



Booking your Kaluma Ski Experience

To find out about availability or to discuss your requirements in greater detail please contact our UK Head Office on +44(0)1730 260 263 or email enquiries@kalumatravel.co.uk.

Availability & Deposits

We will then check availability of your preferred chalet / hotel and flights and provide you with a detailed costing. Once you have received this, if you request it, we will hold the option for you for 24 hours (at the UK Head Office team's discretion). On confirmation of booking we will send you an invoice and booking form and require you to return the completed booking form to us together with any insurance premiums required and your deposit within five working days. Deposits required are a maximum of 50% of the total amount of the booking, subject to the hotels individual requirements. Smaller deposits may be agreed on early chalet bookings (made before May for the following season), a second deposit will then be due by the end of June to equal the 50% deposit amount.

Please note that unless the booking form and deposit have been received we will treat your booking as not confirmed and will cancel after five working days. Should you have problems confirming within the time stipulated please contact our Head Office and they may extend this for you, although, this is subject to availability. Please check the details on the confirmation carefully and inform us of any corrections within five working days, after this we may not be able to rectify them.

Final Payments

The balance of your payment is due eight weeks prior to departure. Any bookings made within ten weeks of departure must pay the holiday cost in full at the time of booking.

Travel Insurance

In order for us to accept your booking, and for your own protection you must have adequate travel insurance for all members of the party. Details of our recommended winter sports insurance should be requested from our UK Head Office. Should you decide not to take our recommended insurance, you must ensure that you secure a policy which is at least comparable.

Includes:

Unless otherwise stated, all our hotel and chalet holidays include:

- Accommodation on a twin sharing, half board basis, unless otherwise stated
- Services of Kaluma Travel Managers in selected resorts where stated
- Minimum one day per week Ski Orientation for competent skiers (St Anton only, for those comfortable on red runs), subject to local regulations and upon request
- All weekly chalet holidays include daily breakfast, afternoon tea, and a four course evening meal five nights a week, unless otherwise stated.
- Catering for Short stay (Sun-Wed) & weekend (Thur-Sun) holidays will be made clear at time of enquiry.

- Some holidays can and may be booked on a "B&B only" basis, however, our

chalet holidays cannot be booked on a self-catered basis

Excludes:

- Flights and transfers, unless stated and advised at the booking process and confirmed as a package
- Lift passes, equipment hire & lessons and childcare.
- Winter Sports Insurance.
- Club Class Supplements if flights have been booked with Kaluma Travel
- Local Tourist Tax (hotels only).
- Travel between home and airport.

Methods of Payment:

- BACS transfer (Euros, Sterling)
- Cheque (Euros, Sterling)
- Cash in person (Euros, Sterling)
- Debit Cards (Sterling only)
- Credit Cards (Sterling only)

Smoking Policy

Chalets are non smoking. Outdoor smoking areas provided

Baby Sitting

For both hotel and chalet guests we will be happy to arrange nannies on request, subject to availability. Payment is to be made to the provider.

Lift Passes

Prices for all resorts on request for the relevant winter season, prices are subject to change with exchange rates, high and low season and at local suppliers discretion. Prices for all other featured resorts are available on request from our team in the Head Office.

Family passes are also available in some resorts, contact our sales team for further details.

Our in resort managers will be happy to arrange your lift passes for you, and take polaroid photos if necessary.

Private Ski Instructors

Kaluma Travel will endeavour to find the best private instructors, or secure placement in a suitable ski school for our guests. Each request will be treated individually. Prices vary between resorts and ski schools and may change between high and low season. All prices are available on request and are specific to resort and requirements. Payment terms (terms of the provider) will be made clear at point of booking.

Contract:

1. Your contract is with Kaluma Travel Ltd, Cedar Court, 5 College Street, Petersfield, Hampshire, GU31 4AE.

These booking conditions and any dispute arising from them are subject to and shall be governed under English law.

2. When you book a holiday a contract is made when you confirm the booking and pay the deposit.

On receipt of your deposit we will accept this as your commitment to pay for the whole holiday. We will send you an invoice the day after you have made the booking and you must check this carefully to ensure it matches what you have booked. You must pay a deposit at the time of booking plus any insurance premiums and this must reach us within five working days. If you do not we reserve the right to cancel your holiday and charge the cancellation fees as set out in these conditions. The person confirming the booking and/or signing the booking form accepts full responsibility for the entire party. They are also responsible for keeping all party members informed of the booking details.

3. The prices as shown on our website are guideline prices and explained accordingly.

These prices may change before you make a booking. We reserve the right to make such changes. The majority of our holidays are bespoke and may include unique travel requests, so actual pricing is done on an individual basis. We will be able to confirm your holiday price before you complete the booking.

