

# BOOKING FORM

Please complete both sides of this booking form as clearly as possible in block capitals, filling in all sections and ticking boxes as appropriate – please remember to sign it. We advise you to read our privacy statement on our website. When completed, please send or fax to:

Meriski, Carpenters Buildings, Carpenters Lane, Cirencester, Gloucestershire GL7 1EE.

Tel: 01285 648518 Fax: 01285 651685 Email: sales@meriski.co.uk

## PARTY LEADER

Name

Address

Postcode

Telephone

Mobile

Email

Next of Kin's name and contact details

## HOLIDAY DETAILS

Chalet Name

Method of Travel

Est Time of Arrival

Arrival Date

Departure Date

Please note check in time is 3pm and check out time is 10am

No in Party

No of Adults

No of Children

No of Infants

## HOW DID YOU HEAR ABOUT US?

Been Before

Recommendation

Web search (which?)

Other (specify)

Meriski Ltd, Company No. 6676696, VAT No. GB 939 4415 95  
Registered Address: Carpenter's Buildings, Carpenter's Lane, Cirencester, Gloucestershire, GL7 1EE UK

## PAYMENT DETAILS

We can accept your 25% deposit payment for your holiday by bank transfer, debit or credit card.

**All balance payments must be settled by bank transfer.** All payments are taken in Euros.

**Bank transfers** are welcome directly to our account – please quote your surname as ref.

Account name Meriski Ltd

IBAN GB53 BUKB 2084 5852 5738 77 SWIFT BIC Code BUKBGB22

Barclays Bank Plc, 1 Churchill Place, London, E14 5HP

Please call us if you wish to pay your deposit by **card** on +44 (0)1285 648518

Total holiday cost €

25% deposit €

Final balance (due 10 weeks prior to departure) €

I have paid the deposit / full balance by bank transfer / card

Meriski is supporting Britain's future Olympic skiers and snowboarders via **the British Snowsports**

**Fund.** Will you help by adding a donation to your booking?

Yes, please add €1 per traveller to my booking (please tick)



## SIGNED

I am over 18 years of age and agree to the terms and conditions of booking. I declare I am authorised by the person(s) named on this form to make this booking and accept the conditions on their behalf.

Signature

Date

	First Name	Surname	Email address (these will be added to our e-newsletter database but not shared with anyone else)	Date of birth if under 18 at time of travel	Additional Information Dietary requirements / Special Requests / Travel details / etc
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

# MERISKI BOOKING CONDITIONS - 2019/20

## 1. YOUR HOLIDAY CONTRACT

The holidays offered on this website are operated by Meriski Ltd. Your contract is with Meriski Ltd, "The Company", Registered office: Carpenter's Buildings, Carpenter's Lane, Cirencester, Gloucestershire, GL7 1EE. Company Number. 66766696.

## 2. YOUR MERISKI CHALET HOLIDAY

### a) Includes

A Chalet Host and Chef to look after you throughout your stay. Breakfast every morning with array of cereals, pastries and a cooked breakfast option on 6 mornings. Afternoon tea with homemade cake or biscuits. A freshly prepared three course dinner with cheeseboard on 6 nights including canapés and a glass of fizz. Complimentary wine, beer and soft drinks throughout your stay. Shared in resort transport service from 8am to 8pm daily, covering the Méribel Valley area (not Méribel Mottaret). Lift passes arranged in chalet on arrival.

### b) Does Not Include

Flights, transfers to and from the airports, insurance, lift pass, ski equipment hire, ski lessons, childcare, lunches and dinner on the chalet staff's night off. Food and drink requests over and above what is included in point 2. a) above. We will endeavour to accommodate these requests, but please note that this will be subject to an additional charge, to be billed locally.

## 3. BOOKING YOUR HOLIDAY

a) To secure your booking, you should complete and sign the [Meriski booking form](#) and send it to the company or complete the online booking form. You should also arrange payment of the appropriate deposit or full balance if you are booking within 10 weeks of departure.

