



# Silver Lining Chalets

[www.silverliningchalets.co.uk](http://www.silverliningchalets.co.uk)

[rhianandgarrett@silverliningchalets.co.uk](mailto:rhianandgarrett@silverliningchalets.co.uk)

5 The Brades, Caerleon, Newport, South Wales, NP18 3PS

Tel: +44 (0) 7912 481266

## Booking Information

1. Call us on +44 (0) 7912 481266 or email [rhianandgarrett@silverliningchalets.co.uk](mailto:rhianandgarrett@silverliningchalets.co.uk) to confirm availability.
2. Reserve your booking by phone or email. Bookings will be held for 5 days pending the receipt of a completed booking form, signed terms and conditions and deposit. The deposit is £100 per person (adult and child). No deposit is required for children not occupying beds. If you are booking your holiday less than 8 weeks before the commencement of your holiday, the balance will need to be paid in full in order to reserve the holiday.
3. Payments can either be made by credit or debit card, by cheque (made payable to Silver Lining Chalets), or online to  
Bank: Alliance & Leicester  
Account name: Silver Lining Chalets  
Account number: 05769221  
Sort code: 72-00-00  
IBAN: GB87 ALEI 7200 0005 7692 21  
BIC / SWIFT code: ALEIGB22
4. Upon receipt of your deposit and booking form we will send you confirmation of your booking, along with an invoice for the remaining balance which will be due at least 8 weeks before the commencement of your holiday.

We are a small, energetic and experienced company offering a personal service. We aim to be flexible and friendly and we will be on hand at every stage to ensure that you have a great holiday.



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## Booking Form

Name	
Address	
Telephone	
Email	

I would like to book	(Chalet name)
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Dates booking for	
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Number of bedrooms	
Or whole chalet	

Number of adults booking for	
Number of children booking for (except children who will be sleeping in travel cots)	
Ages of children	

Number of children who will be sleeping in travel cots	
Ages	

How many children would like to have an earlier, simpler evening meal at 6pm?	
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Please note down any dietary requirements and allergies of any of the group.

Name	
Name	
Name	

## TERMS AND CONDITIONS

**DEPOSITS & BOOKINGS** All Terms and Conditions will be listed on your confirmation invoice and comprise the agreement between Silver Lining Chalets and all those listed on the booking on whose behalf the party leader (principle contractor) is acting. No contract shall exist between the client and Silver Lining Chalets until a fully completed booking form and an appropriate deposit has been received. Bookings will be held for 5 working days pending the receipt of the appropriate deposit. Any person signing the booking form on behalf of others guarantees payment of the full cost of the holidays of all those mentioned on the form and of any others he may add later.

**CONFIRMATION** We will send your confirmation invoice as soon as possible after receiving your booking. If you do not receive a confirmation invoice within two weeks, you should contact us to make sure that your booking has been made. It is important that you check all the details shown on the confirmation invoice carefully to ensure they are correct as this forms the basis of the contract. Unless any discrepancies are brought to our attention within 7 days of issue it will be deemed you are confirming your acceptance of this Booking Contract on behalf of all persons included in the booking which forms the basis of the contract between us. In the unlikely event that we are unable to confirm your booking we will offer you a full refund of all monies paid. Telephone quotes are subject to written confirmation by Silver Lining Chalets.

**PACKAGE PRICE & PAYMENT** All package prices quoted are per person based on a minimum of double occupancy for the period indicated (usually 7 nights). Single occupancy of rooms is a 50% per room supplement. Package prices can be adjusted to comply with individual requirements etc. Prices shown in our brochure and website are quoted in Sterling Pounds and based on prices current at the time of printing. Silver Lining Chalets reserve the right to change these prices without notice. Silver Lining Chalets accept credit and debit cards, cheques and electronic funds transfers. Your verbal authorization of the use of your card and/or your payment to Silver Lining Chalets indicates your compliance with our booking terms and conditions and confirms your reservation. A £100 deposit is due on booking and the balance is due 8 weeks prior to arrival. Packages booked within 8 weeks of arrival require full payment at the time of booking. We regret Silver Lining Chalets are unable to accept travellers' cheques in resort. Silver Lining Chalets cannot be held liable for any credit card, debit card or bank charges. Silver Lining Chalets reserves the right to cancel the holiday arrangements, without any obligation to refund, where the client fails to make payments as stipulated.

