

TERMS & CONDITIONS

1. YOUR CONTRACT

These bookings conditions and our privacy policy, together with any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with Ski & Sport Ltd, trading as Ski & Sport and/or Ski & Sport Travel ('we' or 'us' or 'our'). The party leader accepts the following terms and conditions on behalf of all party members and will be our sole point of correspondence and contact. Please take the time to read them carefully as they set out and explain the responsibilities and obligations by all parties when booking with us.

The contract between us is governed by the law of England and Wales and any dispute will be dealt with under the exclusive jurisdiction of the Courts of England and Wales, except if you live in Scotland, when you may choose, with our consent, to have the contract governed by the laws of Scotland, and any dispute dealt with in the Scottish courts.

2. BOOKING DETAILS & PAYMENT

A contract will only exist when we have received the required deposit and have acknowledged receipt of your completed form by the issue of our booking confirmation.

Upon receipt, if you believe that any details on the confirmation are incorrect you must advise us immediately as changes cannot be made later. We will not be responsible for any loss or agree any compensation if we are not notified of any inaccuracies in any document within seven days of our sending it out. Where a provisional booking is made and a holding deposit is paid to us, the party leader accepts our booking terms and conditions and confirms to the deposit schedules that follow, accepting that full deposits will be due. To take out an option on your chosen tour please contact our offices either by telephone (01246 292010), post or email sales@skiandsporttravel.co.uk. Provisional Booking details will then be confirmed to you in writing and a booking form sent to you. This option will be held for an agreed period, no longer than 4 weeks, in order for you to collect deposits. You are under no obligation during this provisional booking period. To confirm this option a deposit of £100.00* per paying passenger, together with the completed booking form, should be returned to us. This deposit is non refundable, unless under the terms of our insurance cover. A confirmation invoice will then be sent to you. A second deposit of £50 for coach tours and £100 for air tours per paying passenger will be due 6 weeks after the first deposit. Final details of your party will be requested approximately 14 weeks before departure. From this information a final invoice will be drawn up and your final balance will be due 12 weeks before departure. The full amount outstanding must be received by us no later than 12 weeks before departure. As well as the cancellation charges detailed below, there will be a £15 per person administration charge if payment is not received by the due date. If the interim and final balances are not paid by the due date, this will be a breach of the contract between us, entitling us to reserve the right to treat this booking as cancelled by you in which case all deposits paid will be forfeited. The booking information that you provide to us may be passed on to the relevant suppliers involved in your travel and services arrangements. This information may therefore be provided to public authorities such as customs and immigration authorities if required by them or as required by law. This may apply to any sensitive information that you give us such as details of any disabilities, or dietary and religious requirements. If we cannot pass this information on to the relevant suppliers it may not be possible for us to provide the service booked. Therefore in making this booking you consent to this information being passed on to the relevant persons. Full details of our data protection policy are available on request.

Any monies paid by customers to party leaders are held by party leaders solely as agents of the customer until such time as the company has received that money.

We reserve the right to charge a greater first deposit, if this is the case you will be advised at the time of booking. This is necessary due to events such as bookings using low cost/scheduled airlines who require full payment at time of booking.

3. CANCELLATION & AMENDMENT

In the event of cancellation by a paying member more than 12 weeks before the course, the deposit (s) may be transferred to a substitute member. However, if this is not possible then the deposit (s) will be retained by us. Any cancellation or amendment request must be sent to us in writing and will not take effect until received by us. The minimum cancellation charge is

the deposit (s) paid and/or due by the date of cancellation. Should a transfer request be made within 12 weeks of departure we reserve the right to levy an administration fee of £20 per change, plus any direct costs incurred. Cancellation of a tour or a paying member within a tour will be subject to the following scale of charges:-

More than 12 weeks before departure	Full 1st & 2nd Deposit (£200* coach, £200 air per person)
84-29 days before your tour	60% of tour cost
28-15 days before your tour	80% of tour cost
14- days or less	100% of tour cost

If the number of adults in your party accounts for 20% or more of your party or if any cancellation reduces the number of paying members below the minimum number required for a particular tour price or concession (including free places), we reserve the right to re-cost the price of the tour and the invoice will be adjusted accordingly for all remaining group members.

