

CHALET CLARE BOOKING CONDITIONS

In these Booking Conditions "The Owner" shall mean **Mr. Richard Bancroft**, whose address is Moorcourt Farm, Moorside, Sturminster Newton, Dorset DT10 1HH, or his agent, **Alison Kington**.

This directory contains all the information on how to book your Holiday at Chalet Clare. Please contact Richard Bancroft or his agent Alison Kington to check availability and for any further information.

RICHARD

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ALISON

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Email: alisonkington@hotmail.com

HOW TO BOOK

Once you have decided on your dates we will hold a provisional booking for you for 30 days up till 31st October or 5 days after. If you do not confirm the booking within this time, your reservation will lapse and the chalet will be offered to other parties.

Confirming your reservation

A contract will be made once we accept your payment, whether or not we have received your signed booking form. A confirmation invoice will be issued by The Owner. To secure your booking The Owner must have received your completed, signed booking form, together with an initial payment for 20% of the accommodation cost, this being the **booking deposit**. The **balance payment**, including **damage deposit**, is due by 31st October prior to departure. Bookings made after 31st October prior to departure are payable in full, including the damage deposit, within 5 days of booking request.

Please note that The Owner can only take payments from one member of the party who pays on behalf of the rest of their group, and that until we receive the booking form and the booking deposit, your reservation will be treated as an option only, subject to expiry as above.

SMOKING

To ensure the safety and comfort of all our guests, along with The Owner's peace of mind, we insist that you refrain from smoking in the chalet. Smoking is only permitted on the chalet balconies, but please refrain from carelessly disposing of your cigarette butts outside. This creates a visual mess when the snow melts, irritates the locals, and is harmful to the local environment. If cigarette butts attributable to guests require cleaning up, this will be charged for against the damage deposit. The Owner also insists that guests do not stub out cigarettes on the wooden balconies with their wooden railings. Repairing any such caused damage will also be charged for against the damage deposit.

OUTDOOR SHOES

Please note that for your own safety and for comfort, and The Owner's peace of mind, that **no** ski boots, indoor and outdoor shoes can be worn in the chalet. So please remember to bring comfortable indoor footwear (Slippers, house socks, or just socks, only). All floors in the living area of the chalet are of wood and any damage will be charged against the damage deposit. If the cost of rectifying the damages exceeds the value of the booking deposit, the client will be billed for these further costs (those above the £1000 booking deposit).

THE CHALET

On arrival at Chalet Clare, you will find a Chalet Information Book. This folder is a useful guide to the chalet and local information. It includes all contacts you may require during your stay and highlights any safety elements specific to the property. Please note the exit routes from the building in case of emergency.

BALCONIES

The chalet is built on hill slopes with spectacular views. In order not to detract from the surrounding scenery, balconies are often a popular design at some properties. Please ensure that all members of your party are made aware of any balconies at your chalet on arrival. Please take extra care of any children in your party.

GENERAL SAFETY INFORMATION

The Owner would like to highlight the following safety Recommendations. Some may appear obvious, but are worth noting.

General Safety

- As a general rule, please exercise the same care and cautions that you would at home.
- Remember that children may be less careful than adults in new surroundings - so please take extra care with children on balconies and stairs.
- Do look after your personal belongings – please take advantage of safety deposit facilities where available.

Fire Safety

- On arrival take time to familiarise yourself with the exit routes.
- Make a note of the nearest fire extinguisher and how to raise the alarm in the case of fire.
- Ensure that candles or fires are not left burning when you go out or to go to bed.
- In the event of fire leave your chalet/room immediately. Do not stop to pack or collect your belongings. Stay calm and do not panic.

- Exit the building as quickly as possible closing all doors behind you.

Balcony Safety

- Take extra care on balconies. Children should never be left unsupervised or allowed to climb on furniture or railings.
- Adults should also be careful – do not sit on the balcony wall or railings. It is not advisable to lean over balconies.

Glass Doors

- Please take extra care when using these as in bright sunlight it is not always obvious whether they are open or closed; and few glass doors are equipped with toughened safety glass.

Electricity

- Please respect electricity as you would at home.
- Please follow any instructions given for appliances.
- Please ensure that all electric devices are turned off at night or if you are not in your chalet or room.
- Do not tamper with any related fixture or fitting.
- Please report any faults immediately.