

RUSHADVENTURES HOLIDAY BOOKING

TERMS AND CONDITIONS

These Holiday Booking Terms and Conditions, together with any other written information brought to your attention before we confirmed your booking and all other documents referred to herein, set out the terms and conditions under which we offer holidays and form the legal basis of your holiday contract with **RushAdventures** (referred to as “**RA Chalet Holidays**”, “**RushAdventures**”, “**RA**”, “**we**”, “**us**” and “**our**”), a company registered in France (SIRET Number 49346945600013) of 40 Chemin des Pesses, Les Gets, France. Please read these Terms and Conditions carefully and ensure that you understand them. Your agreement to comply with and be bound by these Terms and Conditions is deemed to occur upon us receiving confirmation from you that you wish to book your accommodation. If you do not agree to comply with and be bound by these Terms and Conditions, you must notify us immediately.

In these Booking Conditions the following words have the following meanings:

- (i) “**the Chalets**” means Chalet Aventure and / or Chalet Fram or either or both of them as the context provides
- (ii) “**Property**” means the Chalets or any room or rooms in the Chalets the subject matter of the booking
- (iii) “**the Client**”, “**the Clients**” “**you**” and “**your**” include the first named person on the booking form and all persons on whose behalf a booking is made, or any other person added to a booking as agreed with us (and in all cases with no less than seventy days of arrival to **RA Chalet Holidays**). On booking any property with **RA Chalet Holidays** the property cannot be shared, assigned or sublet. Only the named persons shown on the booking form are permitted to stay in the named property.
- (iv) “**The Price**” is the total booking value as defined in paragraph 1 of Section 1: Booking
- (v) “**Deposit**” is the sum defined in paragraph 1 of Section 1: Booking
- (vi) “**booking**” or “**a booking**” is the booking form setting out the contract between the Client and RA for the provisions of accommodation and any ancillary matters forming such contract which is subject to and includes these Terms and Conditions
- (vii) “**the Resort**” means Les Gets and the skiing area open to the Clients
- (viii) “**Guest**” or “**Guests**” mean the persons staying at the Chalets

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

I. He/she has read these terms and conditions and has the authority to and does agree to be bound by them;

II. He/she has read our Privacy Policy on our website at <https://www.rushadventures.co.uk/rawebsiteprivacypolicy/> (which sets out details of the information we collect and process, the legal basis for doing so and the individual's rights) and will communicate it to all members of the party (including any children who request this information) whose personal data you provide to us;

III. He/she is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

We are always more than happy to go through any questions or enquiries that you may have. You can contact by phone on +44 (0) 121 288 6131 or by email at info@rushadventures.co.uk.

We offer chalet accommodation and can arrange certain other services on your behalf. In other words, you may decide to purchase just accommodation from us, or, you may decide to purchase accommodation, catering, airport transfers, ski passes, ski hire and ski lessons etc.

Whatever you decide, we will treat each element as a separate booking so that the price charged in total for the booking of more than one element will always equal the prices charged separately for each individual element. This means that separate items purchased do not constitute a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992 or package or Linked Travel Arrangements as defined in the Package Travel and Linked Travel Arrangements Regulations 2018.

Please Note: Our obligations to you will vary depending upon whether we act as a principal (in the sale of chalet accommodation and hospitality) or as an agent (to help you to arrange catering, airport transfers, ski hire, ski passes, ski lessons or other services). Where we are acting only as an agent, you will enter into a separate agreement with the provider of the service that we assist in helping you to receive, which will govern your use of that service.

