



Booking Conditions

Last updated: 22.08.2026

Our contractual relationship with you depends on the type of holiday you purchase from us, and whether we are operating as principal (tour operator) or agent. This will be confirmed to you by us when we organise your holiday and in your confirmation documentation. Our full terms of business when acting as an agent can be downloaded from: <https://www.snow-wise.com/home/terms-and-conditions/agency-terms-of-business>. The Booking Conditions below apply where we act as principal (tour operator).

WHERE WE ACT AS PRINCIPAL

Please read the following booking conditions (the "Booking Conditions") carefully as they set out the terms and conditions of the contract between you and Snow-Wise Limited ("we", "us" and "our"), a company registered in England and Wales number 8389296, whose registered office is at 6 Gould Road, Twickenham TW2 6RS. References to "you" and "your" in these Booking Conditions will include you and all persons travelling on your booking.

The current updated version of these Booking Conditions can be found on our website at <https://www.snow-wise.com/home/terms-and-conditions/>. We request that you read our Booking Conditions carefully prior to purchasing any holiday with us as, together with our privacy policy (as set out in our Privacy Notice which can be viewed at: <https://www.snow-wise.com/home/privacy-notice/>) and any other written information we brought to your attention before we confirmed your booking, they form the basis of your contract with us. The version of these Booking Conditions in force at the time your contract with us is concluded will apply to your booking. We may update these Booking Conditions from time to time, including to reflect changes in applicable law or regulatory requirements. Any updated version will apply to bookings made after it comes into effect unless we notify you otherwise where a change is required to apply to an existing booking.

Package travel legislation from 6 April 2027

References in these Booking Conditions to the Package Travel and Linked Travel Arrangements Regulations 2018 ("PTRs") mean those Regulations as they apply to your booking, including, for contracts entered into on or after 6 April 2027, the amendments made by the Package Travel and Linked Travel Arrangements (Amendment) Regulations 2026.

The Package Travel and Linked Travel Arrangements Regulations 2018 are amended by the Package Travel and Linked Travel Arrangements (Amendment) Regulations 2026 with effect from 6 April 2027. The amendments do not apply to package travel contracts concluded before that date. Where your package travel contract with us is concluded before 6 April 2027, the provisions applicable at the date your contract was concluded will apply. Where your package travel contract is concluded on or after 6 April 2027, the amended Regulations and any provisions in these Booking Conditions stated to apply from that date will apply.

1. Your holiday contract

- (1) When you make a booking with us, as the first named person on that booking, you agree and accept on behalf of all persons detailed on the booking that:
 - (a) you have read and agree to these Booking Conditions, will ensure that all other members of your party are aware of them, that you have the authority to act on their behalf in your dealings with us and agree to be bound by them;
 - (b) you are authorised to provide to us the personal information of each person named on the booking, including, where relevant, special categories of data (including information concerning health conditions, disabilities, reduced mobility, religious or dietary requirements), and that you will ensure that those persons are made aware of our Privacy Notice;
 - (c) you consent to our use of personal data in accordance with our privacy policy as set out in our Privacy Notice and acknowledge that the processing of that personal data may be necessary to perform the holiday contract and/or required by law; and
 - (d) you accept financial responsibility for making all payments due, notifying us if any changes or cancellations are required and for receiving communications and documentation relating to the booking and keeping all members of your party informed.
- (2) We will use and disclose personal information as reasonably necessary to arrange and provide your holiday, to comply with legal or regulatory requirements, or as otherwise described in our Privacy Notice. This may include providing relevant information to suppliers of your travel arrangements, carriers and other transport providers, accommodation providers, public authorities, border and immigration authorities and other persons involved in the provision of your holiday. This may include sensitive information that you give to us such as details of any disabilities, or dietary and religious requirements. Certain information may also be passed on to security or credit checking companies. If we cannot pass this information on to the relevant suppliers, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons. Full details of our data protection policy are available on our website. Please do not supply any other person's personal data to us unless we prompt you to, or until you have obtained their consent to do so.
- (3) A contract between you and us will exist as soon as we have received all appropriate payments and have confirmed your booking either verbally (over the phone) or in writing (by email or Confirmation Invoice). Please check your Confirmation Invoice and other booking documentation carefully when you receive it and tell us promptly if anything is incorrect.
- (4) These Booking Conditions and your contract with us are governed by English law, and any dispute will be subject to the jurisdiction of courts of England and Wales. If you live in Scotland or Northern Ireland you may instead choose the law and jurisdiction of Scotland or Northern Ireland, as applicable.

2. Making a booking and payment

- (1) When you make your booking, you must pay a deposit. The amount of deposit due will be confirmed at the time of booking but is usually not less than £250 per person. The deposit may be higher if there are additional non-refundable amounts due at the time of booking to secure certain flights, accommodation or other services. We will inform you of these before your booking is confirmed. Unless otherwise stated, this deposit will be non-refundable in the event of cancellation.
- (2) The balance of the price of your travel arrangements must be paid by the due date on your Confirmation Invoice, which is usually at least 10 weeks before your departure date. If you are booking within 10 weeks of your departure date, full payment is required. In some cases, quotations will be based on instant purchase, limited availability, non-refundable airfares and/or accommodation or transfer costs and full payment of the total holiday cost must be made at the time of booking. With some suppliers, balances must be paid earlier than 10 weeks before your departure date. Full details will be given at the time of enquiry and referred to on the quotation.
- (3) If the deposit and/or balance is not paid in time and you fail to respond to requests for payment we reserve the right to treat your booking as cancelled by you and retain your deposit. You may also be liable to pay further cancellation charges as set out in clause 8.
- (4) If you choose to pay for your holiday by a Commercial or Corporate credit card, we will charge a 3% fee for the transaction.
- (5) Once we have received your deposit (or full payment) we will, subject to availability, confirm your holiday by issuing and sending to you a Confirmation Invoice. Please check the Confirmation Invoice very carefully as soon as you receive it and contact us immediately if any information appearing on it or any other document appears to be incorrect as it may not be possible to make changes later. Please ensure that passenger names correspond with the names shown in the passports or other travel documents which will be used for travel. You will be responsible for any costs or charges incurred resulting from incorrect information supplied by you or another member of your party. We will be responsible for the cost of correcting any error made by us.
- (6) The party leader (the name on our Confirmation Invoice) is liable for full payment for all the people for whom the booking was made and for anyone else we are requested to make a booking for and in respect of whom we send you a Confirmation Invoice.
- (7) Special requests
Any special requests you have such as vegetarian or other special dietary meals, airline seating, special facilities, specific room allocations or any other requirements you consider important, should be made known to us at the time of booking and advised to us promptly, in writing. Whilst we will endeavour to comply with any special requests, these are usually only provided at the discretion of the relevant supplier and cannot be guaranteed. A special request will only form part of your contract with us where you have advised us of it in writing, the relevant provider has agreed that it can meet your request, and we have confirmed in writing that the request will be met. If a particular requirement is essential to your decision to book, you must tell us before your booking is confirmed so that we can establish whether it can be accepted as part of your contract. If you or a member of your party has a food allergy or other dietary requirement which may have serious health consequences, you must tell us before booking so that appropriate enquiries can be made with the relevant supplier.
- (8) Ski carriage
If you wish to take skis, snowboards or other sporting equipment on any flight or other transport included in your holiday, you should tell us at the time of booking. Carriage of sporting equipment is subject to the relevant carrier's conditions, baggage allowances, capacity and charges, and cannot be guaranteed unless confirmed. You are responsible for complying with any applicable packing, weight, size and carriage requirements.
- (9) Passenger information
You are responsible for providing complete and accurate passenger information required by airlines, rail operators, border authorities or other travel providers within any deadline notified to you. This may include passport details, nationality, date of birth and other Advance Passenger Information. Failure to provide complete and accurate information within the applicable deadline may result in additional charges or an inability to travel.