**BOOKING ALTERATIONS** If you wish to make any changes to your reservation after confirmation, we will do our utmost to satisfy your requirements, subject to availability and any extra costs, including cancellation charges, which must be met by you and paid locally. As this alters the basis of your booking contract it is essential such changes are arranged through Silver Lining Chalets in writing, either with our local Silver Lining Chalets representative or, if this is not possible, our head office in the UK. Any alteration by the customer within 3 weeks of departure date will be treated as a cancellation and be subject to the cancellation charges set out below. If one member of the party wishes to cancel this may mean that the accommodation booked will be under-occupied and result in the remainder having to pay any applicable supplements to retain the booking. The accommodation booked is only available for use by those persons included on the booking unless otherwise agreed by us in writing. If you cancel your holiday after final payment due to circumstances beyond the control of Silver Lining Chalets, compensation or refunds will not be payable by Silver Lining Chalets and any such claims should be forwarded to your insurers. Silver Lining Chalets will not be responsible for, prior to, during or after the holiday, changes outside their control such as, war or threat of war, strikes, riots, civil strife, terrorist activity, industrial disputes, natural disasters, epidemics, health risks, fire, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control, or where we cancel because you have failed to pay the balance of your holiday cost.

**ALTERATIONS TO YOUR HOLIDAY BY SILVER LINING CHALETS** It is unlikely that we will have to make any changes to your holiday. Occasionally changes may have to be made, which we reserve the right to do at any time. Most of these changes will be minor and we will advise you at the earliest possible date. It must be understood by the customer that it may be necessary for the chalet staff to be changed during the course of your holiday. In the event that this occurs, this will not be accepted as a reason for a compensation claim.

**CANCELLATIONS** Deposits are non refundable. Non-arrivals will not be entitled to any refund. Unused portions of the package are also non-refundable. We strongly suggest you purchase travel insurance to cover 100% of your package cost, as there are no exceptions to the cancellation penalties.

**CANCELLATION OF HOLIDAYS BY SILVER LINING CHALETS** Silver Lining Chalets reserves the right in any circumstances to cancel your holiday. In no case however will we cancel your holiday within eight weeks of the departure date except for reasons of 'Force Majeure' which include war, political unrest, weather, strikes, acts of God, epidemics, riots, civil strife, industrial disputes, terrorist activity, natural and technical disasters, closure of ports and airports or unless the client defaults in the payment of the balance of the holiday price. In circumstances where we are unable to provide you with the holiday booked we will return to you all monies paid.

**TRAVEL INSURANCE** We insist that our clients purchase adequate travel/holiday insurance cover (to include winter sports and equipment hire). No liability will be accepted by Silver Lining Chalets for any clients travelling without adequate travel insurance. Please note that insurance must be effective from the date of booking, to cover you in the event of unavoidable cancellation due to illness etc. We may ask for evidence of cover. Any other excursions or hazardous activity in which you partake locally, such as tobogganing, paragliding, inner-tubing or snow-mobiling etc., are at your own risk and liability and may not be covered under the terms of your holiday insurance. Please check the details of your individual policy before participation.

**DAMAGE / MISCONDUCT** You are responsible for any damage caused to your holiday accommodation or equipment, except by persons not known to you or us and unconnected with the contract between us, during your stay and any charges levied by the owner in this respect must be met by you and paid locally. In the event of damage being caused to holiday accommodation or equipment by

a client (or person(s) on whose behalf the client has made a booking), Silver Lining Chalets reserve the right to deduct an appropriate amount from the client's credit card to pay for such damages. Please remember you are a guest at your holiday accommodation and Silver Lining Chalets may remove anyone whose behaviour is disruptive or affects the enjoyment of other guests.