All communications relating to this contract (in particular any requests to cancel or amend your tour arrangements) must be from the Lead Name in writing and in English and delivered by hand, fax email or sent by recorded delivery post.

4. HOLIDAY PRICES & GUARANTEE

The lead in prices shown in this brochure are for guidance only and we reserve the right to change any of these prices. Prior to making your reservation you will be given a detailed price breakdown. Prices shown in the brochure will be based on the exchange rates shown in the Financial Times on 24th January 2020. The rates were as follows:- Euro = 1.182. US\$ = 1.305. Canadian \$ = 1.714.

Once the final price of your arrangements has been confirmed, no amendment will be made to it unless it is to make a correction to an error, or if our costs change as a result of an increase or decrease in transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports or as a result of any changes in the exchange rates which have been used to calculate the cost of your arrangements. Furthermore, surcharges may result due to governmental action, and/or changes in VAT rates on Accommodation and local services. However, there will be no change within 30 days of your departure.

Our prices are valid and applicable for pupils up to 16 years of age in full time education. The adult supplement is applicable for clients who are 18 years or over at the time of travel, and there maybe a small supplement for students between 16 and 18 years of age. Additional adults in excess of the numbers offered as 'free places' can normally be accepted at a supplement quoted by our office. Especially during high season it should be stressed that single, twin or double room requests must be kept to a minimum, and are strictly subject to written confirmation by the Company.

All tours are subject to surcharge as a result of circumstances referred to above. In all cases where a surcharge is applicable you will be notified up to 30 days prior to departure if a surcharge is due. We will absorb an amount equal to 2% of the tour price, excluding any insurance premium, amendment fees and changes in VAT. Only amounts in excess of 2% will be surcharged with a £1 per person administration charge. If this means paying more than 10% of the tour price you will have the option to change to another tour, if we are able to offer one, or to cancel the tour and receive a full refund of all money paid (minus insurance premiums and any amendment fees incurred). *£50 for tours costing less than £350.

Should you wish to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the surcharge advice.

We will consider an appropriate refund of the insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should the price of your tour go down due to the changes mentioned above, by more than 2% of your tour 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 your travel due to contractual and other protection in place.

5. FINANCIAL PROTECTION

The Package Travel, Package Holidays and Package Tours regulations of 1992 requires us to provide security for the monies that you pay for all holidays booked through this brochure and for your repatriation in the event of our insolvency. We provide this security by way of a bond held with ABTA the Travel Association. Ski and Sport are members of ABTA (No Y4964). All tours by air have protection by way of a bond held by the CAA ATOL (Air Travel Protection License) No. 10526. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer customers an arbitration scheme for the resolution of disputes arising out of, or in connection with, this contract. Further information on the Code and arbitration can be found at <http://www.abta.com>

The Arbitration scheme is arranged by ABTA and administered independently by ADRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply for claims greater than £5,000.00 per person or £25,000.00 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 £1000.00 on the amount the Arbitrator can award per person in respect of this element. The application for Arbitration must be received by IDRS within 9 months of return from the holiday. 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.

For injury and illness claims you may wish to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick cost effective way. Again details are available from www.abta.com If you book arrangements other than a package tour (as defined by The Package Travel, Package Holidays and Package Tours Regulations 1992,) the financial protection referred to above does not apply.

6. ALTERATIONS AND CHANGES BY YOU

Should you wish to make any changes to your confirmed booking, you must notify us in writing as soon as possible. We will do all we can to make the necessary amendments, provided we have written confirmation of the change from the person who signed the booking form. Where we can meet your request we reserve the right to make an administration charge of £20 per amendment, together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers in making the change. This includes name changes.

7. IF WE CANCEL OR CHANGE YOUR HOLIDAY

Because arrangements shown in this brochure are made many months in advance, changes are sometimes necessary. These will usually only be minor changes that do not entitle you to compensation. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes will be considered minor such as but not limited to changes to overseas airport, airline, aircraft, ferries or coaches used, changes to departure times of less than 12 hours or the withdrawal of certain facilities. These changes will be advised at the earliest possible date.

Occasionally, we have to make a significant change which includes a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of resort from one country to another, a change of outward departure time of more than 12 hours. In the unlikely event of this happening you will have a choice of the following options:

- Accepting the changed arrangements
- Purchasing an alternative ski tour from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one we will refund the difference, but if it is more expensive we will ask you to pay the difference), or
- Cancelling, in which case you will receive a full refund of all monies paid within 14 days.