3. Your holiday price

- (1) All prices of holidays given on our website are guide prices only. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.
- (2) Quotations given during a telephone conversation or in email correspondence are subject to written confirmation on your Confirmation Invoice. Please check your Confirmation Invoice and ATOL Certificate (if applicable) as soon as you receive it and, if anything is incorrect, contact us as soon as possible. Whilst we would not anticipate any pricing errors in the Confirmation Invoice, if the price shown is obviously incorrect and the error could reasonably have been recognised by you as such, we will not be bound by the incorrect price and will notify you as soon as reasonably possible and issue a revised Confirmation Invoice showing the correct amount. In the unlikely event that we are unable to confirm your booking, you will be able to either accept an alternative holiday offered by us, purchase another holiday from us, or accept a full refund of all monies paid.
- (3) Before you book, we reserve the right to increase or decrease our prices at any time, for reasons including (but not limited to) the correction of errors in previously published prices; significant changes in currency exchange rates; fuel cost increases or other airline or other transport providers' changes to our contracted costs; UK or overseas government action on taxes, staff employment or other costs included in your holiday; other cost increases of which we were unaware at the time of publishing these Booking Conditions. The correct up-to-date price will be confirmed to you at the time of booking.
- (4) After you have booked and a Confirmation Invoice has been issued, unless you amend your booking, we guarantee that absolutely no surcharges will be applied to your holiday cost.
- (5) Should one or more but not all of your party be unable to travel and partially cancel your holiday, this may result in an increase in the cost of the holiday per person for the remaining passengers if room-sharing arrangements are affected and/or because transfer costs will consequently be shared between fewer persons. Any changes will be notified to you at the time of the partial cancellation, and a revised Confirmation Invoice will be issued.
- (6) What the price includes:
 - (a) Package Holidays
 - Accommodation and meal arrangements in resort as stated on your Confirmation Invoice.
 - Any non-optional special Christmas and/or New Year Gala dinners provided in your hotel, unless otherwise stated.
 - For self-catering holidays, linen and end of let cleaning charges (where specified). Note that end of stay cleaning may not include cleaning of the kitchen area of the accommodation.
 - VAT where applicable.
 - Any other arrangements specifically stated on your Confirmation Invoice to be included within your package.

- (b) Air package holidays
 - £0.75 per person ATOL Protection Contribution (APC).
 - Air Passenger Duty (APD) at the rates applicable.
 - Return and/or one-way flights (as stated on your Confirmation Invoice).
 - Baggage allowances in accordance with the individual airline's policy and as stated in your booking documentation or itinerary. Baggage allowances and charges vary between airlines and are subject to change.
 - Any complimentary snack/meals offered on outward and return flights (if applicable on that airline and route). Many carriers make a charge for refreshments.
 - Return transfers between the overseas airport and your resort by taxi and/or rail or other mode of transport (as stated on your Confirmation Invoice).
 - All known airport and security charges in the UK and overseas.
 - All mandatory taxes, fees and charges which are known to us and can reasonably be calculated at the time of booking, except for resort/city/tourist taxes which are required to be paid locally, and any charges which are expressly identified to you before booking as payable locally.
 - Any applicable fuel supplements included in the confirmed holiday price.
- (c) Accommodation only
 - Accommodation and meal arrangements in resort as stated on your Confirmation Invoice.
 - Any non-optional special Christmas and/or New Year Gala dinners provided in your hotel, unless otherwise stated.
 - For self-catering holidays, linen and end of let cleaning charges (where specified). Note that end of stay cleaning may not include cleaning of the kitchen area of the accommodation.
 - VAT where applicable.
- (d) Accommodation plus transfer
 - Accommodation and meal arrangements in resort as stated on your Confirmation Invoice.
 - Any non-optional special Christmas and/or New Year Gala dinners provided in your hotel, unless otherwise stated.
 - For self-catering holidays, linen and end of let cleaning charges (where specified). Note that end of stay cleaning may not include cleaning of the kitchen area of the accommodation.
 - Transfer(s) between the overseas airport and your resort by taxi and/or rail or other mode of transport as stated on your Confirmation Invoice.
 - VAT where applicable.
- (e) Self-catering apartments or other self-catering accommodation
 - Accommodation in a self-catering apartment or other self-catering accommodation will not always include cleaning services, towel and bed linen changes throughout your stay. Should you wish to either arrange a mid-week clean or request new towels and bedding, please speak to the accommodation provider who may assist further. Charges may be applied locally for these services.
 - Some accommodation providers may require a deposit to be paid on arrival and/or may take a hold of monies on your card for the cost of any extra chargeable services incurred during your stay. Any deposit required to be provided at check-in of which we are aware will be detailed in your Confirmation Invoice, booking documentation, correspondence or itinerary.
- (7) Our prices do not include:
 - Any city, resort or tourist taxes or similar locally imposed charges which are required to be paid locally to the accommodation provider or relevant local authority. The amount and method of payment of such charges are determined locally and are subject to change.
 - Comprehensive travel insurance valid for a winter sports holiday (which you must have in order to comply with these Booking Conditions).
 - Carriage of skis or snowboards on flights, unless otherwise stated on your Confirmation Invoice.
 - Excess luggage charges on flights (the carriage of excess baggage cannot be guaranteed).
 - Any supplements for optional gala dinners arranged by the hotelier, which you have not requested be included at the time of booking.
 - Meals on flights, unless otherwise stated on your Confirmation Invoice.
 - Excursions, ski hire or ski school, unless otherwise stated on your Confirmation Invoice.
 - Supplements for first class train travel with Swiss Rail, unless otherwise stated on your Confirmation Invoice.
 - Additional charges that hotels may make for optional facilities or services such as sports facilities, entry to swimming pools or spa areas, saunas, spa treatments, parking, cots etc, unless otherwise stated on your Confirmation Invoice. Where we are aware before booking of a mandatory charge for a facility or service forming part of your booking, this will be included in the price or otherwise brought to your attention before booking.
 - Any extra chargeable services that you may use whilst at the accommodation provided.

4. Public Health Emergencies

- (1) From time to time, travel may be affected by an epidemic, pandemic or other public health emergency and by measures introduced by governments, public authorities, transport providers or other suppliers in response to such circumstances. These measures may include health screening, testing, vaccination or other health certification requirements, restrictions on entry or movement, isolation or quarantine requirements, and restrictions on or changes to services and facilities.
- (2) You are responsible for checking and complying with any health, entry and other requirements applicable to you and your party at the time of travel, including any requirements imposed by your destination or any country through which you travel. Requirements may change between booking and departure, and you should check the latest Foreign, Commonwealth & Development Office ("FCDO") travel advice, or equivalent advice in your country of residence, and other relevant official guidance before travelling.
- (3) If you are unable to travel or use any part of your holiday because you or a member of your party fails to comply with an applicable health or entry requirement, or because of circumstances personal to you or a member of your party, such as illness, infection, a requirement to isolate or quarantine, or failure to obtain required health documentation, we will not be responsible for any resulting costs or losses. Your cancellation rights will be subject to these Booking Conditions and any rights you may have under applicable law.