SECTION 1: BOOKING

- 1.1 Confirmation: A completed booking form showing the names of all persons on whose behalf you are making the booking must be accompanied by a non-refundable deposit "the Deposit" of 30% of the price.
- 1.2 The person who signs the booking form will be treated as doing so on behalf of and with the consent of all the persons for whom the booking is made. That person will be responsible to us for full payment of the price (including any insurance premiums, cancellation or alteration charges) of the holiday booked.
- 1.3 No contract shall exist between you and **RA** until the holiday Deposit has been received and a confirmation invoice has been issued.
- 1.4 The balance of the Price owing to **RA** must be paid at least 12 weeks before you are due to arrive. If **RA** does not receive the balance on time, we reserve the right to cancel the booking, retain the Deposit and levy charges as described in section 7.2.
- 1.5 If the booking is made within 12 weeks of the date of arrival at the Chalets, you must pay the Price in full.
- 1.6 A confirmation invoice will not be issued unless the holiday Deposit has been received. The receipt and acceptance by **RA** of the non-refundable deposit confirms the reservation and confirms acceptance of these terms and conditions by you the client.
- 1.7 On receipt of your deposit payment **RA** will issue a confirmation invoice to confirm your booking. If you do not receive a confirmation receipt within two weeks of paying your deposit, please contact us immediately.
- 1.8 The balance of the Price together with any additional extras will be invoiced twelve weeks prior to arrival. If you are booking within twelve weeks prior to arrival, payment of the Price in full will be required immediately, together with the signed booking form which should be returned to **RA** or where you have accepted our booking terms and conditions by checking the box when you enter your MyBooking online portal.
- 1.9 If the final balance of the Price has not been received ten weeks prior to your arrival at the Chalets, following a reminder from us, **RA** reserve the right to cancel your booking and recover the 70% of the Price then due. Evidence that such reminder has been sent to the Client by **RA** will be conclusive on production by **RA** of evidence that such reminder has been sent by e mail to the Client
- 1.10 The person signing the booking form will be responsible for all payments due in respect to the booking.
- 1.11 It is a requirement of **RA** that you return a completed Booking Form at the time of booking or complete the guest information section on our online account portal <https://www.chaletmanager.com/rushadventures/mybooking/>; and review and approve the information we have inputted into the MyBooking portal on your behalf.
- 1.12 It is of utmost importance that you pass on to **RA** all the required guest information for your party. Required details include first name and surname (as stated on your passport), date of birth, address of all-party members, mobile telephone number (in case of emergencies) and email address.

- 1.13 Please note that your confirmation invoice and travel documentation will not be released until we receive a signed Booking Form, or you have accepted our booking terms and conditions by checking the box when you enter your MyBooking online portal and completing the guest information page.

SECTION 2: PRICING

- 2.1 Prices are accurate at the date of publication; however, we reserve the right to increase or decrease our website prices at any time. Once you have booked, the price of your holiday is guaranteed, except that **RA** may pass on to you any increases due to Government levies, tax or fuel surcharges. On any surcharges imposed, **RA** will absorb an amount up to 2% of the increase.
- 2.2 The Price will be confirmed on booking as per the confirmation Invoice. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.
- 2.3 Any quote given, or booking made, will specify the currency used for example Pounds Sterling (GBP) or Euros (EUR). Subject to 2.4, all written quotations are valid for a period of seven days from the date of issue.
- 2.4 Errors in costing are very rare, but should there be a manifest error, we will issue a new quotation and we will not be bound by the incorrect amount previously quoted.

SECTION 3: PAYMENTS

- 3.1 All payments to **RushAdventures** should be made in the currency quoted on the invoice. At their discretion **RA** may accept payments in an equivalent currency, for example payment of a EUR invoice in GBP. In this situation **RA** will advise at the time of payment the GBP exchange rate applicable equivalent to the current bank to bank market rates.
- 3.2 If you are booking within twelve weeks prior to arrival, the booking process is the same as described in section 3.4 except that payment of the Price in full is due immediately at the time of booking instead of the 30% deposit.
- 3.3 All deposit payments must be made payable to **RushAdventures** and can be made by bank transfer or credit/debit card. Our bank details are set out on our invoice. The balance of the Price may only be made by bank transfer or credit/debit card.
- 3.4 The balance of the Price together with any additional extras that you have purchased from **RA** (as set out in paragraph 5.1 of these Booking Conditions) will be invoiced twelve weeks prior to arrival. The person signing the booking form will be responsible for all payments due in respect to the booking.
- 3.5 End of Week Payments: **RA** will make purchases on your behalf both before and during your holiday only if you have requested us to do so. To enable **RA** to do so, credit card details will be required as a guarantee and any such purchases shall be paid in full prior to departure from Resort.
- 3.6 Your end of week disbursements bill will be shown in Euros (EUR). Cash payment in the Resort is accepted in Euros only. Visa, MasterCard, and AMEX payments in resort will be processed in Euros (EUR) only.

SECTION 4: THE FOLLOWING ARE INCLUDED IN THE PRICE

- 4.1 Included:
- Accommodation in one of the Chalets.
 - Continental breakfast including daily hot option from 8am to 9am (if you selected our catered option).
 - Afternoon Cake including tea and coffee from 5pm to 7pm (if you selected our catered option).
 - In each 7-night period you will receive six catered evenings. Evening Meals are served at 8pm (if you selected our catered option).
 - Bed linen, Towels and Hairdryers in all bedrooms.