**COMPLAINTS** Any complaints should be brought to the attention of Silver Lining Chalets who will make every effort to achieve a satisfactory solution. Should this not be possible it is important to formally register your complaint at the time or complete a Customer Report Form (available on request). You should then write to us within 28 days of your return, quoting your booking reference number. Upon receipt of your letter we will acknowledge it within 5 days, investigate the points raised and reply within 28 days or, if this is not possible, send you an interim letter advising of our progress.

**SPECIAL REQUIREMENTS** Any special requests or requirements such as vegetarian meals, special facilities or certain medical conditions, specific room allocations or any other requirement which is important to you should be made directly in writing to us before you book. If you require the fulfilment of your request to be a condition of your contract with us, we can only accept it if we confirm to you in writing that your request can be fulfilled. Otherwise any such requests cannot be guaranteed by us, or our suppliers, nor be included as part of your holiday contract. We will note such requests on your confirmation invoice, but this cannot be taken as an indication that fulfilment of your request has been guaranteed.

**THE ACCOMMODATION No Smoking** - In the interest of fire and safety regulations and out of consideration for other guests, our chalet operates a no smoking policy. Please bring some slippers or indoor shoes with you. Wet floors are slippery and uncomfortable for everyone so you will be asked to remove your outdoor shoes in the chalet. **Bed linen/towels** - The chalet includes bed linen and two bath towels and two hand towels per person per week. Towels are changed Wednesdays and Saturdays. Please provide your own towel or wrap if you wish to make use of the hot tub (in chalet Sara Marie). **Check in/out** - accommodation is normally available from 4pm on the day of arrival and you should anticipate checking out before 10am on the day of departure. **Access** - We regret that our chalets are not suitable for wheelchairs or people who have difficulty climbing stairs. **Rooms** - Please make specific enquiries when booking to ensure the accommodation meets your requirements. **Meals** - Continental breakfast is laid out for you on our day off. **Cots** - These are usually available and should be requested at the time of booking. Cot linen is not usually provided. Please note we cannot guarantee that cots will meet British safety standards, and that the inclusion of a cot may restrict room space. Please contact us for further information. **Baby food** - Silver Lining Chalets cannot provide baby food, but are happy to assist with preparation of your own baby food.

**SUPERVISION OF CHILDREN** Children must be supervised at all times by their parent/guardian and Silver Lining Chalets accept no liability for failure to do so. Please note that there are saunas in our chalets (and a hot tub in chalet Sara Marie). Children are not allowed in the sauna, and **MUST** be fully supervised at all times in and around the hot tub area.

#### **WHAT IS INCLUDED IN YOUR HOLIDAY PRICE**

- 7 nights accommodation in our chalets (Saturday to Saturday);
- 7 breakfasts, 6 afternoon teas, 6 four-course evening meals with wine;
- Canapés and aperitifs on arrival;
- Bed linen/towels;
- Sauna;
- Hot tub (if staying at chalet Sara Marie);
- Toiletries and towel change;
- Hairdryers;
- Entertainment system;
- DVD, CD player and board games;
- DVD, book and CD library;
- Ski hosting, 2 days per week;
- Courtesy timetabled minibus service to and from the Bettax chairlift (between 8.30am and 10.00am & between 4pm and 5pm). Only those guests who have booked early morning skiing lessons (starting before 9.30am) and those with very young children will be taken to Les Menuires;
- Booking a restaurant of your choice for your chalet host's night off;
- Collection of your ski passes (if prepaid);
- Advice on booking your ski or snowboard lessons and childcare;
- Being on hand to answer any questions about the resort and ensuring that you have a perfect holiday, whether it be exhilarating or relaxing.