Compensation will be paid, as outlined below, per full paying passenger, if we have to make a major change to your tour within 10 weeks of the scheduled departure date unless the change is due to circumstances beyond our control including, but not limited to, war, the threat of war, riot, civil commotion, actual or threatened terrorist activity, act of god, industrial dispute, governmental action, epidemic, disease, adverse weather or natural disaster:

More than 70 days	Nil
70-30 days	£5 per paying member
28-15 days	£10 per paying member
14 days or less	£15 per paying member

On rare occasions, especially at the beginning and end of the season, a ski area may be without snow. When we know that to be the case before departure, we may, at our absolute discretion, offer affected clients the option of transferring their ski tour and/or their accommodation to other ski areas in the same or other countries in order to make skiing possible. Snow is of course totally outside of our control and a lack of it will not constitute a significant change, compensation payments referred to above will not therefore in this case apply.

Compensation will not be payable if we are forced to cancel, or in any way change your tour for reasons of consolidation due to minimum numbers not being attained or force majeure. Operation of all tours is dependent on a minimum number of persons booking the tour. If that number is not achieved, we reserve the right to cancel the tour.

In no circumstances, except for non payment of the balance, or events beyond our control, will we cancel your tour within 10 weeks of departure. NB In the interests and the comfort and safety of all our customers, employees and suppliers, we reserve the right to terminate the tour arrangements of any customer whose behaviour, in our opinion, or the opinion of other persons in authority, is such that it likely to cause upset, danger or injury to our staff, customers or others or damage to property.

8. OUR LIABILITY TO YOU

Our contracts with hotels and carriers provide for the allocation of rooms and seats to us. Your booking will normally be made within those allocations but no specific rooms or seats can or will be confirmed. However, we accept responsibility for ensuring that all to a reasonable standard. Our obligations, and those of our suppliers providing any service or facility included in your tour, are to take reasonable skill and care to arrange for the provision of such services and facilities. You must show that reasonable skill and care has not been used, and that you have suffered loss as a result, if you wish to make any claim. We will though not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim which results from:

- The act(s) and/or omission(s) of the person affected;
- The act(s) and/or omission(s) of a third party not connected with the provision of the services contracted for and which were unforeseeable or unavoidable;
- Force Majeure as defined or unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
- An event which either ourselves, our employees, agents or suppliers and subcontractors could not, even with all due care, have foreseen or forestalled. In the event of (b), (c) and (d) above, we will nevertheless provide you with reasonable assistance should you require it but reserve the right to pass on any charges we incur.

The services and facilities included in your tour will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards or customary practice of the service or facility in question. The fact that services or facilities do not comply with local or UK guidance or advice shall not mean that the services or facilities have not been provided with reasonable skill and care.

We limit the amount of compensation we may have to pay you if we are found liable under this clause as follows:

(a) Loss of and/or damage to any luggage or personal possessions and money, Where we are found liable for loss of and/or damage to the above, the maximum amount we will have to pay you is limited to the excess amount payable under the insurance policy we offer per person affected. You are required to have taken out adequate insurance at the time of booking.

(b) Claims not falling under (a) above or involving injury, illness or death The maximum amount we will pay you in respect of these claims is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party proves you have not received any benefit at all from your booking.

(c) Claims in respect of international travel by air, sea and rail, or any stay in a hotel.

TERMS & CONDITIONS

The extent of our liability will in all cases be limited to the same extent as if we were carriers under the appropriate conventions, Directives and Regulations, which include but are not limited to The Warsaw/Montreal Convention (international travel by air); The Athens convention (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel); and The Paris Convention (with respect to hotel arrangements). You can ask for copies of these conventions from our offices or obtain them on the internet. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' are incorporated into this contract and will apply to you on this journey. When arranging transport for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of carriage'. You acknowledge and agree that these form a part of your contract with us, as well as with the transport company applicable.

In any circumstances in which a carrier is liable to you by virtue of the denied boarding regulation 2004, reimbursement, in such cases, is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. If any payments to you are due from us, any payment to you by the airline will be deducted from this amount. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from any supplier or transport provider or hotelier for the complaint in question. It is a pre-condition of our acceptance of liability under this clause that you notify any claim to ourselves and our suppliers strictly in accordance with the complaints procedure set out in clause 11 of these conditions failing which no payment will be made.

