



Agency Terms of Business

Last updated: 22.08.2026

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

These Agency Terms of Business apply to bookings where we act as an agent for another tour operator or supplier and not to bookings where your contract is directly with us. For the terms and conditions which apply where your contract is with us, please read our Booking Conditions, which can be viewed at

<https://www.snow-wise.com/home/terms-and-conditions>.

1. Your holiday contract

- 1.1. When making your booking we will arrange for you to enter into a contract with the principal(s) or supplier(s) (for example, a tour operator) named on your booking confirmation or other documentation. Your contract for the travel arrangements concerned will be with the relevant principal or supplier and not with us. As agent we accept no responsibility for the acts or omissions of the principal(s) or supplier(s) or for the services provided by them. The principal's or supplier's terms and conditions will apply to your booking and we advise you to read these carefully as they contain important information about your booking. Please ask us for copies if you do not have them.
- 1.2. All travel arrangements which we provide or which are sold through us are not an offer by us to sell any travel arrangements, but an invitation to you to make an offer to the suppliers of the arrangements. We are free to accept that offer on behalf of those suppliers or to reject it. You are responsible for ensuring that other members of your party are aware of these Agency Terms of Business and that they consent to you acting on their behalf in your dealings with us.

2. Booking details

- 2.1. When a booking is made all details will be read back to you or checked with you via written correspondence. Once you have confirmed these details we will proceed to confirm the booking with the principal(s) or supplier(s). Please check that all names, dates of birth (if required), holiday dates and timings are correct on receipt of all documents and advise us of any errors immediately. Any changes to these details may incur additional charges. Please ensure that the names given are the same as in the relevant passport or travel document. Your booking will be subject to confirmation by the relevant principal(s) or supplier(s) in accordance with their terms and conditions. Until the booking has been confirmed, prices and/or holiday details may change without notice. Any deposit paid will be subject to the cancellation terms of the relevant principal(s) or supplier(s).
- 2.2. When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these Agency Terms of Business and the principal's or supplier's terms and conditions. This means that you are responsible for making all payments due, notifying us if any changes or cancellations are required, receiving confirmation of the booking and keeping your party informed. 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 the principal(s), supplier(s), public authorities or other organisations where required for your travel arrangements or by law. If you do not provide information which we require in order to process your booking, we may be unable to make your booking, and the principal or other supplier 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.
- 2.3. If you or any member of your party has any special requirements, including dietary requirements, please inform us before booking. We will pass relevant requests to the principal(s) or supplier(s) concerned but cannot guarantee that any request will be met unless it has been specifically confirmed by the relevant principal or supplier. Special requirements may incur an additional charge. It is your responsibility to check that any special requirements which have been confirmed are correctly recorded in your booking documentation.
- 2.4. Ski, snowboard and other sports equipment carriage should be requested at the time of booking. Requests made after booking will be subject to availability and may incur additional charges. We cannot guarantee that sports equipment carriage can be added after your booking has been confirmed.
- 2.5. The flight times given on bookings are for general guidance only and are subject to change. Flight timings will be shown on your booking documentation. The flight timings shown on the itinerary or other travel documentation we send you approximately 2 weeks before departure will supersede those previously notified to you. You must therefore check these documents 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 flight times are local times at the relevant departure and arrival airports. We are not always in a position to confirm the airline that will be used for any flight included in your arrangements. When this information is provided at the time of booking, or subsequently, it is subject to change. Any such change will not of itself entitle you to cancel or change to other arrangements without paying the normal charges.

3. Payment

You will be required to pay a deposit or make full payment for your booking when a booking is made. Where you only pay a deposit, you must pay the full balance by the balance due date notified to you (which will usually be at least 12 weeks before travel). If full payment is not received by the balance due date, we will notify the principal(s) or supplier(s), who may cancel your booking and charge the cancellation fees set out in their terms and conditions.

4. Cancellation and amendment

Any cancellation or amendment request must be sent to us in writing. Your request will not be treated as received by us until it has actually been received by us. The date on which any cancellation or amendment takes effect, and the charges applicable, will be determined in accordance with the principal's or supplier's terms and conditions. If you cancel or amend your booking, you must pay us the cancellation or amendment charge shown in the principal's or supplier's terms and conditions (which may be 100% of the cost of the travel arrangements). Please bear in mind that cancellation or amendment requests may not be capable of being communicated to or processed by the relevant principal or supplier immediately, particularly outside normal business hours. It may take us up to 24 hours to communicate any cancellation or amendment request to the principal or supplier and you should take this into account when calculating the applicable cancellation or amendment charges. We are happy to assist with any amendment to your travel plans that you may wish to make where changes are permitted by the principal(s) or supplier(s). We may ask for your instruction and agreement in writing. Please check the terms and conditions of the principal(s) or supplier(s) as amendments may incur changes in fare, costs or fees.

5. Insurance

Many principals/suppliers require you to take out travel insurance as a condition of booking with them. In any event, we strongly advise that you take out a comprehensive policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; personal liability; delay, cancellation, curtailment or missed departure; supplier failure; legal expenses; and other expenses. If you or any member of your party has a pre-existing medical condition or other circumstance which may affect your insurance cover, you should disclose this to your insurer to ensure that you have appropriate cover. If you intend to participate in skiing, snowboarding or other sports or activities, it is your responsibility to ensure that your insurance provides appropriate cover for the activities concerned. Please keep your insurance details with you whilst on holiday. If you lose any personal items whilst on holiday, you should obtain any report or other evidence required by your insurer to support a claim. If you have opted to include ski or snowboard equipment hire in your holiday package from the principal, or choose to hire equipment in resort, you should ensure that your insurance provides appropriate cover for hired equipment.