#### **WHAT IS NOT INCLUDED IN YOUR HOLIDAY PRICE**

- Travel to the chalet;
- Airport Transfers. We recommend that clients organise their return airport transfers through Silver Lining Chalets' airport transfer partner, Mountain Express, who can provide very competitive quotations therefor;
- Clients' personal insurance;
- Ski Passes, ski lessons, equipment hire, equipment insurance and ski service. If required, Silver Lining Chalets can organize these items on behalf of clients, subject to full payment (in euros) being made by the client before your holiday commences (except for equipment hire, for which we take full payment (in euros) during your stay with us);
- Childcare;
- The cost of any meals taken outside the chalet, including the evening meal on Thursdays when we have our evening off.

**VISA AND PASSPORTS** It is your responsibility to be in possession of a full 10 year valid passport and any necessary visas. Under 16 year olds who are not already included on their parent's passport are required to have their own individual passport.

**ADMINISTRATION CHARGE** We reserve the right to levy an administration charge in certain circumstances, such as returning lost property etc.

**APRES SKI EVENTS** 'Recommended' restaurants and venues which are not owned by us and not under our direct control have not necessarily been inspected by us. Therefore, any recommendation is merely an indication that these facilities have proved popular and are worthy of mention.

**SERVICES PROVIDED BY THIRD PARTIES BOOKINGS** Extra services, such as ski lessons, arranged on clients' behalf by our employees are subject to the terms and conditions laid down by the service provider. Silver Lining Chalets does not warrant the standard or performance of any such extra services.

**CHILDRENS' DISCOUNTS** Children under 2 years old go free. Children over 2 years old and sleeping in a travel cot: £60. Children under 15 years old occupying a bed: £50 off adult price.

**CLIENTS RESPONSIBILITY FOR ACCOMMODATION** The person making the booking shall indemnify Silver Lining Chalets against all actions, costs, loss or damages arising out of any act or default on the part of the client or any member of their party from the date of departure to the time of their return to the country of the said person. Silver Lining Chalets reserve the right to deal with or settle any such claim as they in their absolute discretion think fit.

**LOST PROPERTY** In the event that clients lose property while on holiday or leave items in the chalet when returning home, no responsibility will be accepted by Silver Lining Chalets in the event that the property is not recovered, returned or returned in a damaged state.

**OTHER GROUPS** Silver Lining Chalets reserves the right to have additional guests staying in the chalet unless the whole chalet is booked.

**WEBSITE ACCURACY** All information in our website is, to the best of our knowledge and belief, correct at the time of publication. However, we reserve the right to make changes to information contained within our website and will advise you of these changes at point of booking or when they are known to us. This advice will be limited to that which is fundamental to the contract or which we believe may affect the enjoyment of your holiday. If any facility detailed in this website is essential to the enjoyment of your holiday, please advise us at the time of booking and we will try to advise you of the latest information. However, we are sure you will understand that at times certain advertised facilities may not be in operation and we may have no information or prior warning of such matters. Early and Late Season: Due to poor weather conditions, or low number of tourists in resort, particularly in early or late season, cable cars, chair lifts, certain sporting activities or other facilities such as saunas, swimming pools, ice rinks etc., may not be operational. Decisions to operate such facilities are not made by ourselves and we are not always advised of such decisions by the operators. Also, ski and public bus services may not be fully operational.

**LIMITATION OF LIABILITY** Silver Lining Chalets will not in any circumstances accept liability for disruption of travel arrangements or damage to holiday expectations caused by 'Force Majeure' as defined previously. When you travel with a carrier, the conditions of carriage of that carrier apply, some of which may limit or exclude liability. Skiing and snowboarding are high risk activities. All clients accept full responsibility to be informed of the risks and hazards of these sports. By participating in a Silver Lining Chalets package, the client hereby agrees that neither he nor any member of his party have any claim against Silver Lining Chalets for illness, injury or death resulting from the client's use of a Silver Lining Chalets package. Silver Lining Chalets shall be responsible to the client ONLY for supplying the services and accommodations offered. If however, such services or accommodations cannot be provided due to delays or other causes beyond the control of Silver Lining Chalets, Silver Lining Chalets will use reasonable efforts to supply comparable services or accommodations, and shall owe no further damages or warranty to client beyond such efforts. The client further waives any claim against Silver Lining Chalets for any damage to or loss of property, or injury or death of person due to any act of negligence of any other persons rendering any of the services or accommodations included in the itinerary. Silver Lining Chalets shall not be responsible for any delays or cancellations of any arranged tour.