- (4) Nothing in this clause affects your statutory rights, including any rights you may have under the Package Travel and Linked Travel Arrangements Regulations 2018 (or, for contracts concluded on or after 6 April 2027, those Regulations as amended) where an epidemic, pandemic or other public health emergency amounts to unavoidable and extraordinary circumstances or affects the performance of your package.

5. Insurance (IMPORTANT)

- (1) It is a condition of booking with us that you and your party obtain comprehensive travel insurance cover including winter sports cover and that it is adequate for your needs. We are unable to accept liability for any member of your party travelling without adequate travel insurance, or responsibility for any costs you or a member of your party may incur as a result of failing to take out adequate insurance cover.
- (2) We recommend that you and every member of your party arrange your travel insurance cover (or check that appropriate cover is already in place) at the same time as confirming your booking. Any policy must not expire until after your return date.
- (3) Your policy of insurance should provide cover for personal injury, death, medical costs, mountain rescue and repatriation costs in the countries which you intend to visit, together with cover for loss of baggage and valuables, third-party/personal liability, legal expenses and any delay, cancellation or curtailment, including where it results from a delayed journey to/from resort. It should also cover any of the activities in which you intend to participate during your holiday. We will not be held liable for any costs, expenses or damages which would normally be covered by such an insurance policy. We therefore suggest that you check the limits of cover of your chosen policy. For those who participate in sports and activities whilst on holiday, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance. Insurance policies may have exclusions for certain "extreme" sports, and special insurance may be required if you intend to undertake any dangerous sports activities. Please note that many policies offered free by banks or credit card companies do not cover winter sports in their standard cover. Insurance policies usually specify the maximum amount covered in the event of any loss or damage and may exclude or limit cover for certain valuables and personal possessions. If you will be skiing, snowboarding, sledging or tobogganing in Italy, you must ensure that you have third-party liability insurance which complies with applicable Italian law and carry such evidence of cover as may be required. The requirement for third-party liability insurance also applies if you cross into Italy from a ski resort in another country. It is your responsibility to ensure that your insurance complies with any compulsory insurance requirements applicable to the activities you undertake and the countries you visit.
- (4) If you are eligible for a UK Global Health Insurance Card ("GHIC") or European Health Insurance Card ("EHIC"), we recommend that you obtain and carry a valid card when travelling to a country in which it can be used. A GHIC or EHIC provides access to certain state-provided healthcare but is not a substitute for comprehensive travel insurance and does not cover all medical or other costs, including private healthcare, mountain rescue or repatriation. You should check that your insurance policy does not contain requirements or exclusions relating to the use of a GHIC/EHIC or state healthcare. Travellers who are not eligible for a UK GHIC or EHIC should check what, if any, reciprocal healthcare arrangements apply to them and ensure that their travel insurance provides appropriate medical cover for all countries to be visited.
- (5) You should ensure that your travel insurance provides appropriate cover for cancellation, curtailment, medical treatment and other costs, losses or expenses which may arise if you or a member of your party becomes ill or is otherwise unable to travel, including where this occurs during an epidemic, pandemic or public health emergency.
- (6) If you suffer from a disability, medical condition or reduced mobility you should disclose this to your insurers, otherwise you may not be covered.
- (7) Please keep your insurance details with you whilst on holiday.
- (8) If you lose any personal items whilst on holiday, you should obtain a written report from the police or other relevant authority or service provider where appropriate to help with any insurance claim upon your return.
- (9) If you have opted to include ski equipment hire in your holiday package from us, or choose to hire ski equipment in resort, it is essential that your insurance covers you for hired equipment. Many service providers offer top-up insurance and we recommend you consider this. Details of any such cover should be provided by the relevant equipment provider, and you should check the terms and level of cover carefully.

6. Local laws and winter sports requirements (IMPORTANT)

- (1) You are responsible for complying with all local laws and regulations applicable to the winter sports and other activities in which you participate during your holiday. Requirements vary between countries and may change from time to time, and you should check the current requirements before travel.
- (2) In Italy, all persons participating in alpine skiing, snowboarding, telemark skiing, sledging or tobogganing are required to wear a CE-certified protective helmet, regardless of age. Third-party liability insurance is also compulsory for persons using ski slopes. The requirement to wear a helmet also applies if you cross into Italy from a ski resort in another country.
- (3) You are responsible for ensuring that you and all members of your party comply with these and any other applicable local requirements.

7. If you change your booking

- (1) If, after we have confirmed your booking verbally (over the phone), in writing (by email) and/or our Confirmation Invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Where we can meet your request, we will issue you with a revised Confirmation Invoice. Any request for changes must be in writing from the person who made the booking. You will be asked to pay an administration charge of £35 per person and any further costs or charges incurred by us or imposed by our suppliers in making the alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. If we are unable to meet your requested change and you do not wish to proceed with your original booking, this will be treated as a cancellation by you and the cancellation provisions in clause 8 will apply. Note: Certain travel arrangements (e.g. airline tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.
- (2) Unless specifically provided otherwise in these Booking Conditions, we will not issue you with a refund in respect of unused portions of air, boat, rail, bus, train, ski or other tickets, unused accommodation or meals where you choose not to use them or make changes to your booking after departure.

8. If you cancel your booking

You, or any member of your party, may cancel your travel arrangements at any time. Cancellation shall take effect only when written notification from the person who made the booking is received at our offices (either by email or post). Since we incur costs as a result of your cancellation, you will have to pay cancellation charges. Our standard cancellation charges are listed below. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling.

Days before departure:	Cancellation charge per person cancelling
70 or more	Deposit
69-56	40% (or the value of the deposit, whichever is higher)
55-43	60% (or the value of the deposit, whichever is higher)
42-32	80% (or the value of the deposit, whichever is higher)
31-0	100%

Note:

- (1) Certain travel arrangements (e.g. airline tickets) may not be able to be cancelled after a reservation has been made and any cancellation request could incur a cancellation charge of up to 100% of that part of the arrangements irrespective of when it is made. Where this applies, the cancellation charge payable may therefore be higher than the standard cancellation charge set out above.
- (2) On some occasions with some hotels our cancellation charges will be higher than those set out in our standard policy above due to the more onerous cancellation charges imposed by those suppliers. This will be notified to you at the time of booking.
- (3) If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.
- (4) If one or more, but not all, of your party wishes to cancel, this may mean that the accommodation booked will be under-occupied and/or that any fixed transfer costs will be shared between fewer persons and result in the other party members having to pay additional supplements to retain the booking.
- (5) In the event of "unavoidable and extraordinary circumstances" occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or the carriage of passengers to the destination, you have the right to cancel your confirmed holiday before departure without paying a cancellation charge. In these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any additional compensation. For the purposes of this clause, "unavoidable and extraordinary circumstances" has the meaning given in clause 11 below. Insufficient snow in resort will not, of itself, constitute unavoidable and extraordinary circumstances.

