

Expressions used in this document have the following meanings

“Client” The person who makes the booking

“Party” All persons travelling under the same booking

“Ski Resort Transfers” Refers to the company Eurl Ski Resort Transfers Siret No. 823 657 234 00014

“Operator” A company other than Ski Resort Transfers that provides services using their own vehicles

1. To secure a booking full payment is required at time of booking
2. Payments are non-refundable unless due to circumstances beyond its control the booking is cancelled by Ski Resort Transfers in which case a full refund will be provided.
3. Payments will be made via a secure online payment system or bank transfer for which the client is responsible for any fees charged by their bank or credit card company. Ski Resort Transfers do not charge any fees for the use of cards.
4. No client credit card information is stored by Ski Resort Transfers on its servers or elsewhere by the company.
5. Where there is more than one person on a single booking the client purchasing the booking shall be deemed an agent for all persons on that booking.
6. Where Ski Resort Transfers book for travel on services provided by operators other than Ski Resort Transfers we do so as agents for the operator whose own conditions of carriage will apply and our liability will be confined to travel on our own services.
7. Ski Resort Transfers reserves the right to refuse to transport clients or any member of the party if they are deemed to be under the influence of alcohol, drugs or if they are abusive towards Ski Resort Transfers employees. We delegate this right to driver to make a decision on this where necessary.
8. Where members of the party have soiled or damaged a vehicle they will be personally held responsible for this and will be charged a cleaning fee or billed for any damage caused.
9. Ski Resort Transfers will make every effort to ensure that the vehicle arrives on time for the booking.
10. Ski Resort Transfers will make every effort to get you to your destination on time in a safe manor according to French traffic regulations. However, there may be circumstances beyond its control. For example: - traffic accidents, adverse weather, industrial action which means it may not be possible to do so.
11. Ski Resort Transfers will not be held liable for any costs for delays getting to your destination due to circumstances beyond its control.
12. If a member of the party is later than the booked time of pickup due to flight delays or for any other reason the driver will wait up to 1 hour with no fees incurred. If your flight is delayed longer than 1 hour the driver may not be able to wait due to other transfer obligations. If this is the case, we will offer a later transfer and will do our best to get you to your destination ASAP. If you cannot wait for a later transfer and wish to make your own way to resort this will be at your own cost and no refund will be provided.
13. Vehicles used by Ski Resort Transfers are fully insured according to French transport regulations

14. Baggage and personal items carried by the party are carried at the owner's risk and Ski Resort Transfers accepts no liability for loss, breakages or theft.