- f. Freesat TV with film streaming services
- g. WiFi Internet Access.
- h. Private Hot Tub (open daily from 4pm to 8pm) *Chalet Aventure only
- i. Sauna (open daily from 4pm to 8pm) *Chalet Fram only
- j. Heated Boot Rooms.
- k. Selection of carefully selected house wines
- l. Children's high tea at 6pm (if required)

SECTION 5: THE FOLLOWING ARE NOT INCLUDED IN THE PRICE

5.1 Not Included:

- a. Travel or transfers to the Resort (unless specified).
- b. Ski passes (unless specified).
- c. Ski and snowboard equipment hire (unless specified).
- d. Ski school, guides or lessons (unless specified).
- e. Lunch in or out of the chalets on any day
- f. Dinner out on one specified non catered evening during your stay.
- g. Wine upgrades.
- h. Childcare (unless specified).
- i. Massage and beauty service.
- j. Extra activities such as ski touring, husky dog rides, snow mobiling, wakeboarding, paragliding etc...
- k. Staff gratuities.
- l. Travel and medical insurance.

5.2 Although the above items are not included in the Price, we are often able to help you make arrangements. Any extras are organized on your behalf on an agency basis and as such the contract is directly between yourself and the supplier. While we make every effort to only recommend suppliers with a proven track record for service, we cannot be held responsible for the services provided. Payments for extras can either be paid directly to suppliers or we will pay on your behalf and recover such costs in the disbursements billing at the end of your stay.

SECTION 6: CHALETS

6.1 Please note that the maximum adult capacity the Chalets have is as follows, and any increase to the total occupancy in any Property must be agreed in advance with **RA**. An increase to the total occupancy will be subject to an additional cost.

Chalet Aventure	14 adults
Chalet Fram	10 adults

It is your responsibility to ensure that these capacities are adhered to in the interest of health and safety and most of all your comfort.

6.2 In the case of additional children of a young age, we are prepared to discuss possible arrangements at an additional cost.

6.3 Check-in: Bedrooms within the Chalets will be ready for arriving guests from 2pm. We are more than happy to store baggage in the reception rooms, to allow you to leave the Chalet.

6.4 Check-out: is 10am but again we are more than happy to store bags for you.

6.5 Fireplaces are technical areas of the Chalets and shall under no circumstance be operated by guests.

6.6 Please note that the kitchens of the Chalets are technical areas and must not be entered. Guests are not permitted to cook food or use any of the facilities in our main kitchens.

- 6.7 We are happy to cater for any special diets where possible, although the availability (or not) of special ingredients locally may prevent us from doing so. Please ensure any such requests are made at the time of booking. Please note there may be additional charges for special dietary requests.
- 6.8 The Chalets and the Property are all exclusively Non-Smoking.
- 6.9 We cannot guarantee continuous and uninterrupted internet access and satellite TV connection (due to circumstances which may be beyond our control).
- 6.10 If a hot tub or sauna breaks down, we will always try to have it repaired as quickly as possible. Delays may occur if parts need to be ordered or specialists are not available to carry out repairs. We will always use our best efforts to minimise such delays.
- 6.11 Snow conditions may make access to the Chalets more difficult at certain times of the season. Where the chalet has been advertised as "Ski in/out", please note that this means that you will be able to ski within 100 metres of the Chalets in normal snow conditions.
- 6.12 Descriptions of the Chalets and opinions expressed in our website are personal to the writer. Photographs of rooms represent the type of accommodation available but not all rooms will be the same shape, size or style. All descriptions given are made in good faith, but no liability can be accepted for errors or omissions. All information we supply regarding Third Party Suppliers has been supplied to us by them, and we cannot warrant that it is complete or up to date. We will do our utmost to inform you of any material changes as soon as we are made aware of them. Nonetheless, we cannot guarantee accuracy of services or activities that we do not ourselves operate or are not under our control, and as such will accept no responsibility in such regard.