9. Transferring your booking

- (1) You or any member of your party may transfer their place to someone else, subject to the following conditions:
 - (a) that person is introduced by you and satisfies all the conditions applicable to the holiday;
 - (b) we are given reasonable notice of the proposed transfer in writing. Notice given at least 7 days before departure will be regarded as reasonable;
 - (c) you pay any outstanding balance payment, an administration fee of £35 per person transferring, as well as any additional fees, charges or other costs arising from the transfer; and
 - (d) the person(s) to whom the place(s) is/are being transferred agrees to these Booking Conditions and all other terms of the contract between us.
- (2) You and the person(s) to whom the booking has been transferred will be jointly and severally liable for payment of any outstanding balance and any fees, charges or other costs arising from the transfer.
- (3) If you are unable to find a replacement, cancellation charges (as set out in clause 8 above) will apply. Otherwise, no refunds will be given for passengers not travelling or for unused services.
- (4) **IMPORTANT:** Certain travel arrangements (e.g. airline tickets) may not be amendable or transferable after they have been confirmed. Where a supplier does not permit a name change or a transfer, it may therefore be necessary to cancel and rebook that part of the arrangements, which may result in additional costs of up to 100% of the original cost of that part of the arrangements together with the cost of any replacement arrangements.

10. If we change or cancel your holiday

- (1) It is unlikely that we will have to make any changes to your travel arrangements but, as they can be planned many months in advance, we may occasionally have to make changes or cancel your booking, and we reserve the right to do so at any time. Any changes that we are required to make will typically fall into one of the following categories:
 - (a) Insignificant Changes
Most changes will be minor and we will do our best to notify you in advance, but we are not obliged to do so and no compensation is payable. Examples of Insignificant Changes may include, depending on the circumstances, alteration of your outward/return flights by less than 12 hours, changes to routing, carrier or aircraft type or overseas arrival airports, change of accommodation to another of a similar or higher standard in the same resort, luggage allowance on flights, temporary withdrawal of facilities or seasonal unavailability of amenities, and any other change which does not amount to a Significant Change as described below.
 - (b) Significant Changes
If the change is significant, we will inform you as soon as reasonably possible if there is time before your departure. Examples of Significant Changes may include, depending on the circumstances, time of departure from the UK delayed by more than 12 hours, or a change of accommodation to another of a significantly lower quality or standard for the whole or a significant part of your holiday.
- (2) Cancellation or alteration involving a Significant Change
If we have to cancel your original booking, or alter your booking in any way which amounts to a Significant Change (as defined above), you will have the option of:
 - (a) Accepting the changed holiday arrangements offered by us;
 - (b) Accepting an offer of alternative travel arrangements of a comparable or higher standard from us, if available (at no extra cost);
 - (c) If available, accepting an offer of alternative arrangements of a lower standard, with a refund of any price difference if the alternative is of a lower value; or
 - (d) Cancelling your holiday with us altogether and receiving a full refund of all monies paid and received by us.
 You must advise us which option you wish to accept within 7 days of notification (or within such shorter period as we may reasonably specify where departure is imminent). If you do not contact us within the period specified, we will contact you again to request notification of your choice. If you fail to respond again, we may terminate your contract, and you will be entitled to a full refund of all payments made by you in respect of the booking.
- (3) Compensation for cancellation
If we cancel your booking and no alternative arrangements are available, or we make a Significant Change to your booking and you do not accept the changed arrangements and choose to cancel your booking, in addition to a full refund of all monies paid by you we will pay you compensation as

detailed below:

Days before departure change or cancellation is notified to you:	Compensation per paying person (paid pro rata for children paying a reduced rate)
70 or more	Nil
29-69	£15
15-28	£25
0-14	£30

We will not pay you compensation where:

- (a) We make an Insignificant Change;
 - (b) We make a Significant Change or cancel your arrangements more than 70 days before departure;
 - (c) We make a Significant Change and you accept those changed arrangements or an offer of alternative arrangements;
 - (d) We have had to cancel your arrangements as a result of your failure to make full payment on time;
 - (e) The change or cancellation arises out of alterations to the confirmed booking requested by you or another member of your party; or
 - (f) The Significant Change or cancellation arises due to unavoidable and extraordinary circumstances (see clause 11 below).
- (4) Changes to your arrangements during the holiday
- In the unlikely event that, after your holiday has commenced, we are unable to provide a significant proportion of the travel services agreed in your contract, we will, where possible, offer you suitable alternative arrangements for the continuation of your holiday at no extra cost to you. Where possible, these will be of an equivalent or higher quality than those specified in your contract. If the alternative arrangements are of a lower quality, we will provide you with an appropriate price reduction. If during your holiday there are any changes to your return transport arrangements, we will liaise with you and make suitable alternative arrangements where required.

11. Unavoidable and extraordinary circumstances

Except where expressly stated in these Booking Conditions, we will not be liable and will not pay you compensation or meet any costs or expenses you incur where the performance or prompt performance of our contractual obligations to you are affected by, or you otherwise suffer damage, loss or expenses of any nature as a result of "unavoidable and extraordinary circumstances". In these Booking Conditions, unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples may include, where they meet the above definition (and whether actual or threatened) war, riot, civil disturbance or strife, political dispute, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, adverse weather conditions, fire, flood, drought, levels of water in rivers, earthquakes or volcanic activity, epidemics or pandemics, significant risks to human health such as the outbreak of serious disease at the travel destination, acts of God, the act of any government or other national or local authorities, power failure, unavoidable technical problems with machinery, transport or equipment, closure, restriction or congestion of airports, ports, other transport hubs or airspace, flight restrictions imposed by any regulatory authority or other third party, FCDO advice against all or all but essential travel to the relevant destination, and similar events outside the control of either us or the supplier(s) concerned.

12. Your financial protection

We provide full financial protection for all our holidays.

(1) Flight-inclusive holidays

Holidays sold by us that include a flight are ATOL protected. Our ATOL number is T7500. When you buy an ATOL protected flight or flight-inclusive holiday package 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 (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.

(2) Holidays not including a flight

All customers buying a holiday that does not include a flight or making an accommodation-only or accommodation-plus-transfer booking with us are protected by our membership of the Travel Trust Association ("TTA"). Our TTA membership number is Q1450. Membership of the TTA obliges us to maintain a high standard of service to you and requires that any money received from you is placed into a trust account that is overseen by an independent trustee. This money cannot be touched by us until either you have received your holiday, or we have obtained insurance against the financial failure of our suppliers in order that we can release funds to pay our suppliers in advance of your holiday. This thereby provides financial protection for your holiday against the potential insolvency of either us or our suppliers. You will be issued with a TTA Guarantee Certificate detailing all travelling passengers within the booking and the wording of the "Stand Alone Safe Seat Plan Guarantee" (the cost of which is included in your holiday), a guarantee provided by the TTA against our financial obligation up to a maximum of £11,000 per passenger if, by reason of fraud or dishonesty, your money is not in the Trust Account. More details can be found at <https://www.thetravelnetworkgroup.co.uk/travel-trust-association>.

13. Our liability to you (IMPORTANT)

- (1) We accept responsibility for any package holiday arrangements that we agree to provide or arrange for you as an "organiser" under the Package Travel and Linked Travel Arrangements Regulations 2018 (as amended and applicable to your booking) as set out below. As such we are responsible for the proper provision of all travel services included in the package, as set out in your Confirmation Invoice, irrespective of whether those services

are to be performed by us or by other travel service providers. A package holiday generally comprises a combination of at least two different types of travel service for the purpose of the same trip or holiday, where the arrangements meet the legal definition of a "package". Travel services include carriage of passengers, accommodation, motor vehicle hire and certain other tourist services. An accommodation-only booking will not constitute a package. Certain ancillary services, such as a transfer between an airport or railway station and accommodation, will not of themselves cause an accommodation booking to constitute a package.