**Please note we can only accept bank transfers for balance payments.**

b) Your booking is accepted by the Company and becomes confirmed when the Company issues a Confirmation Invoice. If for any reason the Company does not accept your booking, your deposit will be returned.

c) Special requests should be indicated on the Booking Form or made in writing. The Company will try to arrange for special requirements to be met, but cannot guarantee that they will be, nor will the Company be liable if any special request is not met.

d) If you arrange your holiday directly with The Company, all correspondence and other communications will be sent to the address provided on the booking form unless you specify otherwise. If you request correspondence through a business address, a residential address will also be required for emergency and security reasons.

e) If your booking is made through a travel agent, the Company will address all communications to that travel agent. All money paid by you to the travel agent under or in contemplation of this contract will be held by the travel agent on your behalf until the company issues a Confirmation Invoice and thereafter on behalf of the Company. All communications will be via the travel agent.

f) The balance of the invoice is due 10 weeks prior to departure or sooner if otherwise advised. We will make a penalty charge of €200 for any late payment of over a week.

g) Where you book a single component of a holiday (i.e. a transfer or childcare), the Company acts only as a booking agent for the supplier concerned, and accepts no liability for the provisions of the product/service involved. **NB:** Your agreement and contract is directly with the suppliers concerned. Please ask for their terms and conditions.

## 4. PACKAGE HOLIDAY REGULATIONS

Meriski is not an "Organiser" as defined by the Package Holiday Regulations act 1992 and do not accept liability under these regulations for the provision of services provided by third parties.

## 5. AMENDMENTS & CANCELLATION

### a) Amendments by You

The Company will make every effort to assist you if you wish to alter your arrangements. Requests for an amendment must be in writing, and signed by the signatory of the Booking Form. In the event of an amendment all communication charges and other expenses will be payable by you together with an amendment fee of €25 per alteration. If you change your booking less than 10 weeks prior to departure, this will be treated as a cancellation and a re-booking, and the normal charges will apply, (as detailed in paragraph 4(b) below.) If you are prevented from taking your holiday by illness, jury service, redundancy, unavoidable work commitment or the death or serious illness of a close family member, you may transfer your booking to a person acceptable to the Company provided that:

(i) you request the transfer in writing at least 30 days in advance;

(ii) your request is accompanied by documentary proof of the reason for the transfer, any tickets or vouchers already received from the Company, full details of the person who will replace you, any balance outstanding for the booking and the appropriate administration fee (see below);

(iii) your replacement agrees to be bound by these booking conditions.

The administration fee will be €50 per person, plus all charges of whatever nature levied by the suppliers of your holiday components.

### b) Cancellation by You

All cancellations must be advised in writing, signed by the signatory of the booking form and sent to The Company at Carpenters Buildings, Carpenters Lane, Cirencester, Gloucestershire, GL7 1EE. Cancellations are effective from the day that they are received by The Company. Recorded delivery is strongly recommended. The following cancellation charges will be payable, from when written advice of cancellation is received:

Up to 10 weeks prior to departure – loss of deposit.

Within 8-10 weeks of departure – loss of 40% of total invoice.

Within 6-8 weeks of departure – loss of 60% of total invoice.

Within 4-6 weeks of departure – loss of 80% of total invoice.

Within 4 weeks of departure – loss of 100% of total invoice.

Please note that certain arrangements including, but not limited to, transfer or childcare bookings made with third parties, cannot be changed after booking and so cancellation will mean automatic 100% loss of this amount. Please note: In all cases, without exception, your deposit is non-refundable.

#### c) Amendments by the Company

Great care is taken to ensure that descriptions, information and prices published are accurate. Changes can occur however and the Company reserves the right to advise you of change, including a change of price, before accepting your booking. After a Confirmation Invoice has been issued, the Company makes every effort to operate all holidays as advertised. In very rare circumstances, the Company may have to modify a holiday before you depart. If the modification is significant the Company will notify you directly, or through your travel agent, as soon as practicably possible and offer you the choice of alternative arrangements, or a refund of all money paid. If you choose another holiday which is more expensive, you must pay the difference, but if it is cheaper, the Company will make the appropriate refund.

Compensation will not be paid where a major case arises from "force majeure". This means unusual and unforeseeable circumstances beyond the Company's control, the consequences of which neither the Company nor its suppliers could avoid, including, but not limited to, war, threat of war, civil strife, terrorist activity (actual or threatened), strike or industrial dispute, technical problems with transport, machinery or equipment, power failure, natural or nuclear disaster, fire, flood, drought, adverse weather conditions, level of waters and flight cancellations due to volcanic ash clouds.

If there is a minor modification before you depart (that is, any change not included in the definition of a significant modification set out above), the Company will try to notify you, although it is not obliged to do so, nor is it obliged to pay any compensation. If the Company becomes unable to provide a significant proportion of your holiday after it has commenced, suitable alternative arrangements will be made for you at no extra charge to you or, alternatively, you will be returned to your point of departure and given a pro-rata refund for ground arrangements not received.

