

Winter 2021
FIRST SNOW

TERMS & CONDITIONS

Pre-booking

The customer can ask for an offer from the accommodation provider of his choice and pre-book accommodation. Between five and seven days prior to arrival, the accommodation provider contacts the customer to inform him/her of the different slopes open on the ski area during the pre-booked dates. The client can thus confirm or cancel the pre-booking without cancellation fees.

Booking

A booking is compulsory and must be made no later than one day before the start date of the stay. It is accepted according to the availability of the various service providers. When the reservation is confirmed, the customer must pay the total amount of the stay on the day of arrival at the latest (according to the hotel's request).

Cancellation

By the client

In case of cancellation, the fees are as follows :

- Cancellation from 8 days before the start of the stay (pre-booking stage) : 0% of the booking price
- Cancellation from 7-1 days before the start of the stay (booking stage) : 100% of the booking price

In the event of a total closure of the slopes, the clients may decide to :

- to maintain their stay; a partial refund is possible.
- to cancel their stay; a full refund is possible.

A no-show or an interruption of the stay is treated as a cancellation on the start day.

Fees are calculated from the date the written cancellation notice was received, which can be sent via email.

By the organiser

The accommodation provider reserves the right to cancel any stay for any reason whatsoever, including an insufficient number of registrations or logistical problems that could hinder the progress of the stay. In the event of cancellation on the part of the organiser, a full refund of the amount paid will be applied.

Alteration of the stay

By the client

Any changes must be notified to the organiser during the pre-booking stage to avoid cancellation charges. Changes in dates are possible depending on the availability of the service providers.

By the organiser

The accommodation provider will tell you as soon as reasonably possible if any alteration to your stay must be made. You may then choose as follows:

- to accept these alterations
- to withdraw from the stay, in which case Veysonnaz Tourisme will repay all monies received including your deposit and this is the sum of our liability to you

You must inform the accommodation provider of your choice as soon as possible after you were contacted.

Deposit

A deposit can be requested at the handing over of the keys, directly from the agency. The deposit is only made by credit card imprint (Visa/Mastercard). If this deposit is not paid, the keys may be refused.

Insurance & reimbursement

Private civil liability insurance normally covers damages caused by the policy holder while in rented holiday accommodation. We advise that clients living abroad check that their liability insurance is valid in Switzerland.

The accommodation provider, Nendaz Tourisme & Veysonnaz Tourisme decline any responsibility regarding damages or the inexecution/imperfect execution of the contract if these are attributable to a) the behaviour of the client; b) unforeseeable or unavoidable acts or omissions in the delivery of services laid down in the contract due to third parties; c) unusual or unforeseeable circumstances beyond the control of the accommodation provider, Nendaz Tourisme, Veysonnaz Tourisme and/or their service partners involved in the offer whose consequences were unavoidable despite all necessary due diligence, including (but not limited to) cases of force majeure; d) an event that the accommodation provider, Nendaz Tourisme, Veysonnaz Tourisme and/or their service providers involved in the offer were unable to both foresee and prevent despite all necessary due diligence.

Each participant is responsible for obtaining accident insurance appropriate for all the activities to which they will participate. The accommodation provider, Nendaz Tourisme & Veysonnaz Tourisme decline all responsibility in case of an accident.

Health and fitness

Members of the stay have the responsibility to select an offer appropriate to their abilities and physical condition.

Complaints

If you have a complaint, please inform your accommodation provider as soon as possible. This ensures the organisers have every opportunity to explore solutions to the problem(s) arising and will be able to act accordingly. You must tell the accommodation provider within 4 weeks after your stay of any complaints that you feel have not been dealt with properly.