- (2) If, in respect of a package holiday, any of the travel services included in your package are not performed in accordance with your contract, you must inform us without undue delay, taking into account the circumstances of the case and follow the complaints procedure set out in clause 15 below, including, where appropriate, raising the problem promptly with the relevant service provider so that there is an opportunity for the problem to be remedied. Where appropriate, you should give us and/or the relevant service provider a reasonable opportunity to remedy the problem. If the problem is not remedied and this has affected the enjoyment of your holiday, we will pay you reasonable compensation where appropriate, subject to the provisions of this clause and applicable law. In respect of travel arrangements that do not constitute a package, we will exercise reasonable skill and care in selecting the suppliers of the services which we have agreed to arrange for you and in making those arrangements. In assessing whether we have exercised reasonable skill and care, regard will be had to applicable local standards and regulations. We will not be responsible for the acts or omissions of an independent supplier except to the extent that any loss or damage suffered by you results from our failure to exercise reasonable skill and care. You must follow the complaints procedure set out in clause 15 below and, where appropriate, give us and/or the relevant service provider a reasonable opportunity to remedy the problem. If we fail to exercise reasonable skill and care and this causes you loss or affects the enjoyment of your holiday, we will pay you reasonable compensation where appropriate, subject to the provisions of this clause and applicable law. It is your responsibility to show that we failed to exercise reasonable skill and care if you wish to make a claim against us in respect of arrangements which do not constitute a package. Please remember that the appropriate standards will be those prevalent in your destination which may not be the same as UK standards and may sometimes be lower.
- (3) Nothing in these Booking Conditions shall limit or exclude our liability for:
 - (a) death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
 - (b) fraud or fraudulent misrepresentation; or
 - (c) any other matter for which it would be illegal for us to exclude or attempt to exclude our liability.
- (4) Subject to clause 13(3) above, we will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description directly arising out of the package holiday or accommodation-only or accommodation-plus-transfer services if it results from:
 - (a) the act(s) and/or omissions of the person(s) affected;
 - (b) the act(s) and/or omissions of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
 - (c) unavoidable and extraordinary circumstances (see clause 11 above).
- (5) In addition, we will not be responsible where:
 - (a) you do not enjoy your holiday or suffer any problems due to something about which you did not tell us when you booked your holiday and where the problems you suffered did not result from any breach of our contract or other fault of ourselves, our suppliers or agents; and/or
 - (b) any losses, expenses, costs or other sum you have suffered or incurred relate to any business or profession.
- (6) Please note, we cannot accept responsibility for any services which do not form part of your package holiday contract or accommodation-only or accommodation-plus-transfer booking with us. This includes, for example, ski packs or excursions booked after departure, or any other additional services or facilities which any other operator or supplier agrees to provide you which do not form part of your package holiday or accommodation-only or accommodation-plus-transfer booking.
- (7) The maximum amount we will have to pay you in respect of any claims for loss or damage is limited as follows, subject always to clause 13(3) above and any liability which cannot lawfully be limited:
 - (a) Claims in respect of travel arrangements which do not constitute a package
The maximum amount we will have to pay you in respect of all claims arising out of travel arrangements which do not constitute a package will not exceed the total price paid to us for the arrangements to which the claim relates, or such greater amount as may be required by applicable law.
 - (b) Claims in respect of package holidays
Except in cases involving personal injury or damage caused intentionally or with negligence, or where liability cannot otherwise lawfully be limited, the maximum amount we will have to pay you in respect of these claims will be three times the total price of your package.
 - (c) Claims subject to international conventions
Where any claim or part of a claim concerns a travel service which is subject to an applicable international convention which limits the extent of, or the conditions under which, compensation is payable by the provider of that travel service, the same limitations will apply to us. Such conventions include the Carriage by Air Conventions, the Athens Convention in respect of travel by sea and the Convention concerning International Carriage by Rail (COTIF).
- (8) Where you are entitled to compensation and/or a price reduction from us and also from a travel service provider or other third party in respect of the same circumstances, any compensation or price reduction received or receivable by you in respect of the same circumstances will be taken into account so as to avoid overcompensation.
- (9) The limitations of liability set out in these Booking Conditions, and particularly with regard to the consequences of air schedule changes, delays and diversions, are significant factors in the pricing of our travel arrangements and take account of the availability of travel insurance that may provide cover for losses, costs and expenses in circumstances where these are not covered by us.
- (10) If you book any activities, excursions or other services which do not form part of your contract with us, your contract for those activities will be with the relevant provider and not with us. We are not responsible for the provision or performance of any such activity, excursion or other service or for anything that happens during the course of its provision by the provider, including where the activity, excursion or service is unavailable due to circumstances beyond our control. This includes all sporting activities, including hazardous activities, and it is your responsibility to act with due care at all times and ensure that you have appropriate insurance for your circumstances and the activity concerned. Refunds will not be made for any unused portion of your travel, accommodation or other arrangements booked with us where your non-use of those arrangements is not attributable to any failure on our part or the part of our suppliers to provide them.
- (11) In the event that an accommodation owner or manager, employee or supplier's representative, carrier or any other person in authority consider it necessary to terminate any of your holiday arrangements as a direct result of your or any member of your party's anti-social behaviour, verbal or

physical abuse or bullying of their staff, our suppliers or other guests, or because such behaviour is considered likely to cause a disturbance, danger or distress to others, we will accept no responsibility or liability for making alternative arrangements for accommodation or repatriation or for any costs you may incur as a result. This also applies if, in the reasonable opinion of us, any of our suppliers or carriers, you or any member of your party appears unfit to travel or likely to cause disturbance or danger to any other person. Appropriate action may be taken in any such circumstances, which may include contacting the police and/or terminating the relevant holiday arrangements. No compensation will be payable for the cancellation or early termination of arrangements as a result of such behaviour, or for the cancellation or early termination of the arrangements of connected party members who are unable or unwilling to continue their arrangements without the person affected.

- (12) We will not be responsible for any costs, expenses or other losses incurred by you where you or any member of your party is unable to travel or make use of any part of your booked arrangements as a result of failing to meet any applicable entry, health, immigration, security or other requirement imposed by a supplier, carrier, port or airport, border control authority, government body or other relevant authority. You are responsible for ensuring that you meet all such requirements applicable to your arrangements and should ensure that your travel insurance provides appropriate cover for circumstances in which you are unable to travel or have to curtail your holiday. Any acceptance of liability under these Booking Conditions is subject to the following:

- (a) you agree, where requested by us, to assign to us any rights you may have against any third party responsible for the events giving rise to your claim; and
- (b) you will provide us and our insurers with such reasonable assistance as we may require in pursuing that claim against that third party; and
- (c) any payment we make to you may be limited in accordance with applicable international conventions, as set out in clause 13(7)(c) above.

14. Your liability to us

- (1) When you book travel arrangements through us, you accept responsibility for the proper conduct of all members of your party during those arrangements. We reserve the right at any time to terminate the travel arrangements of any member(s) of your party whose behaviour is such, in our reasonable opinion or that of the relevant supplier, as to cause or to be likely to cause danger, upset or distress to any other person or damage to property. Our liability to you where any member of your party's behaviour results in the termination of your travel arrangements is set out in clause 13(11) above.
- (2) You are responsible for the costs of any damage caused by you or any member of your party to the accommodation or other property and for any additional charges incurred by you or any member of your party with our suppliers during your travel arrangements. If you fail to pay such costs or charges when they are incurred, you must indemnify us for the full amount of any claim made against us as a result, together with any reasonable costs (including reasonable legal costs) incurred by us in dealing with or defending that claim.