#### d) Cancellation by the Company

If you fail to pay the balance of the holiday price at least 10 weeks (70 days) prior to departure, the Company will treat your booking as cancelled and levy the charges set out in paragraph 4(b) above. Please refer to 3(f) for late balance payments. If the Company is obliged to cancel your holiday in any other circumstances before departure, the Company will use its best endeavours to offer alternative arrangements at a comparable standard or will give you a full and prompt refund.

### 6. PRICING POLICY

a) The Company reserves the right to notify you of an increase in the advertised price before accepting your booking.

b) The company reserves the right to reduce the service outlined in 2a) when the price of the holiday has been reduced. What is included will be confirmed at the time of booking and on your confirmation invoice.

c) After a Confirmation Invoice has been issued, the price of your holiday is still subject to the possibility of surcharges in certain limited circumstances. Surcharges will be notified by a Supplementary Invoice sent to you (or your travel agent). The Company undertakes however, not to levy a surcharge within 10 weeks (70 days) of departure except in the following circumstance. If the Company fails to receive the balance of the holiday cost when it falls due, the Company may levy a surcharge up until 6 weeks (42 days) before departure.

d) If a surcharge would increase the total holiday price shown on your original Confirmation Invoice by 10% or more, you may cancel your booking within 14 days of the date of issue of the Supplementary Invoice and obtain a full refund of all payments made to the Company, except for any amendment charges previously incurred.

### 7. THE RESPONSIBILITIES OF THE COMPANY

The Company supplies all reasonable checks to ensure that those involved in the preparation and provision of your holiday maintain appropriate standards.

The descriptions, information, and opinions given by the Company are based on the latest information available at the time. The Company is unable to accept responsibility for any losses, damages, or delays in relation to any documents in relation to your holiday sent in the post whether by the Company or otherwise.

a) Subject to paragraphs 6(c), 6(d) and 6(f) below, the Company accepts responsibility if you suffer personal injury, illness or death as a result of an activity which forms part of the holiday you book with the Company.

b) Subject to paragraphs 6(c), 6(d) and 6(f) below, in any case other than where you suffer personal injury or death, the Company accepts responsibility if the arrangements which the Company has agreed to provide are not as described in this brochure and/or your itinerary, and are not of a reasonable standard therefore being a deficiency. If there is a deficiency, the Company will, in its absolute discretion, pay you reasonable compensation taking into account your individual circumstances.

c) The Company's acceptance of liability in paragraphs 6(a) and 6(b) above does not apply where there has been no fault on the part of the Company nor any of its suppliers because the cause of the deficiency or your personal injury, illness or death was your own fault, the action of someone unconnected with the holiday booked with the Company or one which neither the Company nor its suppliers could anticipate or avoid even exercising all due care.

d) Notwithstanding any other provisions of this clause, the Company's liability and/or the amount of compensation payable by the Company shall be limited to the overall price of the holidays detailed on the Booking Form.

e) If you suffer personal injury, illness or death or a deficiency in circumstances where the Company is not liable, the Company will nevertheless, only where appropriate and with reasonable discretion, afford initial general assistance to you through its representatives if you are in difficulty and request such assistance.

f) The Company's acceptance of liability in this clause is conditional upon you assigning to the Company all rights you may have against any third party in any way responsible for personal injury, illness, death, deficiency or difficulty in question and upon you giving your full co-operation to the Company and/or its insurers.

### 8. YOUR RESPONSIBILITIES

a) It is your responsibility that visas, passports, vaccinations, certificates and other health documents are in order and within the necessary validity period. It is also your responsibility to arrange comprehensive insurance cover for your holiday.

b) If, in the opinion of the Company, accommodation manager, member of Meriski senior staff or other person in authority who says you are behaving in such a manner as to cause danger, distress or annoyance to others or damage property, your holiday arrangements may be terminated by the Company or the supplier concerned. In

such an event, the Company shall have no liability to you and will not be responsible for making any refunds, paying any compensation or meeting any costs or expenses you incur as a result. Furthermore, you must meet any expenses the Company incurs as a result of your behaviour.

c) The accommodation provided is for the use of those persons named on the confirmation invoice and subletting, sharing or assignment is prohibited. Any damage or breakages in accommodation which are your responsibility must be paid for by you before you vacate the accommodation as dictated by a senior member of Meriski staff in the UK or France.

d) Unfortunately we are unable to allow pets in any of the chalets.

e) SECURITY: We take the issue of chalet security very seriously. However, owing to the nature of chalet holidays, the buildings may not be locked at all times. Please be aware that there will also be shared use with other guests and staff of the entrance door. We may be able to provide guests with keys to their own rooms or to the front door, but this is not always possible.