Where any payment is made, that the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require. We will not accept responsibility for services or facilities which do not form part of our contractual agreement as set out in our confirmation invoice. For example any excursion you book, or any service or facility which your hotel or any other supplier agrees to provide to you.

9. PROMPT ASSISTANCE IN RESORT

If the contract we have with you is not performed or is improperly performed as a result of failures attributed to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

10. PASSPORT, VISAS & IMMIGRATION REQUIREMENTS

Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate Embassy, Consulate or British Foreign Office for the exact requirements of the country (ies) to or through which you are intending to travel. Requirements may change and you must check for your chosen tour and date of travel.

The party leader is entirely responsible for the completion of passport and visa formalities and other personal arrangements which may be necessary such as visa for non-British citizens. We cannot accept responsibility for any cost or fines incurred due to non-compliance with the above nor can we accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation.

For all passport information, contact the UKPS National Advice line or online at www.direct.gov.uk/passports

11. CAN SOMEONE TRAVEL IN YOUR PLACE

Only if the proper amendment procedure is followed – see clauses 3 & 6. Accommodation is reserved only for the use of the persons named on the passenger names list. Subletting, sharing or assignment is prohibited.

12. IF YOU HAVE A COMPLAINT

We aim to provide you with the best tour possible, but if a problem should arise, you must report it immediately, or as soon as is reasonably possible, to our local representative, our country manager or our office and to the relevant supplier of the service, so that we are given an opportunity to resolve the problem on the spot. If, after allowing our representative the opportunity to deal with the matter, you remain dissatisfied, your party leader should ask our representative for a customer services report form and record your dissatisfaction formerly in writing.

Your party leader should then write to Ski and Sport, Unit 2 Willow House, 4 Stubley Hollow, Dronfield, Derbyshire S18 1PA - quoting your booking reference number, within 28 days of returning from your holiday. We will not accept liability for any complaint, not reported to our representative, if such a complaint could have been resolved had it been reported, nor for any complaint received outside the 28 day period. We always aim to resolve any complaint amicably, but if this cannot be done, you are entitled to take advantage of the Scheme of Arbitration previously described. We undertake to acknowledge receipt of your letter within 14 days and within 28 days to send you a full reply or an explanation for the delay. In any event we undertake to send you a full reply within 56 days. If you do not follow this simple complaints procedure your right to claim any compensation will be limited to £100.

13. TRAVEL INFORMATION ALL HOLIDAYS

Length of Tour- On all our coach holidays Ski and Sport consider day 1 as the departure day from the UK port and the final day as the arrival back into the UK. For groups who have a long journey too and from the UK port, the actual number of days involved overall may be greater than the advertised tour length because of this actual travel in the UK.

Coach Tours- All Ski and Sport tour are operated by Executive coaches. All the coaches we use are personally vetted by our staff and are all of a high standard. We only use reliable operators who in turn only use modern, comfortable coaches. All vehicles are fitted with the following features as standard:- Seat belts (which must be used at all times - the party leader and accompanying adults are responsible for ensuring that the lap belts are worn at all times during coach travel. Please note that coaches hired locally on the continent are not yet subject to the same legislation)

Your coach will pick your party up at your designated departure point, remain with you throughout the tour and return you to this point. Drivers Hours- All itineraries are agreed with coach companies prior to departure adhering to strict EU driving regulations. Please also note that due to driver's hours coaches may not be available to use prior to departure on the final day. Seat belts are now fitted to all coaches.

We reserve the right to utilize any empty coach seats for our clients or staff. Timings - all timings shown in our publications are for guidance only. They are subject to confirmation and alteration. Your confirmation of travel details will be given within 4 to 6 weeks of departure and after final balances have been paid. Delays- we would like to guarantee that all our departures would not be delayed and most do in fact depart on time. Unfortunately though, delays do occur. These are completely beyond our control but we work closely with our transport companies and overseas representatives to ensure any such delay is a short as possible. Our aim is to minimize the inconvenience of delays so far as is possible but your travel insurance offers real protection.