15. If you have a complaint

- (1) If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) without undue delay so that they have the opportunity to put things right. You should also inform us without undue delay of any problem which is not resolved promptly and, in the case of a package holiday, you must inform us without undue delay, taking into account the circumstances of the case, of any lack of conformity which you perceive during the performance of your package. Please contact us on either our main office number or the emergency number provided with your travel documents. We will do everything reasonably possible to resolve your complaint during your trip. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.
- (2) If we cannot resolve any issues you may have whilst you are still in resort, please follow this up within 21 days of your return home by calling us on 020 3397 8450, emailing us at info@snow-wise.com or writing to us at Snow-wise Ltd, 6 Gould Road, Twickenham TW2 6RS. Please quote your booking reference and provide any supporting documentation, such as receipts and photographs, which you would like us to consider when resolving your complaint, as this information may also assist with the speed of our investigation. Please keep your correspondence concise and to the point. This will assist us in identifying your concerns quickly and responding to you.
- (3) If you have a complaint that we are unable to resolve, the Travel Trust Association ("TTA") may intervene to provide help and impartial guidance. In respect of package holidays, any dispute arising out of, or in connection with, the sale of your package holiday which is not amicably settled may be referred to arbitration under the Travel Industry Arbitration Service's special scheme. The scheme provides for a simple and low-cost method of arbitration on documents alone, with restricted liability for you in respect of costs. The scheme does not apply to claims for an amount greater than £2,500 per person or £10,000 per booking or to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. Details of the scheme will be supplied on request.

16. Disabilities, medical conditions or reduced mobility

- (1) If you or any member of your party has a medical condition, disability or reduced mobility which may affect your travel arrangements, or has any particular requirements as a result of a medical condition, disability or reduced mobility (including any requirements relating to the booking process), please provide us with full details before you make your booking so that we can assist you in considering the suitability of the arrangements and any particular requirements you may have. We will do our best to assist with such requirements and, where appropriate, will liaise with the relevant suppliers about them. You must also promptly advise us if any medical condition, disability or reduced mobility which may affect your travel arrangements develops or changes after your booking has been confirmed.
- (2) If, having considered the information provided to us and the nature of the travel arrangements concerned, we or the relevant supplier reasonably consider that the arrangements cannot safely or reasonably meet the particular requirements of you or any member of your party, we reserve the right to decline the booking. If you did not provide us with full details of any relevant requirements at the time of booking, or if a relevant medical condition, disability or reduced mobility develops or changes after booking, and we or the relevant supplier subsequently reasonably consider that the arrangements cannot safely or reasonably meet those requirements, we will discuss the position with you and any reasonably available alternatives. If no suitable alternative can reasonably be provided, it may be necessary to cancel or change the affected arrangements. Any cancellation charges or other consequences will be determined in accordance with these Booking Conditions and applicable law.
- (3) Depending on the nature of the medical condition, disability or reduced mobility, and the holiday arrangements concerned, we may require you to produce a doctor's certificate certifying that you are fit to participate.

17. Special requests

We will pass on any special requests to our suppliers and try to meet them but we cannot guarantee to do so. Your special request will be shown on your Confirmation Invoice to signify your request has been made, but this is not an indication that it can or will be fulfilled. Unless we have expressly confirmed otherwise in writing, special requests do not form part of your contractual arrangements with us and we will have no liability if they are not met.

18. Travel arrangements

- (1) All flight arrangements are made under our Air Travel Organiser's Licence ("ATOL") number T7500. When you travel by air, land or on water, the relevant carrier's Conditions of Carriage will apply to your journey, some of which may limit liability, as set out in clause 13(7)(c) above. The flight times given on bookings are for general guidance only and are subject to change. Flight timings will be shown on your Confirmation Invoice. The flight timings shown on the itinerary we send you approximately 2 weeks before departure will supersede those previously notified to you. You must therefore check your itinerary very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may change after this and we will inform you as soon as reasonably possible if we are notified of any such change. Please note that the flight times are local times at the relevant departure and arrival airports. If you or any member of your party accesses an airline or other carrier booking directly, please note that if you change or remove our contact details from the booking, or add or substitute your own contact details in a way which means that we no longer receive notifications from the carrier, you are responsible for ensuring that any schedule changes or other notifications received directly from the carrier are promptly notified to us. We cannot be responsible for any failure or delay in notifying you of a change where we have not received the relevant notification as a result of contact details on the carrier booking having been changed by you or a member of your party.
- (2) Operational decisions may be taken by carriers, airports and other relevant authorities which may result in delays, diversions, re-scheduling or other changes to your travel arrangements. Such decisions are outside our control and we will not be responsible for losses, costs or expenses arising from them except to the extent that we have a liability to you under these Booking Conditions or applicable law. You should therefore ensure that your travel insurance provides appropriate cover for losses, costs and expenses arising from travel disruption. Where necessary as a result of unavoidable and extraordinary circumstances (as defined in clause 11 above), which may include severe weather conditions or industrial disputes, we reserve the right to substitute airlines/aircraft and make any necessary alteration to your travel arrangements, including a change of airport and method of carriage, to enable us to fulfil our contractual obligations to transport you to and from your destination.
- (3) Travelling while pregnant
If you are pregnant, you should check before booking and again before travel with your doctor and the relevant carrier as to your fitness to travel and any restrictions, requirements or documentation which may apply. Airline and other carrier policies vary and may depend on factors including the stage and nature of your pregnancy. It is your responsibility to ensure that you comply with the requirements of the relevant carrier. We will not be responsible if you are refused travel because you do not meet those requirements, except to the extent that we have a liability to you under applicable law.
- (4) Travelling with infants and young children
Children under 2 years of age may normally travel without their own seat, subject to the relevant airline's conditions, in which case they must travel in accordance with the airline's requirements for the carriage of infants. If you wish an infant to occupy a separate seat, this must be booked in accordance with the relevant airline's requirements and may be subject to an additional charge. A child who reaches the age of 2 during the travel arrangements will require their own seat on any flight taken on or after their second birthday and the booking must be made accordingly. Baggage allowances, catering, seating arrangements and the carriage of items such as pushchairs and child car seats vary between airlines and fare types. Please ask us if you require details of the arrangements applicable to your booking.
- (5) Flight Changes, Delays, Diversions and Missed Flights
 - (a) If you or any member of your party misses your flight or other transport arrangement, it is cancelled or you are subject to a significant delay, you must contact us and the airline or other transport supplier concerned as soon as possible. Under applicable air passenger rights legislation, including UK Regulation (EC) No. 261/2004 ("UK261") where applicable, you may have rights in certain circumstances to care, re-routing, reimbursement and/or compensation from the airline in cases of denied boarding, cancellation or delay. Further information about these rights is available from the Civil Aviation Authority ("CAA") and the relevant airline. If you believe that the airline has failed to comply with its obligations, you should pursue your claim with the airline and, where appropriate, through its alternative dispute resolution provider or the CAA. Where a flight forms part of a package holiday, your rights against the airline do not affect any separate rights you may have against us under the Package Travel and Linked Travel Arrangements Regulations 2018, as amended from time to time, and these Booking Conditions. However, you are not entitled to recover compensation or a price reduction twice in respect of the same circumstances or loss, as set out in clause 13(8) above. A delay or cancellation to your flight does not of itself automatically entitle you to cancel or receive a refund for any other travel arrangements made in conjunction with that flight.
 - (b) We will not be responsible for inconvenience, loss of holiday time, losses, costs or expenses arising from flight delays, diversions, road or weather conditions or other travel disruption except to the extent that we have a liability to you under these Booking Conditions or applicable law. Where accommodation, facilities or other travel arrangements remain available, but you are unable to use them as a result of flight delays, changes or diversions, you will not automatically be entitled to a refund from us for the unused arrangements. You should ensure that your travel insurance provides appropriate cover for losses, costs and expenses arising from travel disruption which are not recoverable from us, the relevant carrier or another service provider.
 - (c) Very rarely, circumstances such as adverse weather conditions, road closures or other travel disruption (which may occur outside your chosen resort) may make it necessary for alternative arrangements to be made for your outward and/or return journey. Any such alternative arrangements will necessarily be subject to the availability of suitable local accommodation, facilities and transport. Where your booking constitutes a package holiday, we will provide such assistance and make such alternative arrangements as we are required to provide under these Booking Conditions and applicable law. Where your booking does not constitute a package holiday, we will endeavour to provide reasonable assistance where practicable, but we will not be responsible for making or paying for alternative arrangements except to the extent that the need for them results from our failure to exercise reasonable skill and care or we otherwise have a liability to you under applicable law. Any additional costs which are not our responsibility, or the responsibility of the relevant carrier or other service provider, will be your responsibility and you should ensure that your travel insurance provides appropriate cover for them. You will not be entitled to additional compensation from us except where we have a liability to pay compensation under these Booking Conditions or applicable law.
 - (d) If you have made your own flight or other travel arrangements, including any connecting or internal flights or other transport used to connect with arrangements booked through us, and experience a delay, please contact us as soon as possible to inform us of your amended travel arrangements. We will not be responsible for any delay to, or failure of, travel arrangements which you have booked independently of us, or