**Ski Hosting Service:** In the event that any injury or other enforced absence to one or more of our ski hosts causes our normal service to be curtailed or restricted, this will not be accepted as a cause for compensation claim. Skiing and allied activities are known to be hazardous sports, therefore clients are responsible for assessing their own capabilities and participate in ski hosting at their own risk. Silver Lining Chalets cannot accept liability for injury or death caused to a client even when that client is with a group including a member of Silver Lining Chalets.

**JURISDICTION** This contract is governed by the law of England and Wales and exclusive jurisdiction is conferred on the English and Welsh Courts.

I have read, understood and agree to the terms and conditions.

Signed on behalf of the whole group I am booking for.

\_\_\_\_\_

Date \_\_\_\_\_

### Terms and Conditions - Your copy

**DEPOSITS & BOOKINGS** All Terms and Conditions will be listed on your confirmation invoice and comprise the agreement between Silver Lining Chalets and all those listed on the booking on whose behalf the party leader (principle contractor) is acting. No contract shall exist between the client and Silver Lining Chalets until a fully completed booking form and an appropriate deposit has been received. Bookings will be held for 5 working days pending the receipt of the appropriate deposit. Any person signing the booking form on behalf of others guarantees payment of the full cost of the holidays of all those mentioned on the form and of any others he may add later.

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**DAMAGE / MISCONDUCT** You are responsible for any damage caused to your holiday accommodation or equipment, except by persons not known to you or us and unconnected with the contract between us, during your stay and any charges levied by the owner in this respect must be met by you and paid locally. In the event of damage being caused to holiday accommodation or equipment by

a client (or person(s) on whose behalf the client has made a booking), Silver Lining Chalets reserve the right to deduct an appropriate amount from the client's credit card to pay for such damages. Please remember you are a guest at your holiday accommodation and Silver Lining Chalets may remove anyone whose behaviour is disruptive or affects the enjoyment of other guests.

**COMPLAINTS** Any complaints should be brought to the attention of Silver Lining Chalets who will make every effort to achieve a satisfactory solution. Should this not be possible it is important to formally register your complaint at the time or complete a Customer Report Form (available on request). You should then write to us within 28 days of your return, quoting your booking reference number. Upon receipt of your letter we will acknowledge it within 5 days, investigate the points raised and reply within 28 days or, if this is not possible, send you an interim letter advising of our progress.

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**THE ACCOMMODATION No Smoking** - In the interest of fire and safety regulations and out of consideration for other guests, our chalet operates a no smoking policy. Please bring some slippers or indoor shoes with you. Wet floors are slippery and uncomfortable for everyone so you will be asked to remove your outdoor shoes in the chalet. **Bed linen/towels** - The chalet includes bed linen and two bath towels and two hand towels per person per week. Towels are changed Wednesdays and Saturdays. Please provide your own towel or wrap if you wish to make use of the hot tub (in chalet Sara Marie). **Check in/out** - accommodation is normally available from 4pm on the day of arrival and you should anticipate checking out before 10am on the day of departure. **Access** - We regret that our chalets are not suitable for wheelchairs or people who have difficulty climbing stairs. **Rooms** - Please make specific enquiries when booking to ensure the accommodation meets your requirements. **Meals** - Continental breakfast is laid out for you on our day off. **Cots** - These are usually available and should be requested at the time of booking. Cot linen is not usually provided. Please note we cannot guarantee that cots will meet British safety standards, and that the inclusion of a cot may restrict room space. Please contact us for further information. **Baby food** - Silver Lining Chalets cannot provide baby food, but are happy to assist with preparation of your own baby food.

