The following booking conditions apply to all holidays booked with IB Chalets Group Ltd operating under the name Icebreaker Chalets Please read them carefully.

IB Chalets Group Ltd refers to UK company number 10779166 of the same name, having it’s registered offices at 130 Old Street, London, England EC1V9BD www.icebreakerchalets.com

In these booking conditions the client means all persons named on the booking, including anyone who is added or substituted at a later date.

1. Payments and Confirmation of your Winter Holiday

To make a booking, you must confirm to us in writing that you are making a booking, and make the appropriate payment. A contact IB Chalets Group and a client will only exist once Icebreaker Chalets will confirm the booking via e-mail and once the client’s payment has cleared. The prices stated for the holiday include accommodation, housekeeping and meals as described. Prices do not include travel, insurance of any nature, skis, ski passes or any other item not specifically referred to in the invoice.

Payment methods on offer are at the discretion of the company but clients will typically be offered a choice of cheque, bank transfer and debit card payments. Icebreaker Chalets make no charge for these payment methods however clients are responsible for any bank charges incurred as a direct result of their chosen payment method.

For bookings made prior to 10 weeks before arrival, the appropriate payment is typically a deposit of £150 per person. The client will then be notified by email of the balance owing which is due 12 weeks before the client’s arrival. The deposit of the holiday is payable at the time of booking and is not refunded under any circumstances save for the conditions set out in clause 5.

For bookings made less than 12 weeks before arrival, the full amount of the client’s holiday is payable to confirm the booking. Payments for external or additional items booked on a client’s behalf are payable in full at the time of booking.

The client making the booking shall be liable for full payment for all those clients to whom the booking applies and for any other person subsequently added to the booking unless otherwise agreed.

The booking form, these terms and conditions and the invoice together form the basis of the contact between the client and Icebreaker Chalets . In all cases, the client accepts that it is his responsibility to check the details carefully. All discrepancies must be brought to the attention of Icebreaker Chalets in writing, within 7 days of the receipt of the invoice.

2. Alteration of a Holiday by the Client

Amendments or alterations to a booking must be made in writing to Icebreaker Chalets or the relevant agent, from the client who made the booking initially. The client will be advised of any changes in costs that might occur as a result.

3. Alteration of a Holiday by Icebreaker Chalets

Should any significant alteration to any holiday for which a booking has been made become necessary, the client shall be informed promptly. The client shall be offered the choice of accepting the alteration, or a full refund of moneys paid, as long as the client has not yet arrived in resort.

4. Cancellation of a Holiday by Icebreaker Chalets

If through circumstances beyond our control, Icebreaker Chalets is forced to cancel a booking due to a problem within the chalet itself, the client may elect for a full refund; accept a holiday in equivalent or superior accommodation from us if such accommodation is available; or accept a holiday in accommodation of a lower standard to that booked together with a refund of the difference in price from us if such accommodation is available.

Circumstances beyond Icebreaker Chalets control do not include events amounting to “force majeure”. Force majeure means unusual and unforeseen events such as war, threat of war, riot, terrorism, natural disasters, fire, technical problems or accidents with airports, ports or transport, inclement weather or governmental action. Icebreaker Chalets shall have no responsibility or legal liability to compensate the client for loss of opportunity to take up the holiday and guests should claim through their insurance companies. Please note it is essential for anyone booking with Icebreaker Chalets should have adequate travel insurance to cover for these events.

5. Cancellation of a Holiday by the Client

A cancellation by a client will only be confirmed once it has been received in writing by Icebreaker Chalets . Clients are advised to send cancellations by recorded delivery to our French Address: Chalet Renard, Les coches, 73210 Bellentre France

In the case of a cancellation by the client, Icebreaker Chalets shall be entitled to retain as much of the deposit or other payment as is necessary to cover reasonable costs and losses by withdrawal.

Icebreaker Chalets takes all reasonable steps to keep these costs to a minimum, and determines them using the following sliding scale. More than 10 weeks before arrival: deposit; more than 6 weeks before arrival: 50% of total holiday cost; more than 4 weeks before arrival 85% of holiday cost.

If cancellation is made and received more than 12 weeks before arrival, the deposit will be forfeited. If cancellation is made after full payment has been made and more than 6 weeks before arrival, a refund of 50% will be made; if it is more than 4 weeks before arrival, a refund of 15% will be made. No refunds can be made for any cancellations made and received less than 4 weeks (28 days) prior to arrival. We recommend that you ensure that your insurance policy covers you against irrecoverable cancellation costs.

