountains Ahead Limited Trading as Purple Piste" (herein after referred to as "we") (and "us" "our" etc shall be interpreted accordingly) will reserve your holiday for five working days by which time we must have received your fully completed booking form and a deposit for your party. Upon receipt of these, we will send you a confirmation of booking showing the arrangement booked, the balance and when it is due.

Should the five days expire, we reserve the right to re-book part or the whole chalet without further notice to you. Until such time as a signed booking form and deposit for every member of the group is received, there is no contract between Mountains Ahead Limited booking for Purple Piste and you. The person signing the booking form guarantees payment to us of the total cost of the holiday although each member of the party is jointly and severally liable for all sums due and does so on behalf of and with the consent of all the others for whom the booking is made. For bookings made within 12 weeks of arrival, payment in full must accompany the booking form.

2

Balance - The total cost of your holiday must be paid not less than 12 weeks before your arrival date. If the balance remains unpaid within this time, we reserve the right to cancel your bookings and to make a cancellation as shown in section 4.

3

Price Guarantee - At time of printing our prices, prices were true and correct. However we reserve the right to increase the price of your holiday in the event of currency fluctuation. We will however guarantee that once you have made your booking and paid your final invoice in full, your holiday will not be subject to further surcharges. The price of your chalet accommodation does not include any travel (including but not limited to transfers, flights, trains, ferry), ski equipment, ski passes, lunches, lessons, guiding, insurance of any nature.

4

Cancellation - If you have to cancel your booking, this must be done in writing (e-mail or post). The date of cancellation shall be deemed to be the date written cancellation instructions are received at Mountains Ahead Limited's office.

Period - Before date of arrival, prior to 12 weeks loss of deposit and insurance premium 12 - 8 weeks 50% of total holiday cost 8 - 6 weeks 60% of total holiday costs 6 - 4 weeks 80% of total holiday cost under 4 weeks 100% of total holiday cost.

Please see COVID-19 CANCELLATION TERMS ABOVE 1.2

Our aim is to provide the chalet accommodation as booked, however in exceptional circumstances and in situations beyond our control, we sometimes need to make changes, we reserve the right to cancel your chalet accommodation at any time offering you a full refund or comparable accommodation if such accommodation is available. Important note: We will not pay compensation nor accept legal liability for changes made because of war, threat of war, riots, strikes, civil disturbances, terrorist activity, industrial dispute, natural and nuclear disasters, fire, pandemics, epidemics or health risks, technical problems with transport, road closures, resort closures, adverse weather conditions, closed or congested airports or ports and all events beyond our control.

5

Commitment - we will endeavor to keep our website commitment; however we reserve the right to alter any operations not directly under our control. We have no control of water, electricity supplies, boilers and mechanical instruments such as ski lifts and therefore are not responsible for failure of such things.

6

Insurance - It is a condition of booking with us that you have appropriate winter sports cover for your holiday **WHICH INCLUDES COVID-19 RELATED COVER (Incl Covid 19 enforced extension of stay)** By signing these Terms and Conditions you absolve us of all possible liabilities for yourself and all others for whom the booking is made and you warrant you have full authority to confirm this on each individuals behalf which may arise due to the failure of you or any member of your party not taking out adequate insurance cover.

7

Customer Liability - We reserve the right to recover from you before or after departure from the chalet the cost of breakages/ damages to accommodation etc., caused with or without intent during your booking period. We do not accept liability for financial loss or damage to property suffered by you. You and all others for whom the booking is being made are expected to behave in a manner that will in no circumstances damage us nor disrupt the enjoyment of other guests staying the chalet. The holiday of any customer or group in breach of this clause may be terminated immediately and without compensation and we will have no further obligations to them.

8

Service Provided by Third Parties - Bookings for extra services such as taxis, transfers, ski lessons, ski guiding, skidoo trips, parapenting, dog sleigh, massage, physiotherapy, nannies, crèche, child care or any other additional activity booked by you direct or through us. We hold no responsibility nor liability for any loss, injury or damage whilst involved in services provided by a third party. Any claim or grievance with regards extra services must be taken up with the respective provider directly. We have no control over the way suppliers provide their services.

9

Limitation of Liability - We do not accept responsibility if you suffer illness, injury or death on holiday unless it is due to our negligence or that of our employees. We will not be liable to you or any third party for any indirect, consequential loss or damage, or for any loss of profit or business, howsoever caused (whether arising out of any negligence or breach of the contract or these booking conditions or otherwise). Our aggregate liability will not under any

circumstances exceed the amount paid by you to us. By signing these terms of business you are confirming that you are responsible for explaining the full details of these terms and conditions for all others for whom the booking is being made and you will ensure that they will act in accordance with them as if each member had signed them personally

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