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#### **WHAT IS INCLUDED IN YOUR HOLIDAY PRICE**

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- Canapés and aperitifs on arrival;
- Bed linen/towels;
- Sauna;
- Hot tub (if staying at chalet Sara Marie);
- Toiletries and towel change;
- Hairdryers;
- Entertainment system;
- DVD, CD player and board games;
- DVD, book and CD library;
- Ski hosting, 2 days per week;
- Courtesy timetabled minibus service to and from the Bettax chairlift (between 8.30am and 10.00am & between 4pm and 5pm). Only those guests who have booked early morning skiing lessons (starting before 9.30am) and those with very young children will be taken to Les Menuires;
- Booking a restaurant of your choice for your chalet host's night off;
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- Childcare;
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**VISA AND PASSPORTS** It is your responsibility to be in possession of a full 10 year valid passport and any necessary visas. Under 16 year olds who are not already included on their parent's passport are required to have their own individual passport.

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**OTHER GROUPS** Silver Lining Chalets reserves the right to have additional guests staying in the chalet unless the whole chalet is booked.

**WEBSITE ACCURACY** All information in our website is, to the best of our knowledge and belief, correct at the time of publication. However, we reserve the right to make changes to information contained within our website and will advise you of these changes at point of booking or when they are known to us. This advice will be limited to that which is fundamental to the contract or which we believe may affect the enjoyment of your holiday. If any facility detailed in this website is essential to the enjoyment of your holiday, please advise us at the time of booking and we will try to advise you of the latest information. However, we are sure you will understand that at times certain advertised facilities may not be in operation and we may have no information or prior warning of such matters. Early and Late Season: Due to poor weather conditions, or low number of tourists in resort, particularly in early or late season, cable cars, chair lifts, certain sporting activities or other facilities such as saunas, swimming pools, ice rinks etc., may not be operational. Decisions to operate such facilities are not made by ourselves and we are not always advised of such decisions by the operators. Also, ski and public bus services may not be fully operational.

**LIMITATION OF LIABILITY** Silver Lining Chalets will not in any circumstances accept liability for disruption of travel arrangements or damage to holiday expectations caused by 'Force Majeure' as defined previously. When you travel with a carrier, the conditions of carriage of that carrier apply, some of which may limit or exclude liability. Skiing and snowboarding are high risk activities. All clients accept full responsibility to be informed of the risks and hazards of these sports. By participating in a Silver Lining Chalets package, the client hereby agrees that neither he nor any member of his party have any claim against Silver Lining Chalets for illness, injury or death resulting from the client's use of a Silver Lining Chalets package. Silver Lining Chalets shall be responsible to the client ONLY for supplying the services and accommodations offered. If however, such services or accommodations cannot be provided due to delays or other causes beyond the control of Silver Lining Chalets, Silver Lining Chalets will use reasonable efforts to supply comparable services or accommodations, and shall owe no further damages or warranty to client beyond such efforts. The client further waives any claim against Silver Lining Chalets for any damage to or loss of property, or injury or death of person due to any act of negligence of any other persons rendering any of the services or accommodations included in the itinerary. Silver Lining Chalets shall not be responsible for any delays or cancellations of any arranged tour.

**Ski Hosting Service:** In the event that any injury or other enforced absence to one or more of our ski hosts causes our normal service to be curtailed or restricted, this will not be accepted as a cause for compensation claim. Skiing and allied activities are known to be hazardous sports, therefore clients are responsible for assessing their own capabilities and participate in ski hosting at their own risk. Silver Lining Chalets cannot accept liability for injury or death caused to a client even when that client is with a group including a member of Silver Lining Chalets.

**JURISDICTION** This contract is governed by the law of England and Wales and exclusive jurisdiction is conferred on the English and Welsh Courts.

I have read, understood and agree to the terms and conditions.

Signed on behalf of the whole group I am booking for.

\_\_\_\_\_

Date \_\_\_\_\_