

Terms and Conditions

Our Agreement with you

We are Simply Snowsports Limited, Company Number 08348017, ATOL number 10908 and Our Agreement with You sets out what you are legally entitled to expect from us and our suppliers when you purchase travel services through us. Because we sell a wide variety of travel products, you should make sure you understand the terms and conditions which apply to your specific travel arrangements along with these general terms and conditions.

Your Travel Booking

When you book with us, you guarantee as the party leader, you possess the legal capacity and authority to accept, and do accept the terms of these booking conditions and those of any suppliers. Whether you book alone or as a group we will only deal with the lead name in all subsequent correspondence. As the party leader, you are responsible for passing on all information of any changes, amendments and confirmations to all persons travelling in your party. It is your responsibility to ensure that all the details of your travel documentation are correct.

Your Financial Protection

We provide full financial protection for all our package tours. Your Financial Protection when you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable) If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those

Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme

All non ATOL packages will be protected in a trust account. Your money cannot be released from this trust account until all contractual obligations have been fulfilled and your package tour has been completed or the appropriate financial failure insurance is put in place. If you book arrangements other than a package (as defined by The Package Travel, Package Holidays and Package Tours Regulations 1992) through Simply Snowsports the protection referred to above does not apply.

Deposits and Payment

Deposits are non refundable. To make a booking you must pay a deposit. Deposits allow Simply Snowsports to hold reservations for you but does not guarantee the final price of the package. Simply Snowsports can only guarantee the final price once full payment has been received. Deposit amount and payment schedule will vary depending on the nature of your package and will be outlined at time of booking. Simply Snowsports reserves the right to cancel your booking without notification if you fail to adhere to the payment schedule outlined at the time of booking. You will be subject to cancellation charges.

Changes in exchange rates, fuel charges and taxes may require Simply Snowsports to raise the price of your holiday. Simply Snowsports will absorb the first 2% of any increase. Amounts exceeding 2% will be passed on to you, the customer. If the price increase exceeds 10% you may apply for a full refund, in writing, within 14 days of receiving our additional charges invoice.

Changes and Cancellations by you

If you wish to make an amendment to your booking, Simply Snowsports will make every effort to alter previously agreed arrangements. Requests must be send in writing, via email and will be subject to a £50 administration fee plus any extra charges required to perform the amendment.

Cancellation requests must be made in writing via email. Cancellations will be subject to the following charges

Days to package start date

More than 3 months -

More than 2 months but less than 3 months - 70% of agreed package price

More than 1 month but less than 2 months -

Less than 1 month -

Cancellation charge

Non refundable deposit

80% of agreed package price

100% of agreed package price

Changes and Cancellations by us

Simply Snowsports will always endeavour to try to avoid changes and cancellations wherever possible, but we reserve the right to do so. In the event of a change you can either a) accept the changes b) accept a replacement holiday from us of an equivalent standard and price (if available) or c) cancel your booking a receive a full refund.

Occasionally we may have to cancel your booking, in which case Simply Snowsports will advise you for the reason of

the cancellation and issue a full refund.

Changes beyond our control

Simply Snowsports will not be held responsible for any unforeseeable changes and events beyond our or our suppliers control. Such events may include but are not limited to war or threat of war, riots, civil strife on any scale, actual threatened terrorist activity, industrial dispute, man-made or natural disaster, technical problems with transport or machinery, adverse weather conditions, pandemic, lack of snow, poor snow conditions, resort closure due to lack of snow and any other events or similar circumstances beyond our control.

Insurance

Travel (including but not limited to cancellation, curtailment, theft, accident, medical, third party injury) and equipment insurance is not included within any package. Upon booking, the party leader accepts the responsibility to ensure that all members of the party are adequately insured for the duration of the package. By agreeing to these conditions you accept that packages involve activities which are inherently risky and accidents can happen. It is mandatory for participation on any Simply Snowsports package that you maintain comprehensive insurance cover for the duration of any package. Simply Snowsports may require you to provide proof of cover prior to departure.

Health

When you book with us, the party leader ensures that all members of the party are in good physical and mental condition appropriate to the package purchased. It is your responsibility to inform Simply Snowsports of any past or present medical conditions that may affect your health or well being, or the health and well being of any member of your party.

Liability

Simply Snowsports do not control, own, manage, or operate any hotel, leisure facility, mountain resort, club, vehicle, insurance company, adventure company or any other service that would fit into the classification of supplier. By booking with us you will be subject to the terms and conditions, as well as any tariffs specified by our suppliers. Simply Snowsports have taken reasonable care to make sure that all services we provide within your travel arrangements are provided by reputable businesses which comply to the local and national laws in the country they are provided. Simply Snowsports will be under no liability whatsoever if you suffer personal injury, loss or death as a result of your own acts or omissions or the acts or omissions of a third party unconnected with your travel arrangements or as a result of an unpredictable, unavoidable, unusual or unforeseeable event or circumstances that could not have been avoided even if all due care had been exercised.

Risk

Simply Snowsports takes all reasonable precautions to prevent accident or injury. Some activities in your package may have inherent risk of accident or injury by nature and by booking with us you accept the risks involved in any activity you participate in. Simply Snowsports will select reputable companies with the correct credentials and experience in providing the activities included in your package in our endeavour to keep you safe. However many outdoor, adventure and other activities are hazardous by nature and it is your responsibility to be insured for every eventuality. Many suppliers may require you to sign a release of liability, accepting and acknowledging the risks of the activity. Refusal to comply may result in exclusion from certain activities without compensation. Simply Snowsports is not liable for any negligent acts or defaults of any supplier or any other person, not directly under its control.

Passport, Visa and Immigration Requirements

We do not accept any responsibility in the case of you being unable to travel due to not complying with passport, visa and immigration requirements. It is your responsibility to comply with the passport, visa and immigration requirement that apply to your itinerary and you should confirm these requirements with the relevant High Commissions, embassies and/or consulates.

Your Responsibility

If you enrol on a training course with us it is your responsibility to adhere to and accept all instructions and directives of the course leaders, coaches and instructors or resort representatives of Simply Snowsports at all times, particularly with regards to health and safety. If you are deemed to be putting yourself or others at risk, Simply Snowsports reserves the right to withdraw you from the course. If you are asked to withdraw from a course as a consequence of your behaviour, or for performing an illegal act, you will not have the right to a refund. If your standard of skiing or snowboarding proves to be sufficiently different than stated on your booking form or, as a result of lack of attendance on the course it proves impractical to include you in any of the lessons arranged by Simply Snowsports, the company will discuss the situation with you but reserves the right to exclude you from the course lesson and put you in lessons with a ski school. Any additional costs will be payable by you directly to the ski school. Any behaviour which damages the reputation of Simply Snowsports, or breaches the code of conduct of any resort, hotel or country will result in withdrawal from the course. You are responsible for your behaviour and by accepting these booking conditions you agree to indemnify Simply Snowsports Ltd, its directors, employees and representatives of all liability and loss, suffered by, or on behalf of Simply Snowsports as a result of your own acts or omissions whether negligent or not.

Privacy Policy

We do not store credit card details nor do we share customer details with any 3rd parties.