



## **Booking Terms and Conditions**

Please note: Payment and cancellation terms here are for direct bookings only. We advertise with agents (Booking.com, AirBnB, Vrbo, Homelidays) and their payment & cancellation terms are different.

### **General**

Chalet & Apartment Luna are let for holiday purposes only and the number of occupants must not exceed the number stated on the booking. Animals or Pets are not allowed in our chalet. For the comfort of ourselves and our clients, there is no smoking inside the chalet.

### **Booking and Payment**

You can complete the Just Morzine website booking form or send an email. This must be returned with a 25% deposit of the total holiday cost, or full payment. This will reserve your dates. A contract will exist between you (the group leader) and Just Morzine once the emailed copy of the booking form or email and deposit payment has been received. The full balance is due 8 weeks before your departure date; if you are booking within 8 weeks of your departure date the full amount is due at the time of booking. Any changes made to the original details supplied on your booking form will be accommodated if possible. If we cannot accommodate your changes, we reserve the right to treat the booking as cancelled.

### **Cancellation Charges**

Time to Departure Date Cancellation Charge

Over 8 Weeks Deposit only

6-8 Weeks 40% of Total Holiday Cost

4-6 Weeks 60% of Total Holiday Cost

2-4 Weeks 80% of Total Holiday Cost

Less than 2 Weeks 100% of Total Holiday Cost

Should you have to cancel your booking inside 8 weeks we may be able to refund all or some of your money should we take another booking. If we cancel your holiday due to something within our control you will receive a full refund of all monies paid to Just Morzine. We accept no liability and will pay no compensation if we are forced to cancel your holiday within 8 weeks of your holiday start date (see **Force Majeure** below). Please contact us about current Covid-19 restrictions and how these affect our cancellation policy because they are always changing.

### **Changeover and availability**

Chalet bookings are generally from Sunday to Sunday in the winter and in the Summer. The chalet is available after 4pm on arrival day and must be vacated by 10am on departure day. Please contact us if you are going to be arriving later than expected. During peak weeks we accept week bookings only from a Sunday (Christmas, New Year, February half term), this may change when Christmas day and New Year's day fall on a weekend. Shorter or longer breaks are available on request.

## **Linen and additional equipment**

Clean linen and towels are provided at the start of your stay. Please advise us of bed arrangements at the time of booking so we can organise our linen requirements. If you require a cot or highchair, please advise us at the time of booking.

## **Insurance**

All mountain sports have an element of danger and as such Just Morzine clients are responsible to obtain their own suitable insurance cover. Standard holiday insurance is not normally enough for mountain holidays.

## **Client Responsibility**

Just Morzine staff are not qualified as mountain guides in winter or summer. We can only give advice on suggested routes and their difficulties. Clients must make their own judgement as to their individual abilities. Clients ride/ski/board entirely at their own risk.

## **Force Majeure**

This means that we will not pay you compensation if we must cancel or change your travel arrangements in any way because of industrial dispute, FCO travel advice, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or any other unforeseen circumstances. Clients will need to ensure their personal holiday insurance will include cover for this.

## **Weather**

We cannot give refunds if the weather conditions are unfavourable during your stay. This will be covered under your winter sports holiday insurance.

## **Property**

We cannot be held responsible for any loss, damage or theft of your personal belongings. In contrast you will be liable for any loss or damage caused by you to any property belonging to us or any third party (including theft/damage to hired equipment). We kindly ask that you leave the chalet in the same condition that you found it and notify us of any problems on departure. A refundable £500/£300 security deposit is required and payable 7 days before arrival when the final details are sent. This is returned with 7 days from the end of your stay once our agent's chalet checks have been completed. The keys will not be released on arrival if the security deposit has not been paid.

## **Behaviour**

We expect you to behave in such a way as not to prejudice our reputation with our suppliers, neighbours or other Just Morzine clients. We have the right to terminate the contract with immediate effect and demand you vacate the chalet.

## **Complaints**

You must inform us as soon as possible, so that we can try and rectify the issue. This must be followed up by written details of your complaint to the following address: Just Morzine, c/o 12 Lake View, Langdon Hills, Essex, SS16 6SS, England or by email to [info@justmorzine.com](mailto:info@justmorzine.com) no later than 10 days after the end of your holiday.