for any resulting failure to use or connect with travel services booked through us, except to the extent that we have a liability to you under applicable law. You will be responsible for any additional costs arising as a result, except to the extent that those costs are recoverable from the relevant carrier or other service provider or we are otherwise legally responsible for them. If you book your own connecting travel arrangements, we recommend that you allow sufficient time between connections and, where possible, purchase tickets which provide appropriate flexibility in the event of delay, cancellation or changes to timings. As set out in clause 5 above, it is a condition of booking with us that you have travel insurance which provides appropriate cover for your circumstances, including cover for costs or expenses arising from delay, cancellation, missed connections or curtailment.

- (e) If your flight or other transport is delayed resulting in late arrival at your accommodation and your booking includes meal arrangements, the normal meal service may no longer be available. Where possible, the accommodation provider may offer an alternative such as a cold plate or reduced menu, but this cannot be guaranteed.
 - (f) If you have booked a package holiday with us, where it is necessary to make alternative arrangements for your return journey to the UK, including as a result of unavoidable and extraordinary circumstances (as defined in clause 11), we reserve the right to substitute airlines or aircraft and make any necessary alteration to your travel arrangements, including a change of airport or method of carriage. Your return flight or other transport may be arranged to an alternative airport in the UK, with onward surface transportation provided to the original agreed UK arrival point where necessary.
 - (g) Where, due to unavoidable or extraordinary circumstances (as defined in clause 11), it is impossible to ensure your return as agreed in your package holiday contract, we will bear the cost of any necessary accommodation, if possible of an equivalent category, for a period not exceeding 3 nights per person. The 3-night limit does not apply where longer periods are provided for in applicable passenger rights legislation or international conventions. It also does not apply to persons with reduced mobility and any person accompanying them, pregnant women, unaccompanied minors or persons in need of specific medical assistance, provided that we have been notified of their particular needs at least 48 hours before the start of the package.
 - (h) Please note that we will not accept responsibility for alternative travel arrangements which you choose to make yourself, except where you are entitled to recover the cost of those arrangements from us under applicable law. In no circumstances will we accept responsibility for loss of earnings or professional fees arising from travel disruption, except where such liability cannot lawfully be excluded.
- (6) Baggage & baggage allowance
- (a) Unless otherwise stated on your Confirmation Invoice, your booking will include one piece of hold baggage per person with a booked seat. Hold and cabin baggage allowances vary in accordance with individual airline policy, route and fare type. Full details of your allowance will be provided to you on your itinerary and/or the email to which it is attached before you travel. Exceeding your baggage allowance may result in excess baggage charges and/or your luggage being unable to be placed on a flight. Additional baggage, including skis, snowboards and other sports equipment, must be booked where required and is subject to the relevant airline's conditions and availability. Baggage allowances may change if your carrier or flight arrangements change.
 - (b) All your belongings remain your responsibility at all times, and we will not be held responsible for any items being mislaid, loaded onto the wrong taxis, trains or other transfer vehicles, left behind or otherwise lost as a result of your own acts or omissions. It is normally your responsibility to manage your baggage at all times, including its transfer on and off transfer vehicles and to and from the hotel or property in which you are staying. No liability is accepted for misplacement of items, leaving items or luggage behind, mistaking someone else's luggage for your own, or another guest or person taking your luggage believing it to be their own. If your luggage is lost or damaged by an airline, airport baggage handler, transfer provider or other carrier or service provider, you should notify the relevant service provider immediately and pursue any claim available to you directly against them and/or under your travel insurance.

19. Prompt assistance

- (1) Should you find yourself in difficulty while you are on holiday, we will offer you such assistance as is appropriate in the circumstances, having regard to the nature of the arrangements you have booked with us and our obligations under these Booking Conditions and applicable law. Where applicable, this may include appropriate information on health services, local authorities and consular assistance, and assistance with distance communications and finding alternative travel arrangements.
- (2) We reserve the right to charge you a fee for our assistance where the difficulty is or has been caused intentionally by you or a member of your party, or otherwise through you or any member of your party's negligence. Any fee will be subject to any limitations required by applicable law.
- (3) Where you require assistance in a situation which has not arisen due to any failure for which we are responsible under these Booking Conditions, we will not be liable for the costs of any alternative travel arrangements or other such assistance you require. Any supplier, airline or other transport supplier may, however, pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them.
- (4) Subject to the other terms of these Booking Conditions and applicable law, we will not be liable for any costs, fees or charges you incur if you fail to obtain our prior authorisation before making your own travel arrangements.

20. Passports, visas and other essential documentation

- (1) As first named person on the booking, the party leader is responsible for ensuring that all named persons on the booking are in possession of a valid passport and any other documentation required for their journey.
- (2) Your specific passport, visa, immigration and other entry requirements (including any minimum required passport validity period beyond holiday dates) are your responsibility and you should check the requirements applicable to you, the members of your party, and your destination before booking and again before travel. We do not accept any responsibility if you or any of your party cannot travel or re-enter the UK (or your return destination) because you have not complied with any passport, visa, immigration or other entry requirements. Requirements may change between booking and departure. Up-to-date travel and entry requirements for passengers from the UK can be found on the Foreign, Commonwealth & Development Office ("FCDO") foreign travel advice website: <https://www.gov.uk/foreign-travel-advice>. At the date of publication, British Citizens travelling to countries in the Schengen area are generally required to have a passport which was issued less than 10 years before the date of arrival and which has an expiry date at least 3 months after the date on which they intend to leave the Schengen area. These requirements are subject to change and it is your responsibility to check the requirements applicable to you before travel.
- (3) The name on the passport or travel document of any member of your party must correspond with the name on your travel booking and documentation. If these details change between making the booking and departure from the UK (or your country of origin), you should ensure that your travel documentation is amended where necessary. If you do not have time to do so, you should check the requirements with the relevant

carrier and authorities and carry any appropriate supporting documentation, such as a marriage certificate, with you. We cannot guarantee that such documentation will be sufficient to enable you to travel either to or from your destination.