6. Financial protection

- 6.1. All the travel arrangements we sell come with protection for your money. Where we act as agent for a package organiser, the package organiser is responsible for providing the financial protection required for your package and we will provide you with their confirmation and/or details of that protection. When you buy an ATOL protected flight-inclusive holiday 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. You are also protected by our membership of the Travel Trust Association ("TTA"), membership number Q1450. Under the terms of our membership of the TTA, money received from you is placed into a trust account that is overseen by an independent trustee. Money held in the Trust Account may only be released in accordance with the applicable TTA trust arrangements, including to pay suppliers for the travel services you have booked. In addition to the protection afforded by the Trust Account, TTA members' customers benefit from protection against the risk of suppliers not being paid because of fraud or dishonesty by a TTA member or trustee, up to a maximum of £11,000 per booking. When you make a booking, you will be issued a TTA Guarantee Certificate setting out details of this protection.

6.2. Linked Travel Arrangements

(1) For linked travel arrangements entered into before 6 April 2027

If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via our company, you will NOT benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, we will not be responsible for the proper performance of the individual travel services. In case of problems, contact the relevant service provider. However, if you book any additional travel services during the same contact with our company, the travel services will become part of a linked travel arrangement. In that case we have, as required by the Package Travel and Linked Travel Arrangements Regulations 2018, protection in place to refund your payments to us for services not performed because of our insolvency. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider. Insolvency protection for these additional travel services is afforded by virtue of our membership of the TTA, as described in clause 6.1 above. A copy of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at:

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

(2) For travel arrangements entered into on or after 6 April 2027

The rules relating to linked travel arrangements are removed from the Package Travel and Linked Travel Arrangements Regulations 2018 with effect from 6 April 2027. Certain arrangements which would previously have constituted linked travel arrangements may from that date constitute packages and will be treated accordingly where the applicable legal requirements are met.

7. Passports, visas and health

- 7.1. Your specific passport, visa, immigration and other entry requirements (including any minimum required passport validity period beyond your 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. Neither we nor the principal(s) or supplier(s) accept responsibility if you or any member 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. If you are travelling on a passport issued by another country, you should check the requirements applicable to you with the relevant authorities. Entry requirements may include electronic travel authorisations, registrations and/or biometric border controls. Any information which we provide concerning passport, visa, immigration or other entry requirements is provided for general guidance only and you remain responsible for checking the requirements applicable to you and members of your party at the time of travel. You should also check the terms and conditions of the relevant principal or supplier for any specific requirements applicable to you, members of your party or your travel arrangements.

- 7.2. It is your responsibility to check any health requirements and health advice applicable to your destination and travel arrangements before travel, including any recommended or required vaccinations or other preventative measures, and to ensure that you and members of your party comply with any applicable requirements. You should seek appropriate medical advice where necessary for your individual circumstances.
- 8. Final travel arrangements**
Please ensure that all your travel, passport, visa, insurance and other required documents are in order and that you comply with any check-in times and other instructions provided by the relevant principal(s), supplier(s) or transport provider(s). You should read all travel documentation and instructions provided to you carefully, including any instructions relating to transfers, meeting points, check-in arrangements or the collection of any services included in your booking.
- 9. Complaints**
Because the contract(s) for your travel arrangements is between you and the principal(s) or supplier(s), any queries or concerns relating to the travel arrangements should be addressed to them. If you have a problem whilst on holiday, this must be reported to the relevant principal or supplier, or their local supplier, representative or agent, as soon as possible so that they have an opportunity to investigate and, where possible, rectify the problem. Failure to report a problem promptly may affect your rights under the principal's or supplier's terms and conditions and/or applicable law. If you wish to complain when you return home, you should contact the relevant principal or supplier in accordance with their complaints procedure. We will of course assist you with this if you wish.
- 10. Privacy policy**
We will process your personal information in connection with your enquiry or booking in accordance with our Privacy Notice. This may include providing relevant information to the principal(s) or supplier(s) involved in your travel arrangements 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. 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/>. You should also refer to the privacy policies of the relevant principal(s) or supplier(s), who may process your personal information in accordance with their own privacy policies.
- 11. Governing law and jurisdiction**
These Agency Terms of Business and any agreement between you and us to which they apply are governed by English law. If you live in England or Wales, the courts of England and Wales will have jurisdiction. If you live in Scotland or Northern Ireland, you may bring proceedings in the courts of your home jurisdiction or in the courts of England and Wales. If you live outside the United Kingdom, the courts of England and Wales will have jurisdiction, subject to any mandatory rights you may have under the laws applicable in your country of residence. The law and jurisdiction applicable to your contract with any principal or supplier will be determined in accordance with that principal's or supplier's terms and conditions and applicable law.
- 12. Severability**
If any provision or part of a provision of these Agency Terms of Business 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.
- 13. Contacting us**
If you have any questions about these Agency Terms of Business, 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