KALUMA BOOKING CONDITIONS

KALUMA TRAVEL Ltd

Surcharges : The price of your travel arrangements is subject to surcharge in the event of our costs increasing due to increases in transportation costs (e.g. increases in fuel or scheduled air fares or the imposition of any airline surcharge which is part of the contract between airlines (and their agents) and the tour operator/organiser), government action such as increases in VAT, or any other government imposed increases or adverse exchange rate variations. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

4. Our liability to you -

a) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are performed or provided with reasonable skill and care. When we talk about fault below, this means failure by ourselves or our agents or suppliers (as applicable) to use reasonable skill and care in performing or providing the service in question. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim.

b) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from the following:

- The fault of the person(s) affected or any member(s) of their party or
- The fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or
- An event or circumstance which we or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care (see "Force Majeure") or
- The fault of anyone who is not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers, or agents or where any losses, expenses, costs or other sum you have suffered relate to any business.

Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them.

The promises we make to you about the services we have agreed to provide or arrange as part of the contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit from your holiday. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), we will not pay you any compensation at all as you are assumed to have taken out adequate insurance at the time of booking.

Where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on and off the transport concerned) provided by an air, sea rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention which applies to the travel arrangements or hotel stay in question as governed by the Warsaw Convention, Hague Protocol or Athens convention. When making any payment we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

You must provide ourselves and our insurers with all assistance we may reasonably

require. You must also tell us and the supplier concerned about your claim or complaint as set out in complaints and arbitration below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

If you or any member of your party suffers illness, personal injury or death through misadventure, during the period of your holiday, arising out of an activity which does not form part of the inclusive holiday arrangement nor an excursion arranged by us, we shall, where appropriate and at our discretion, offer advice and general assistance if requested within 90 days of date of misadventure.

Your liability to us:

When making a booking you are agreeing to behave in such a way as to not cause distress, damage, danger or injury to other clients, property, Kaluma employees or any third party. Should these contractual agreements be breached, we reserve the right to terminate your contract with immediate effect. We shall be entitled to recover any cost incurred due to your actions. Refunds will not be issued under these circumstances. By requesting chargeable services before or during your holiday, you are guaranteeing payment and are therefore liable for these costs. A credit card number will be taken on your arrival and will only be charged in the event of any damage caused be that repair or replacement.

Force Majeure:

We regret that we cannot accept liability or pay compensation if we are forced to cancel, curtail or in any way change your holiday or if the performance or prompt performance of our contractual obligations is prevented or accepted by circumstances amounting to Force Majeure. In these booking conditions, Force Majeure means any event which we or the supplier of the service(s) in question could not with all due care, foresee or avoid. Such circumstances shall include, but are not limited to, war or threat of war, riot, civil strife, industrial disruption, natural disasters, fire, technical problems or accidents with airports, ports or transport, inclement weather, governmental action and similar events beyond the Company's control.

Brochure accuracy:

We have taken all reasonable measures to ensure that the descriptions given in our brochure or on our website are accurate and representative of the properties we use and the resorts in which we operate, using the available information at the time of going to press or live on site. Some services, often at low season, may be withdrawn or reduced without notice by the supplier concerned. We accept no responsibility for any reduction of in resort services due to weather, mechanical failure, force majeure or industrial action. The photos used in the production of this brochure are to give a general impression, and not to provide details of the properties used. Items of furniture may be removed or changed. If the information has been made available to us, we will advise you of any significant changes at the time of booking.

Health, Passports and Visas:

It is your responsibility to ensure that your documents for travel are in proper order and that you are deemed to be fit for travel. Kaluma Travel Ltd accepts no liability for any loss or inconvenience caused as a result of your failure to take reasonable care in this respect.



Booking Amendments:

We will endeavour to accommodate changes where possible, but we cannot guarantee any changes made after the booking is confirmed. Any additional cost incurred by making the change must be borne by you. Requests to make a change to the booking must be made in writing. Any changes requested within ten weeks of departure are deemed to be cancellations (consult table below for cancellation charges), and the changes are treated as a new booking. An exception to this may be possible where a group member is unable to travel and will be replaced by another person. It is likely that the airline will charge full price for another ticket to be issued. Should this fee be incurred it is payable by you.

We reserve the right to amend your chalet holiday in one of our Kaluma run chalets. Should we exercise we will offer a suitable and comparable alternative at our discretion.

Cancellations by you:

Cancellations must be done in writing (recorded delivery recommended). Refunds are not payable for amendment charges or insurance premiums. Cancellation takes effect from the date received by Kaluma Travel Ltd and cancellation charges are as follows

Days prior to travel (cancellation notice received)	% of holiday price payable
0-28 days	100%
29-56 days	80%
56 days or more	50%

Cancellation by us:

We must reserve the right to cancel or amend your holiday. In this unlikely event, we will offer you the choice of either purchasing another holiday from us (therefore, receiving a refund or paying the difference in retail price) or taking a full refund. If your holiday has started we will refund pro rata for the days remaining that were lost due to any change made by Kaluma Travel. We are not liable for any changes or cancellations to your holiday due to Force Majeure, which shall include, but is not limited to, war, threat of war, riot, civil strife, terrorism, industrial disruption, natural disasters, major avalanches, fire, technical problems, adverse weather, governmental action and other events beyond our reasonable control. If you fail to pay the balance of the booking fee by the due date, we reserve the right to cancel the booking without refund.