- (4) Many countries, airlines and other transport providers now require advance passenger information ("API"). This will normally include, but not be limited to, full name as shown on your passport, gender, date of birth, travel document type, number, country of issue and expiry date. Where API is required, it is your responsibility to ensure that the required information for all members of your party is provided accurately and within the required timescale. Failure to provide this information may result in you or other members of your party being denied boarding or otherwise being unable to travel. No refund will be permitted and any additional costs will be borne by you, except where otherwise required by applicable law.
- (5) You must read all documentation that is supplied to you and ensure that all information contained within it is correct. Failure to do so may incur amendment charges which are your responsibility.
- (6) You should also ensure that any driving permits, vaccinations, health documentation or other documentation required for your travel arrangements are in order.
- (7) Entry and border requirements may include electronic travel authorisations, registrations and/or biometric border controls.
 - (a) The EU Entry/Exit System ("EES") is in operation and requires certain travellers to register personal and biometric information, which may include a facial image and fingerprints, when crossing the external borders of participating European countries. Children under 12 are, at the date of publication, exempt from having their fingerprints scanned, although they may be required to have a facial image taken.
 - (b) At the date of publication, the European Travel Information and Authorisation System ("ETIAS") is anticipated to become operational during the last quarter of 2026, although the precise introduction date and requirements are subject to change. When applicable, ETIAS will require certain visa-exempt travellers, including British Citizens, to obtain travel authorisation before travel for short stays in participating European countries. It is your responsibility to check the requirements applicable to you and all members of your party at the time of travel and to ensure that you comply with them. We do not accept responsibility if you are unable to travel or enter your destination as a result of your failure to comply with any applicable entry, registration or travel authorisation requirement.

21. Health

- (1) If you are eligible, you should obtain a UK Global Health Insurance Card ("GHIC") before travelling to countries in which it is valid. If you already hold a valid European Health Insurance Card ("EHIC"), you may continue to use it where applicable until it expires. You should check where your GHIC or EHIC is valid and the healthcare cover available in your destination before you travel. A GHIC or EHIC is not a replacement for fully comprehensive winter sports travel insurance, which you are required to have as outlined in these Booking Conditions, and does not cover all healthcare costs, private medical treatment or repatriation to the UK. Further information is available from the UK Government by searching for "Healthcare abroad" on the Government website or at: <https://www.gov.uk/global-health-insurance-card>.
- (2) Please note that standards of healthcare and facilities may vary from one country to another and may not reach the same level as that enjoyed in the UK or your country of origin.
- (3) If you have a pre-existing medical condition, you must disclose it to your insurer where required under the terms of your insurance policy, and it is your responsibility to ensure that you have sufficient medication for your trip and you know how to administer it. You should check before travel whether there are any restrictions or requirements relating to taking your medication into or through the countries you will be visiting.
- (4) It is your responsibility to check any health requirements and health advice applicable to your destination before travel, including any recommended or required vaccinations or other preventative measures, and to ensure that you and the members of your party comply with any applicable requirements.

22. Travel guidance

You should check the latest official travel advice applicable to you and your destination before booking and again before travel. For passengers travelling from the UK, the Foreign, Commonwealth & Development Office ("FCDO") publishes regularly updated country-specific travel advice, including information on safety and security, entry requirements and health. This is available at <https://www.gov.uk/foreign-travel-advice>. If you are travelling from or resident in another country, you should also check the travel advice and guidance issued by the relevant authorities in that country. It is your responsibility to ensure that you and all members of your party comply with any applicable travel requirements and guidance.

23. Weather and snow conditions

You may receive information about weather or snow conditions from us or a third party before or during your holiday. This information is given for general information purposes only. While we endeavour to keep the information up to date and correct, neither we nor any third parties make any warranty, representation and/or guarantee, express or implied, about the completeness, accuracy, reliability or suitability of the information for any purpose. Weather and snow conditions and forecasts are inherently variable and may change at short notice. Any reliance you place on such information is therefore strictly at your own risk. You acknowledge that such information may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law. Neither we nor any third party accept liability, to the fullest extent permitted by law, for any loss or damage, including without limitation, indirect or consequential loss or damage of any kind in contract, tort or otherwise arising out of your use of or reliance on any information provided by us or a third party about weather or snow conditions.

24. Privacy policy

Information about you and members of your party, including names, contact details and, where relevant, information concerning special requirements, may be collected and used by us in connection with your enquiry or booking. The party leader is responsible for ensuring that members of the party are aware that their personal information may be provided to us and used in accordance with our Privacy Notice. We may need to provide relevant information to suppliers involved in your travel arrangements, such as airlines, accommodation providers and transport companies, and to public authorities, security or other organisations where required for your travel arrangements or by law. Your information may also be used for future communications from us, where permitted by applicable law. If you do not provide information which we require in order to process or provide your travel arrangements, we may be unable to provide some or all of the services you have booked. Full details of how we collect, use, share and protect personal information, and of your rights in relation to it, are set out in our Privacy Notice, which can be viewed at: <https://www.snow-wise.com/home/privacy-notice/>.

25. Severability

If any provision or part of a provision of these Booking Conditions is found to be unlawful, invalid or unenforceable, that provision or part will be treated as deleted to the extent necessary, but this will not affect the validity and enforceability of the remaining provisions.

26. Contacting us

If you have any questions about these Booking Conditions you can contact us at:

Snow-wise Ltd, 6 Gould Road, Twickenham TW2 6RS

E-mail: info@snow-wise.com

Tel: +44 (0)20 3397 8450.



The Package Travel and Linked Travel Arrangements Regulations 2018

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. Snow-wise Ltd will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, we have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that we become insolvent.

Your rights are as follows:

1. Travellers will receive all essential information about the package before concluding the package travel contract.
2. There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
3. Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
4. Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
5. The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
6. Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
7. Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
8. Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
9. If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
10. Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
11. The organiser has to provide assistance if the traveller is in difficulty.
12. If the organiser becomes insolvent, payments will be refunded. If the organiser becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Snow-wise Limited has taken out insolvency protection for flight-inclusive holidays by virtue of its ATOL, held with the Civil Aviation Authority ("CAA"), under ATOL number T7500, and for non-flight packages with the Travel Trust Association ("TTA") (No. Q1450). Please see clause 12 of our Booking Conditions for further information. Travellers may contact these entities if services are denied because of our insolvency:

Civil Aviation Authority (ATOL)

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR

Tel: 0330 022 1500

<https://www.caa.co.uk/atol-protection/consumers/make-an-atol-claim>

Travel Trust Association (TTA)

St Andrews House, West Street, Woking, Surrey GU21 6EB

Tel: 01483 545 780

Email: enquiries@thetravelnetworkgroup.co.uk

<https://www.thetravelnetworkgroup.co.uk/travel-trust-association/>

The Package Travel and Linked Travel Arrangements Regulations 2018 can be found on the following website:

<https://www.legislation.gov.uk/uksi/2018/634/contents>