If the balance of a holiday is not paid by the due date Icebreaker Chalets reserves the right to treat this as a cancellation and retain the booking deposit.

6. Personal Injury

Icebreaker Chalets accepts responsibility for negligence of its employees causing direct physical injury to clients only to the extent that it is obliged to do so by law. Icebreaker Chalets cannot be held responsible for any other mishap to clients or their property and in particular for the consequences of the effects of strikes, wars, acts of terrorism, riots, robbery, sickness, quarantine, government intervention or other such happenings. Icebreaker Chalets strongly advise that you take out appropriate insurance at the time of booking.

7. Liability of the client

All clients undertake to behave with propriety and in such a manner as to cause no damage, distress, danger or annoyance to other clients, property and/or any third party. The contract of any client in breach of this clause shall be terminated immediately Icebreaker Chalets shall have no further contractual obligations. In circumstances reasonably deemed by Icebreaker chalets to be extreme, including significant damage, significant antisocial behaviour or illegal activities; Icebreaker Chalets reserves the right to cancel the holiday forthwith and eject the client from our properties without compensation.

The client agrees that behaviour while using the services provided by Icebreaker Chalets , including but not limited to, the catering service and complimentary bar will be lawful, honest and proper. These services are provided subject to reasonable use. The contract of any client in breach of this clause shall be terminated immediately and Icebreaker Chalets shall have no further contractual obligations.

The client undertakes to report any damage, deliberate or accidental, to their chalet or other Icebreaker Chalets Property. Icebreaker Chalets reserve the right to recover from the client the cost of any repairs or replacements following damage caused by the client.

8. Liability of IB Chalets Group Ltd and Icebreaker Chalets

The IB chalets Group accepts no responsibility for the actions of any of its clients and shall not be held liable for any claims made against them (or as a result of their actions) either by other clients or third parties. Where you do not suffer personal injury or death, Icebreaker Chalets liability is limited to the invoiced holiday costs and in no circumstances extends to additional costs incurred in the taking of the holiday such as travel costs, ski hire or ski school/guides.

9. Insurance

It is a condition of booking that all clients have appropriate insurance at the time of booking. This insurance must cover all activities chosen during their stay with Icebreaker Chalets and cover public liability, property damage to the chalet and its contents, cancellation of the holiday and the cost of assistance, including repatriation, in the event of accident or illness. You should refer to section 4 regarding cancellations due to force majeure and make sure you have adequate cover for these events where we do not refund.

10. Services provided by Third Parties

Bookings for extra services, such as taxis, excursions and ski lessons, made on your behalf by Icebreaker Chalets are subject to the terms and conditions laid down by the provider of the service. Icebreaker Chalets do not warrant the standard or performance of any extra services. The client takes full responsibility for satisfying themselves as to the quality and the provider’s ability to execute the services in advance and will address any grievance about the extra services by approaching the respective provider(s) directly.

11. Complaints Procedure

If the unlikely event that difficulty arises during your holiday you should advise a member of Icebreaker Chalets staff in resort who will endeavour to resolve the difficulty. If you fail to do so, you deprive Icebreaker Chalets of the chance to resolve the problem to your satisfaction.

If you are unable to resolve matters whilst you are away, complaints should be addressed to Icebreaker Chalets, Chalets Renard, Les Coches, 73210 Bellentre France not later than 28 days from the end of your holiday.

Please note that no liability can be accepted for any complaint where a client has not followed this complaints procedure.

12 Use of IB Chalets Group ltd and Icebreaker Chalets Wi-Fi

Icebreaker Chalets will make all reasonable endeavours to ensure that free wifi is available 24 hours a day; however we will not be liable if for any reason the Service is not available at any time or for any period, nor will we be responsible for in any way compensating the client. Broadband coverage in the Alps can be, and often is unreliable and access to this service may be suspended at any time. This also applies to advertised UK television channels.

The client undertakes to keep confidential any access codes or passwords provided in order to access the Service, and will not disclose them to any other person for any reason. The client is deemed to be responsible for any loss that arises from losing, misusing or otherwise disclosing any such access codes or passwords.

