



Legal Information/Terms and Conditions

A door-to-door service

Alpine Ski Transfers passengers will be met inside the airport terminal building at the exit from the customs hall. Our English-speaking drivers will have a waiting card, with your booking name, to establish contact. Our helpful staff will assist with baggage. At the end of your stay our airport transfer service will collect you from your accommodation, at a suitable time to enable you to return comfortably to meet your flight departure.

Due to the highly regulated European laws governing driving and working hours within the passenger transport industry, which we respect as a professional European Ground Transport Company, we ask clients to understand our Terms and Conditions listed below which may at times seem rather stringent, but which are ultimately designed to guarantee a maximum amount of security for the travelling public.

Price

The price is an estimation of the normal cost of the transfer. This could change slightly due to unforeseen circumstances, (more passengers than booked, delays, stops and waiting time not planned, traffic jams, deviations and or other changes to the original itinerary, etc).

Bookings

We advise you to book as soon as possible. All bookings will be subject to our accepting the transfer. All accepted bookings will be confirmed by fax or email.

- Full payment is required at the time of booking. Alpine Ski Transfers will produce written confirmation of the details regarding the booking, either by email or fax following payment. Such payment is strictly non-refundable except in circumstances where Alpine Ski Transfers, due to causes beyond its control, cancels or, at its absolute discretion, agrees to cancel the booking.
- All fares that appear on the Alpine Ski Transfers website, and prices quoted via email, fax or telephone by an Alpine Ski Transfers representative or employee, are subject to change without notice until full payment is made.
- The airport transfer booking is not fully confirmed until reception by the client by email or fax of the aforementioned "written confirmation". If the client does not receive written confirmation by email or fax following the payment then the transfer booking is considered invalid. This may occur due to an online technical fault, due to misinformation given by the client, or due to various related credit card problems ex. stolen card; invalid funds etc.
- Airport transfers are scheduled only when we have a fully paid reservation, and when full confirmation by email or fax for the airport transfer booking has been received both by Alpine Ski Transfers and the client(s).
- Where two or more people are included on the same booking, the person purchasing the booking shall be deemed to do so on the basis that he/she acts as an agent for both or all members of the party and accepts these booking conditions on behalf of each member of the party.
- The confirmation fax or email is your ticket. This must be presented to the Alpine Ski Transfers driver or Alpine Ski Transfers representative for both the outward and return trip.

Amendments to bookings

The destination and pickup addresses on your booking are the addresses to which will disembark and embark. Should you wish to change these or any other details, this must be done at least 48 hours prior to the date of travel (inbound or outbound). Any modifications to a booking will be subject to an administration charge of £20 per booking. Modifications within the 48 hour period will require a new service booking and a taxi will be charged for whether or not this was the choice of transport on the original booking.

The carrier may not be able to delay the journey for non-essential en route stops unless this has been requested at the time of booking. Infants and children do count as seat occupiers (passengers)

Late Bookings

The company operates a policy of receiving transfer bookings up to 48 hours before the required date. We are often able to take bookings beyond this time on more popular routes. All bookings taken within the 48-hour notice period will be subject to payment in full.

Luggage

Luggage allocated per person is limited to the volume of luggage one adult may carry by themselves. For all luggage over this limit please inform us when making the booking and allowances will be made accordingly.

Cancellations

Customers are entitled to cancel their airport transfer booking at any time by email or fax. They will then receive notification from Alpine Ski Transfers via fax or email validating the cancellation. The airport transfer cancellation is not valid until the notification has been sent. In the event of a cancellation by the customer, Alpine Ski transfers, at its absolute discretion, may refund the monies taken subject to a deduction of bank, and administrative charges. The official Alpine Ski Transfers Cancellation Policy is as follows: **1) Bookings cancelled 28 days prior to the scheduled travel date:** all monies will be refunded minus all bank fees incurred by Alpine Ski Transfers, and an administration fee of €50. **2) Bookings cancelled between 28 days and up to 7 days prior to the scheduled travel date:** on all return bookings 50% of the total return transfer costs will be refunded minus all bank fees incurred by Alpine Ski Transfers, and an administration fee of €50. **3) Bookings cancelled 7 days, and under, prior to the scheduled travel date:** no monies will be refunded. Upon demand Alpine Ski Transfers will be more than happy to issue a statement of cancellation showing amounts charged for use in the event of an insurance claim.