Travel Insurance:

It is accepted by us that when a booking is made our clients have either taken out our recommended winter sports travel insurance or made arrangements to be covered by a travel insurance policy, and that they understand the caveats of their policy. Disputes over insurance claims are between clients and their registered insurers and are not the responsibility of Kaluma Travel Ltd. We recommend winter travel insurance is booked that includes a 24 hour emergency repatriation service.

Arbitration and complaints procedure:

Any complaints should be brought to the immediate attention of the resort management or the UK Head Office. If the matter cannot be resolved locally, and you wish to take up the issue on your return, complaints should be made in writing within 28 days of your return date. We regret that we cannot accept liability for any claims which are not notified entirely in accordance with this clause. Ultimately, if an amicable agreement cannot be reached, the services of a low cost independent dispute settlement services may be used by either side.

Data Protection Policy:

To ensure that your holiday runs smoothly, we (and your travel agent, if you use one) need to use information such as your name and address, special needs, dietary requirements, etc. We will apply appropriate security measures to protect this data. However, we must pass it to suppliers of your travel arrangements, including airlines, hotels and transport companies. We may also supply it to security or credit checking companies, and to public authorities such as customs and immigration. If your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strict as in the UK. We will only pass data, including sensitive information regarding disabilities or dietary and religious requirements, to people responsible for your travel arrangements. If we cannot pass this information to the relevant suppliers, in the EEA or elsewhere, we cannot provide your booking. When you make this booking, you consent to this information being passed to the relevant people. Information held by a travel agent is subject to that company's own data protection policy. We can supply a copy of your information held by us; there is a small charge for providing this.

Pricing:

All our chalet prices are quoted in Euros or pound sterling on request (exchange based on days exchange rate). All hotel prices are based on the exchange rate at the time of quoting. This rate is subject to change when quoting a holiday and we will always be clear on answering exchange rate queries. Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. We reserve the right to increase or decrease prices of unsold holidays and to correct errors at any time. In the event that payments are made outside of the date on the invoice we reserve the right to re-issue the invoice to reflect exchange rate variants. The price of your chosen holiday will be confirmed at the time of booking, then subject to the correction of errors, we will only increase the price in the following circumstances. Price increases after booking will be passed on by way of a surcharge. Should this occur, you will be informed not later than 30 days prior to departure and we will absorb the cost of 2% of the price of your confirmed holiday (excluding any insurance premiums and amendment charges). Should the surcharge exceed 10% of your holiday price, you will be entitled to cancel your holiday except for any premium paid to us for insurance or amendment charges. You have 14 days from the issue date printed on the invoice to inform us if you want to cancel for this reason. If you do not tell us within this time, we will assume that you do not wish to cancel and will pay the surcharge. No surcharges will be made within 30 days of departure.

Special Requests:

Please inform us of any special requests at the time of booking. We will do our utmost to meet these requests although they cannot be guaranteed. Failing to do so will not constitute a breach of contract on our part.



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KALUMA BOOKING CONDITIONS

KALUMA TRAVEL Ltd

Breakages, Damages and Behaviour:

You are responsible for any breakages losses or damages caused during your stay in your accommodation and it is your responsibility to either put right the damage or make full payment to our local representative before departure from the resort or directly to the hotel / chalet suppliers. A damage deposit may be taken at point of final invoice. In the event of no damages or cost incurred your deposit will be used on in resort expenses (namely ski passes, and additional sundries taken at your request). We reserve the right to terminate the holiday arrangements of any client who, in our opinion or in the opinion of any airline pilot, accommodation owner or manager or other person in authority, is causing or is likely to cause distress, annoyance or danger to any of our other clients, employees or any third party, or damage to property. In this situation our responsibility for the holiday of the person concerned will immediately cease and we will not be liable to pay any compensation, make any refund or meet any expenses that they may incur as a result. Where applicable, full cancellation charges will apply. Please note we only accept animals or pets in our properties upon request and at our discretion.

Holiday Insurance:

At Kaluma Travel Ltd we believe that your safety and holiday enjoyment are very important. Therefore travel insurance is a must whenever you travel abroad. It is a requirement of all Kaluma Travel guests to have adequate travel insurance, including winter sports insurance, arranged prior to departure.

Kaluma Chalet Experience:

Kaluma Travel operates the following chalets in the Alps: Chalet Colombe, Chalet Montana and Chalet Hermine and Chalet Chinchilla in Courchevel 1850 France and Eden Rock, Chalet Montfort, Chalet 53 and Sweet Little Home in St Anton, Austria. These chalets are staffed and fully operated by Kaluma Travel. Other chalets advertised on our website have been handpicked by ourselves for their quality of both product and service. While we promote and en-dorse these chalets as we are confident in their service being of very similar levels to Kaluma Travel operated chalets and we will organise all travel arrangements and tailor make your holiday, it should be made clear that Kaluma Travel do not staff or operate these chalets.

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