SECTION 7: CANCELLATION OR ALTERATION OF THE BOOKING BY THE CLIENT

- 7.1 The person who completed/submitted the booking must confirm any cancellation by the client in writing. The date on which written notification is received by **RA** will determine the level of cancellation charges applicable. If you choose to cancel your booking, you must do so in writing sent to **RushAdventures**, 40 Chemin des Pesses, Les Gets, 74260, France; or by email to info@rushadventures.co.uk. Any cancellation will only be effective when it is acknowledged by way of a reply by email or post from our office confirming receipt of such notice of cancellation. We recommend that emails should also be followed up by a phone call and in the event of postal notification of cancellation, recorded delivery is strongly recommended. The cancellation refunds are expressed as a percentage of the Price, as set out in paragraph 7.2 below. This is in addition to your loss of the 30% deposit.
- 7.2 Cancellation refunds in the event of a cancellation by you for any reason are as follows:

Days Prior:	% due to RA	Refundable %
More than 70 days	0% due	70%
70 – 45 days	20% due to RA	50%
44 – 30 days	50% due to RA	20%
29 – 0 days	Full balance due to RA	0%

Refunds (following deduction of the cancellation charges) will be made to the Client where the full balance of the Price has been paid. Where the full balance of the Price has not been paid **RA** is entitled to recover the outstanding balance of the Price from you.

Please note many travel insurance policies cover the eventuality of having to cancel a holiday in certain circumstances, so do please refer to your own insurance policy for details and check with your insurance provider that their terms are sufficient to cover your cancellation with **RA**.

- 7.3 You may request alterations to your booking and proposed itinerary at any time prior to your arrival. Please submit all requests to **RA** in writing and we will do our utmost to accommodate your requests. However,

such requests shall not be taken to form part of the contract between you and **RA** until it has been confirmed in writing by **RA**.

- 7.4 All requests are always subject to availability and may also be subject to a fee, which, if applicable, will be confirmed by **RA** in writing.

SECTION 8 CLIENT RESPONSIBILITIES

- 8.1 You undertake to treat all **RA** properties and employees with due care and respect and undertake not to behave in a way that will prejudice **RA**'s reputation with its suppliers or other Guests. All Guests undertake to behave in such a manner and in no way cause damage, distress, danger or annoyance to other Guests, property, employees and or any third parties.
- 8.2 **RA** shall be entitled to recover from you the cost of any damage caused by you. You undertake to treat all property provided by **RA** with due care and respect and undertake not to behave in a way that will prejudice **RA**'s reputation with its suppliers or other clients. All Guests staying with us are expected to conduct themselves in an orderly and acceptable manner and should avoid making excessive noise within and around the Chalets. If in our opinion or in the opinion of any chalet staff or any other person in authority (including local law enforcement in the Resort), your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any third party or damage to property we reserve the right to terminate your booking arrangements with us immediately. All damages, breakages and any subsequent claims for compensation from those affected by such actions shall be passed onto the Guest in breach of these Client Responsibilities.
- 8.3 You will be liable for and **RA** shall be entitled to recover from you the cost of any damage caused by (or claim arising from) you, your employees or visitors.
- 8.4 Security Deposit – **RA** reserves the right to ask you for a security deposit to cover any additional costs incurred or potential damage. Where this is requested it must be authorized from a credit card and will be cancelled after you have completed your stay with us (less any costs incurred). Cancellation of your credit card authorization may be delayed if the costs of any repair have to be determined. If the damage is greater than the amount of the security deposit, or if no security deposit has been arranged, you must immediately pay the costs to **RA** on **RA**'s request.
- 8.5 Insurance - It is a condition of booking with **RA** that all clients have personal travel insurance. **RA** does not provide any winter sports travel insurance to its clients. It is your responsibility to ensure that you and your entire party have relevant and adequate insurance covering: accident, illness, your voluntary cancellation of the accommodation or any other mishap, during the entire period of your holiday (which must include travel to and from the Resort). We also recommend that you take out adequate insurance to cover your personal possessions. So that we can assist you in the case of an emergency, it is useful for **RA** to have details of your travel insurance policy. When you complete the Booking Form, we request that you provide these details to us.
- 8.6 Travel: Please inform **RA** of your flight / travel arrangements at least four weeks prior to arrival, requesting any transfers you might need. **RA** cannot accept responsibility for guests missing flights for any reason or mislaying or destroying travel documents, and no credit or refund will be given if you fail to take up any component of your holiday as a result. **RA** is not responsible for any flight delays but wherever possible will endeavour to provide any previously booked resort transfers.
- 8.7 Depending on your country of origin, Visas, Passports, Health and Vaccination requirements may vary. It is your responsibility to ensure that you are in compliance with all relevant regulations. **RA** will not be held responsible if you fail to obtain or comply with any such requirements.
- 8.8 **Your Responsibilities:** It is your responsibility to provide written details of any allergies suffered by any person named in your booking.