14. ACCOMMODATION AND RATINGS

Official ratings are set by the relevant authorities in each country and are mentioned in the brochure descriptions where applicable. Different countries do not have the same methods of rating hotels and holiday accommodation and, consequently, a 3 star hotel in one country may not have the same standards as a 3 star hotel somewhere else. It is also likely that there will be other guests staying in your accommodation and consequently facilities and entertainment may vary according to the mix and ages of such guests.

Rooms - Rooms are normally available from 1400 hours on arrival day and must be vacated by 10.00hrs on the day of departure. Every effort is made for the availability of washing and secure luggage storage facilities on the day of departure. On most occasions student accommodation will comprise of 2-4 beds per room, using bunk beds where appropriate, but will all have full en-suite facilities. Staff travelling with school groups will be given twin/double rooms where necessary but single rooms will carry the appropriate supplement.

Facilities - The cost of using hotel facilities eg Swimming pools, hot tubs etc are not always included. Please also note that any use of these facilities must be supervised at all times and no swimming facilities will be available when a full qualified attendant is not on duty. All opening times of said facilities must be adhered to.

Deposits - Some apartments and some hotels sometimes ask for a damage deposit. This deposit is fully refundable at the end of the stay provided no damage has been caused.

Please also note that most ski resorts with electronic lift passes also ask for a lift ticket deposit (approximately 5 Euros) which is also refunded on return of the lift

pass to our representative at the end of the week.

Meals - All our school ski tours include full board with a hot midday meal unless an alternative is stated and/or requested. Adult passengers are on half board, again unless an alternative is requested. We believe that lunch is an important meal, especially for skiers, using high energy. Breakfast will be of a continental style unless stated otherwise. No drinks, other than with breakfast and water, are provided on any tour.

Facilities - Wi-fi and Internet services in hotels is subject to local supplier conditions over which we have no control and so cannot be responsible for non-availability or absence of service.

Where accommodation is described as offering 'doorstep' skiing it will be dependent on individual skiers ability and snow conditions in resort. Where walking distances are quoted, it is based on the guideline time for an adult walking 100m in one minute in standard footwear as timings will vary on footwear and conditions including personal fitness. Free ski bus services may be subject to capacity restrictions.

15. SNOW GUARANTEE

Our resorts have been chosen carefully for their snow record and back-up but in the event of you not being able to ski in the resort of your choice, due to closure of all the lifts in your resort, as a result of insufficient snow, or avalanche. Ski and Sport will transport you each day, if possible, to the nearest skiable resort and provide you with a lift pass for that resort up to a maximum cost of £20 per person per day. In the event of this not being possible each paying person will be able to claim through the inclusive insurance policy, if taken, up to £20 per day for each complete day you were unable to ski. Please note that this guarantee is only applicable for tours taken between 31st December and 31st March. No other refunds will be made for prebooked services. Piste closure insurance does not apply when lifts do not operate due to mechanical failure or adverse weather conditions such as high winds or blizzards.

16. HOLIDAY INFORMATION, PASSPORTS AND VISAS (BRITISH CITIZENS)

A valid passport is essential when you travel abroad. If you need to apply for a passport or renew an expired one, you should do so well in advance of travel (at least 2 months before travel). In peak periods it is advisable to allow even longer. If, after booking a holiday, but before travelling, any members of your party change their name eg marriage, we must be informed immediately so that we can make the necessary changes to your documentation. Failure to advise us of such changes could result in tickets and insurance becoming invalid. Please note that both passport and visa regulations can change and therefore you should check with the necessary authorities or embassy well in advance of travel. It is your responsibility to be in possession of a valid passport and, if necessary, a visa. It can often take some time to obtain a visa so you are advised to apply in good time. It is essential that holders of non British passports check entry requirements with the consulate or embassy of the country to be visited. This is particularly important with France where all non EU nationals must apply for a visa if travelling to or through France.

WE CANNOT ACCEPT RESPONSIBILITY FOR CUSTOMERS WHO DO NOT POSSESS THE CORRECT DOCUMENTS.