The client agrees that behaviour while using the Service will be lawful, honest and proper. Icebreaker chalets reserves the right to terminate wifi use at any time without notice if we become aware of any behaviour that has a negative impact on our equipment or network or the use by other customers of our equipment or network or the internet in general, or which damages, or has the potential to damage, our reputation or standing. Please note that instances of illegal use will be reported to the police.

13 Use of Icebreaker Chalets Complimentary Bar

Icebreaker Chalets offer a self-service complimentary bar for use during the duration of your holiday. This bar includes hot beverages, soft drinks, beer and wine.

Icebreaker Chalets do not put a per-person limit on the complimentary bar however we reserve the right to restrict access at our discretion. This may include, but isn't limited to situations including excessive drunkenness, damage to chalet or property, underage or inappropriate drinking. The company director's decision in these matters is final.

IB chalets Group and Icebreaker Chalets encourage responsible drinking - find out more at www.drinkaware.co.uk

13 Website information and accuracy

All reasonable care has been taken to ensure that the descriptions, facts and opinions on our website are correct to the best of our knowledge. Chalet plans and resort maps should only be used as an indication of layout. Scale and dimensions are subject to error and furniture and room arrangements are subject to change. Opinions expressed are personal to the authors and photographs only relate to a specific destination when individually captioned as such. The client should bear in mind that in relation to the information given about the resorts and resort facilities, we cannot guarantee accuracy at all times as these items are not under our control.

14. Use of Icebreaker Chalets In Resort Transfer Service

Icebreaker Chalets will make all reasonable endeavours to ensure that an in-resort transfer service is available for such properties, and such times, as is specified on our website. However we will not be liable if for any reason the Service is not available at any time or for any period, nor will we be responsible for in any way compensating the client. In-resort driving conditions in the Alps can be, and often are unreliable and access to this service may be suspended at any time.

Clients choosing to use this service undertake to behave in accordance with the terms and conditions listed in paragraph 14, including, but not limited to, those relating to the consummation of alcohol and food within the vehicle. Icebreaker Chalets reserves the right to terminate the use of the in resort transfer service at any time without notice if we become aware of any behaviour that has a negative impact on our vehicles, drivers or standing in resort.

16. Use Icebreaker chalets Lift pass Pre Booking Service

Icebreaker Chalets provide an online lift pass pre-booking system for the use of Icebreaker Chalets guests who have already reserved a holiday with us. Use of the lift pass booking system by anyone else is prohibited.

Bookings must be made a minimum of 4 days prior to the start of your holiday. Where bookings are made less than this minimum time no pass will be provided but your card may be charged.

During use of the pre-booking system you are asked to provide certain information including but not limited to a name and date of birth for each lift pass ordered, the chalet for delivery and the start date of the lift pass. Failure to provide correct information will render any booking nul and void and may result in an incorrect pass being provided. Icebreaker Chalets cannot be held responsible for any incorrect information given during the booking process

Payment for the lift passes is due at the time of booking and Icebreaker Chalets reserve the right to cancel your lift pass order if we do not receive payment in full a minimum of seven days before the start date of the pass. In the case of bank transfers the payment must have fully cleared into the account specified Icebreaker Chalets at least seven days before the start date of the pass. All conversions from Euro's into Pounds Sterling will be at a rate set by Icebreaker Chalets in line with current exchange rates.

Once ordered and paid for, lift passes will be delivered to your chalet no later than 10am on the first day of the lift pass's validity. A valid booking confirmation must be produced in order to collect your passes.

Icebreaker Chalets act as an agent for SAP, the lift pass office. All passes provided in this manner are non refundable; non exchangeable and are governed by the lift pass office's own terms and conditions. Icebreaker Chalets reserve the right to alter the lift pass prices after you have made your booking if these are altered by the lift pass office. The lift pass office's decision in all matters relating to their use is final.

* 17. Privacy

We do not share customer details with any 3rd parties without your express consent, and then only in order to facilitate the booking of 3rd party services such as ski school. We do not store credit card details.  Your continued custom is important to us, but we recognise that your privacy is even more important to you. We would like to keep you up to date with late availability, offers and ski related news which we feel may be of interest. If you do not want to receive such information, please inform us in writing by e-mailing [info@icebreakerchalets.com](mailto:info@icebreakerchalets.com) or by sending a letter to one of our postal addresses.

18. Jurisdiction  These terms and conditions and the contract to which they apply are governed in all respect by English law and as such shall be subject to the exclusive jurisdiction of the courts of England and Wales.