- 8.9 The Chalets are made of wood, when arriving at the Chalets it is your responsibility that you familiarize yourselves with your accommodation, safety procedures and location of fire extinguishers.
- 8.10 All baggage and personal effects are your responsibility at all times.
- 8.11 Guests staying at the Chalets use our hot tubs and saunas at their own risk and **RA** accepts no responsibility for accidents/injuries that may occur whilst using them, including accidents related to ice and snow formation around the facilities.
- 8.12 Children under 18 must be supervised at all times whilst staying in the Chalets. It is the sole responsibility of the guests to supervise children.
- 8.13 **RA** will not accept responsibility for any accidents occurring around the Chalets due to snow conditions.
- 8.14 It is the responsibility of you to judge the suitability of each area in which you ski. If you or any member of your group ski in a location on the recommendation of or are accompanied by any representative of **RA**, we will not be liable for any injuries howsoever caused.
- 8.15 To avoid confrontation with other local businesses, local clubs and French law, it is necessary to point out that if any of our staff participate in an activity with you, no part of your holiday price has been used to finance their participation. Additionally, all guests booking with **RA** agree to the following statement:
- 8.16 "We, the client, confirm that if a member of staff employed by **RA** joins in with our activities, he or she is not acting in any way as a guide, leader or instructor. We also confirm that we have not paid and will not be paying for such a service by **RA**. It is also understood that we accept full responsibility for our own well-being and safety and confirm that if we decide to venture off-piste or enter areas of high risk, our own insurance covers us for that particular activity".

SECTION 9: CANCELLATION OR ALTERATION OF THE BOOKING BY RUSHADVENTURES

- 9.1 **Cancellation or Alteration by RushAdventures:** Alteration(s) may be made to your booking by **RA**. In such circumstances, **RA** will ensure that any alternative accommodation arranged by **RA** will be of an equally high standard and shall notify you of the alteration(s) in writing in advance. Where you do not agree to any alterations that we propose to make to your booking, you have the right to cancel your booking and receive a full refund.
- 9.2 Most of the changes we will make are minor changes (described below) to arrangements for which no compensation or refund is due. If we are forced to make major changes (described below) we will advise you as soon as we are in a position to do so and you have a number of options set out in paragraph 9.4 below.
- 9.3 Minor changes: change of accommodation to another of the same or higher standard.
- 9.4 Major changes: change of accommodation to a lower standard rating of accommodation and cancellation of holiday. If we are obliged to make a major change to your holiday, or if we cancel the holiday within 70 days of the original departure date, you may choose to:
- Accept the new holiday arrangement offered by us.
 - Purchase a replacement holiday from us at the current selling price.
 - Cancel your holiday and receive a full refund.
- 9.5 You must notify us of your choice within 7 days of our offer of alternative holiday arrangements. If you do not, we will assume your acceptance of the new holiday arrangement. Whichever option you chose you will be entitled to the following compensation on notification to you of a major change. We shall be under no further liability to you, nor shall we be liable for any costs or expenses exceeding the Price.

Number of days

EURO per person

70 – 45	10
44 – 30	30
29 – 0	50

9.6 If, due to circumstances beyond our control in respect of which we were not able to notify you prior to your departure to the Resort, that we are not able to provide you with the accommodation booked, we will, when you arrive in the resort, endeavour to provide accommodation of a similar standard in the same area. If we are unable to do so and can only provide accommodation of a lower standard, we will refund the difference in price together with a compensation payment of up to a maximum of €50 per person as set out in Clause 9.5 above.

9.7 **Events Beyond Our Control / Force Majeure:** In circumstances where we are prevented from performing our obligations under these terms and conditions as a result of unusual and unforeseeable events beyond our control, including by way of example and not by way of limitation, war, threat of war, civil strike, industrial dispute, political unrest, natural or nuclear disaster, fire, epidemics, pandemics, bad weather, terrorist activity, closure of airports, ports, borders, stations, or roads, governmental action, acts of God, or advice from the UK's Foreign and Commonwealth Office, the French Government or the Swiss Federation to avoid or leave a particular country or area and all other similar events (an "Uncontrollable Event"): **RA** shall notify you immediately of the extent and nature of the Uncontrollable Event and how this affects your holiday.