17. AGES AND ADULTS

Prices are valid for pupils in full time education, aged 17 years and under on the day of departure. Pupils in full time education aged 18 and over may be required to pay a small supplement. In certain resorts pupils aged 13 and over may be required to pay a supplement, this will be advised to you at the time of booking. Concessions for party leader children are also based on the child being aged 17 and under on the day of departure. Accompanying adults over and above the free place ratio on a school tour will be required to pay a supplement of £60 per adult (max 5 extra adults), and the relevant adult lift pass supplement. Please note we can not guarantee rooming requests for additional adults joining a group. Ski and Sport reserve the right to re-cost the tour if more than 20% of the party are aged 19 and over.

18. SAFETY STANDARDS AND RISK ASSESSMENT

The safety standards and regulations overseas are those of the country in question and are not necessarily the same as those of the UK. The monitoring, enforcement and compliance with local regulations is carried out by the appropriate authorities in the country concerned. We do urge that you take all reasonable precautions to protect yourself and your group whilst on your tour. Ski and Sport also have a risk assessment available for all passengers including a detailed examination of all hotels used.

19. BROCHURE ACCURACY

All resorts and accommodation descriptions are carefully checked by our staff before going to print. However hoteliers and providers of services etc may withdraw a facility temporarily, or otherwise, especially at the start or end of a ski season. This is beyond our control. When we are told of any long term or significant changes we will inform you at the time of booking, or, if you have already booked we will advise you before departure if there is time. Some advertised amenities such as sports facilities may carry a charge. Both descriptions and photographs depict facilities that may not necessarily be available throughout the season. It should be remembered that adverse conditions such as high winds or too much snow may result in the closure of ski lifts, toboggan runs or other amenities.

20. HEALTH PRECAUTIONS

The Party leader signing the booking form is entirely responsible for passing on any health requirement information to other party members. Party leaders may wish to refer to the Department of Health leaflet T7.1. Facilities, hygiene and disease vary world-wide. You should take health advice about your specific needs as early as possible. Sources of advice include the Department of Health's free leaflet as mentioned above – "Health Advice for Travellers" available from places such as your GP, Post Office or on-line. We also recommend party leaders consult their own doctor who will be best positioned to take into account any relevant personal factors or medical requirements. We recommend that all party members travelling within the EU have a valid EHIC.

21. SPECIAL REQUESTS

We will do our utmost to pass on any special requests (eg cots, special meals) to the appropriate persons provided they are made known to us well in advance of travel and in writing. However we cannot guarantee that any/all special requests will be fulfilled and failure to do so does not constitute a breach of contract. If you are disabled - whilst we will do everything we can to provide the highest level of service to all our customers we feel that it is only right to point out that we are not a "specialist" tour operator in the field of travel for the disabled. The majority of overseas hotels and apartments are not equipped to cater for the needs of many disabled holiday makers. Furthermore the natural terrain, weather and layout of many ski resorts can make life difficult for wheelchair users. It is therefore important, if you have a disability, that the appropriate enquiries are made about the suitability of particular resorts and accommodation and that you are fully satisfied that you have made the correct choice before you book and confirm the holiday.

22. VAT

All tour prices with Ski and Sport are quoted inclusive of VAT. Please note that all our tours fall within the Tour Operators Margin Scheme (TOMS) for VAT purposes and therefore it is not possible to issue a VAT invoice. In all cases no VAT reclaim will be possible. Please contact us if further clarification is required.

23. DATA PROTECTION

None of the information you provide to Ski and Sport in connection with your booking, will be divulged to persons unconnected with your booking without your express permission. The contact details supplied, including postal address, contact numbers and email address, will only be used to fulfill tour administration and to communicate details of Ski and Sport products and services. The personal information supplied about party members will only be used to allow our employees, agents, sub-contractors and suppliers to provide the promised service to our normal high standards.

24. INSURANCE

We insist that all travellers take out a comprehensive policy of insurance to cover yourself against cancellation by you; the cost of assistance (including repatriation) in the event of illness or injury; loss of baggage and money; and other expenses. A comprehensive policy of insurance is included in our tours unless requested otherwise. We strongly advise you check it carefully to ensure that all the details are correct and that all relevant information has been provided by you (eg pre-existing medical conditions). Failure to disclose relevant information will affect your insurance. We strongly recommend that you obtain and carry a medical consent form for each member of your party under the age of 18 years.

25. Foreign & Commonwealth Office Information

For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information click here www.gov.uk/foreign-travel-advice Please note that this advice can change and you should continue to check it until you travel.