You must take reasonable precautions for your own safety whilst on holiday. For example, you are advised not to walk alone at night in unlit areas and not to display jewellery or valuables and to keep all your valuable belongings with you and supervised at all times. Whilst The Company will help, The Company cannot accept responsibility for the loss of personal possessions during your travel period.

f) The company cannot accept any responsibility for any flights and transfers booked independently.

## 9. PROBLEMS & COMPLAINTS

a) If you are unhappy with a service or facility provided in connection with your holiday, you should address your complaint immediately to the Company's local representative and, if relevant, to the supplier whose services are involved, so that the Company will have an opportunity to correct the matter during the holiday. If you fail to do so, any compensation to which you are entitled may be reduced or forfeited entirely.

b) If the problem cannot be solved locally and you wish to make a formal complaint, full details must be sent in writing within 14 days of your return from holiday.

c) These booking conditions are governed by English Law and the parties submit to the exclusive jurisdiction of the English courts.

## 10. RESORT VEHICLES

In the event of bad weather, breakdown, illness, accident or priority use, the company cannot guarantee that the "In Resort Transport Service" will be available. Meribel has an adequate public ski bus system. This service is a gratuitous service that guests use at their own risk.

*Please see separate [booking conditions](#) in relation to Meriski airport transfers.*

## 11. HOT TUBS, SAUNAS and WIFI

Please note safety is of the utmost importance: Jacuzzis and Hot Tubs, (hereinafter referred to as 'Hot Tubs') can be dangerous if used without due care and attention. Children under the age of 16 years wishing to use the Hot Tubs must have adult supervision at all times. All persons using the Hot Tubs do so at their own risk.

Instructions for the use of the Hot Tubs will be displayed in each chalet, and we cannot stress strongly enough the importance of being aware of and abiding by these instructions. In particular, we ask all persons to shower before entering the Hot Tubs and not to use any shampoos, soaps, or gels, since the use of these often cause problems with filtration and water purity and often result in closure of the Hot Tubs for deep cleaning and maintenance. Drinking of alcohol is not recommended when using the Hot Tubs and the use of any glass container is forbidden.

Please note that Hot Tubs are often, but not always, deep cleaned on arrival and departure days and therefore may not be available for use on such days. Please also note that Hot Tubs have many pumps, motors, blowers, and filtration equipment and from time to time any of these components can fail, thereby resulting in the closure of a Hot Tub. Such events are by definition outside our control and whilst we will use our best endeavours to bring the Hot Tub back into service as quickly as possible, it is sometimes impossible to get service immediately. In this situation we will not be liable to pay any compensation due to any Hot Tub being out of service.

In the event that a Sauna is out of service for an operational reason beyond our control, we will use our best endeavours to bring the Sauna back into service as soon as possible, but we will not be liable to pay any compensation due to any Sauna being out of service. Please note that, under French Law, we understand that it is not permitted for anyone under the age of 16 years to enter a Sauna.

Please note that Wifi in the mountains is not always reliable, especially under the strains of multiple connections in a chalet. We ask guests to help each other by avoiding data-hungry web use. Whilst we will do our best to bring any internet connection back into service as quickly as possible, we cannot guarantee that this will be possible, and we will not be liable to pay any compensation due to any Wifi connection going or being out of service.

## 12. CHALET SECURITY PAYMENTS

The Company levies the right to take a security deposit from the group leader of the holiday. This will be in the form of credit card authorisation taken 2.5 weeks before departure and only levied if a senior member of Meriski staff believes that any damage has been done that would incur these charges.

## 13. PRIVACY STATEMENT

For the purposes of the Data Protection Act 1998 we are a Data Controller. After you make your booking we may need to collect certain personal details from you – including but not limited to names and addresses of party members, ages of the party members, credit/debit card details, dietary requirements and other special requirements. We also may need to collect and store certain personal details relating to any disability or medical condition or religious belief and pass these on to our suppliers for the purposes of providing your holiday.

We would also like to store and use your personal details for future marketing purpose (for example, sending you a brochure or details of a promotion). All details you give us in connection with your booking (including those relating to any disability or medical condition or religious beliefs) will be kept but we will use only names and contact details for marketing purposes. We are entitled to assume that the party leader has been authorised by all party members to give the above consent. If you do not want us to do any of these things please let us know in writing as soon as possible. We are entitled to assume that you do not object to us doing any of these things unless you tell us otherwise in writing.