General Conditions

- Customers who soil the interior of a van due to excess alcohol consumption, or drugs, are liable to an on the spot fine of 150.00 euros. This fine is payable immediately to the Alpine Ski Transfers driver. If the customer refuses to pay, or has no money with which to pay, then a 150.00 euros valet cleaning fee will be taken on the credit card which was used to pay the airport transfer. If payment cannot, or will not, be made then Alpine Ski Transfers will be forced to take legal action against the customer(s) in question. Cleaning charges apply.
- Parents, or minders (or friends over 18 years) of children and adolescents under the age of 18 years, are responsible for the conduct of these minors while in the Alpine Ski Transfers vehicles, and will be held responsible for any damage caused by the aforementioned minors.
- Any damage caused to an Alpine Ski Transfers vehicle by a customer must be paid for immediately. If payment cannot, or will not, be made then Alpine Ski Transfers will be forced to take legal action against the customer(s) in question.
- Passengers are not allowed to take onto our vehicles any alcoholic drinks for the purpose of consuming them, or to drink such drinks on our vehicles.
- Alpine Ski Transfers will use every reasonable means to ensure that the vehicle(s) arrives on time to begin the period of hire and that it reaches its destination on time. Alpine Ski Transfers will not incur any liability whatsoever in the event of any delay due to causes beyond its control. Vehicles are fully insured for passenger and third party claims, as required under French law. However, whilst every care is always taken, customers' property is carried entirely at their own risk and no responsibility can be accepted for loss or damage. Customers are therefore advised to check their own travel insurance.
- Alpine Ski Transfers will endeavor to carry the passenger with the minimum discomfort and inconvenience to his/her destination shown on the confirmation document. However circumstances beyond our control may prevent the achievement of this responsibility. The following are examples of circumstances which are not within our control:
 - accidents causing delays to the vehicle
 - exceptional or severe weather conditions
 - compliance with requests of the police
 - deaths and accidents on the road
 - vandalism and terrorism
 - unforeseen traffic delays
 - industrial action by third parties
 - problems caused by other customers
 - the vehicle being held or delayed by a police officer or government official
 - other circumstances affecting passenger safety
 - this list is not exhaustible
- Where Alpine Ski Transfers book for travel on services provided by operators other than Alpine Ski Transfers we do so as agents for the operator concerned whose own conditions of carriage will apply and our liability will be confined to travel on our own services.
- If Alpine Ski Transfers fail for any reason within our control to deliver its passengers to their confirmed destination, Alpine Ski Transfers will provide suitable transport such as another coach, train, private car, taxi etc. Any reimbursement made by Alpine Ski Transfers for the costs of an alternative means of transport incurred by the passenger to get to their ticketed destination shall be no more than the cost of getting to that destination by taxi.
- It is the responsibility of the client that all the information on their Alpine Ski Transfers documents, for example: final confirmation email is correct. Alpine Ski Transfers accepts no responsibility for misinformation given by a customer if this results in either a flight being missed or a driver failing to be at the arrival airport in question to pick-up up a customer(s).
- **If the flight delay is of an excessive length**, due to circumstances such as flights being cancelled and clients then being placed on alternative scheduled flights; or flights being rescheduled to later times; or in the case where clients miss their scheduled flights, and then book an alternative flight that arrives at a later time; then Alpine Ski Transfers may be forced to cancel the original airport transfer booking and reschedule a new transfer to cater for the "newly" scheduled arrival time. In this case, clients will be charged for the additional "new" transfer, and no monies will be refunded for the cancelled transfer. Clients are free to refuse the "newly" scheduled transfer and organize an alternative transfer themselves. Due to the highly regulated European laws governing driving and working hours within the passenger transport industry, which we respect as a professional European Ground Transport Company, we ask clients to understand our terms and Conditions below which may at times seem rather stringent.
- Alpine Ski Transfers shall only be liable for any reasonable and foreseeable consequential losses arising directly out of a breach in contract.
- Alpine Ski Transfers may alter these terms and conditions from time to time and post the new version on our web site, following which all transport reservations will be governed by that version. You must check the terms and conditions on the web site regularly. The terms governing the purchase of an airport transfer will be the terms in place at the time of your reservation.
- Nothing can affect the consumers' statutory rights.
- French Law governs alpine Ski Transfers' Terms and conditions.
- Any dispute between Alpine Ski Transfers and a third party, if not resolved by mutual agreement shall be referred to a mediator. However, if mediation is unsuccessful, then the matter of the dispute will be referred to a formal litigation process through the French courts.