SECTION 10: OUR RESPONSIBILITIES

10.1 **RA's** obligation to you is to provide accommodation for you as set out on our website and make additional arrangements putting together an itinerary in line with your instructions, subject to paragraph 5.2 above. We have a duty to select third party suppliers of services that will be provided to you with reasonable skill and care. We have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers/subcontractors with reasonable skill and care, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents. Except for any liability we cannot exclude by law (such as for death or personal injury caused by our negligence), we will not be responsible or pay you compensation for any losses, damages, expenses, costs or other claim of any description that:

- a. were not caused by our breach of any of the terms of this Agreement;
- b. arise from the act(s) and/or omission(s) of the person(s) affected;
- c. arise from the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- d. Unusual or unforeseeable circumstances beyond our or our supplier(s) / subcontractor(s) control, the consequences of which could not have been avoided even if all due care had been exercised.

10.2 It is a condition of our acceptance of liability under this clause that you notify any claim to us strictly in accordance with the complaint's procedure set out in these conditions.

10.3 Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to us or our insurers any rights they may have to pursue any third party and must provide us and our insurers with all assistance we or they may reasonably require.

10.4 Please note we cannot accept any liability for:

- a. Any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to our accepting your booking, we could not have foreseen you would suffer or incur if we breached our contract with you; or any business losses.
- b. We will not accept responsibility for services which do not form part of our agreement or where they are not advertised on our website. For example, any excursion you book whilst in the Resort, or any service or facility which any supplier or subcontractor agrees to provide for you.

10.5 In cases of compensation or damage arising from non-performance or improper performance of the services involved in any **RA's** contracts, compensation for personal, including psychiatric injury and non-personal

injury is limited to and by all relevant international conventions including but not limited to the Geneva Convention, the Montreal Convention and the Athens Convention.

- 10.6 No employee, representative, agent or officer of **RushAdventures** shall be authorised to commit **RushAdventures** to any admission of liability whatsoever and **RushAdventures** shall not be bound by any such admission unless it is explicitly stated in writing and executed on behalf of **RushAdventures**.

SECTION 11: SKI LESSONS AND EQUIPMENT

- 11.1 Equipment, ski lessons and ski guides are additional costs as set out on our website and are payable locally. We cannot refund any costs in case of bad weather. Suppliers conditions always apply. If equipment is lost or stolen and has been hired locally, it is your duty to report the loss to the local Police and the local supplier.
- 11.2 Ski school and peak dates. Please note that during peak dates such as Christmas, New Year, Half-Term and Easter, ski schools become very busy. We therefore strongly advise that you book your lessons in advance on these dates. We will be happy to provide you with the necessary details.

SECTION 12: TAXES

- 12.1 "Taxe de Sejour" is levied by all French resorts and is included in your holiday price at a cost of €0.90 euros per person per day.

SECTION 13: DATA PROTECTION

- 13.1 We are committed to protecting your privacy. We may disclose your details such as name, contact details, travel preferences and special needs/diets that you have supplied to us in relation to yourself and your traveling companions. We will process your personal data only as set out in **RA**'s Privacy Policy (located at <https://www.rushadventures.co.uk/rawebsiteprivacypolicy/>) These will only be shared with our suppliers for the purposes of supplying services to you. We do not sell any information or our mailing list to any other company. Please note that security regulations may also require us to provide government agencies access to data you disclose to us.
- 13.2 All correspondence to **RA** must be addressed to: **RushAdventures**, 40 Chemin des Pesses, Les Gets, 74260, France.

SECTION 14: ISSUES

- 14.1 In the unlikely event that you are unhappy with any aspect of your holiday, you must verbally report any issues immediately to either your Chalet staff or the Directors of **RA**. We aim to remedy any issues as quickly and as efficiently as possible. Under all circumstances, you must report any issues before leaving the resort. No action can be taken, or liability accepted for any complaints received after departure. Our representatives are not authorized to promise or make payments or to vary these Booking Conditions.

SECTION 15: JURISDICTION

- 15.1 The conditions and any contract to which they apply are governed in all respects by English Law. The contract and booking made between **RA** and you, is at all times governed by these booking terms and conditions, which are governed by English Law. We both agree that any dispute, claim or other matter which may arise between us out of or in connections with your contract or booking will be subject to the exclusive jurisdiction of the English Courts.

Dated: 1st September 2022

This supersedes any previous Holiday Booking Terms and Conditions