

Know before you book - please read

Seasonal Factors

Please bear in mind that snow conditions are variable and this is more likely in the pre-Christmas and the late March-April periods (usually regarded as early and late season). It is possible at any time that:

- Accommodation described as ski-in/ski-out may not be so.
- Certain facilities in resort, including lifts and runs, may not be open and the atmosphere may be quieter than in peak season.

Conversely, it should be appreciated that during the most popular dates of peak season, certain facilities and services may be busy or fully booked.

For example (and not exclusively): hotel facilities, sports facilities, equipment rental, lessons, restaurants and bars. We particularly recommend booking any lessons well in advance for peak dates.

Prices and Duration of Holiday

We will provide you with a full tailor-made quotation based on your specific requirements for any departure, route, destination, and duration. The price shown for each accommodation in the brochure and on the website is a guide based on low season for the full number of nights shown. For some long-haul holidays an extra night may be spent on the aircraft on e.g. your return journey to the UK from the USA. All prices advertised or quoted are subject to change and availability until the booking is concluded.

Passports and Entry Visas

For a holiday abroad you will need a 10-year passport that it is valid for six months beyond the date of exit from the country you are visiting. Children must also have their own passports. The name in your passport must match the name that appears on your flight ticket. It is your responsibility to ensure that you fully comply with all necessary passport and visa entry requirements of the immigration authorities and other Governmental agencies as appropriate. If you are travelling to, or via, the USA you must have a machine readable passport which, if issued after September 2006 should also have an embedded chip. If not, you should obtain a visa for the USA.

The US Government in particular has made recent changes to their immigration requirements (including the Visa Waiver Program) and therefore we strongly recommend that all of our clients contact the relevant authorities prior to booking. Current passport, visa and entry requirements can be found on the following websites: www.usembassy.org.uk (USA) and www.cic.gc.ca (Canada). The UK Passport agency can be found at www.ukpa.gov.uk. Some countries require a letter of authority if a legal guardian is not accompanying a child when travelling.

Some countries now require additional passenger information (API), e.g. USA. We will inform you which countries require this information. This information is compulsory and is required by the authorities. It is essential that all clients provide the API prior to travelling. Failure to provide this information may result in you being denied boarding for your flight or entry to the country.

Travel Advice

The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit www.fco.gov.uk/knowbeforeyougo or call 0845 850 2829. This site should be read prior to booking and again before commencing travel.

Air Travel

Not all air travel arrangements are definite or confirmed at the time of printing. We cannot supply you with any firm information about the airline or type of aircraft until your tickets are issued. All internal US flights using

an airline different to your transatlantic carrier must be paid for in full at the time of booking in order to avoid airfare increases that may apply between the time that you booked the holiday and the issuing of tickets. If you choose to not pay the full cost of these flights at the time of booking, any consequent increase in flight cost will be your responsibility and will be invoiced to you. Delays sometimes occur due to operational, weather and force majeure conditions (that may or may not be local to your departure or destination points). You should read our Booking Conditions to understand your, and our, rights and liabilities in respect of changes and cancellations made on your booking.

Baggage Allowances

For transatlantic flights generally two pieces of baggage are allowed per person, each piece may not weigh more than 23kg or be more than 158cm in total dimensions (length + width + height). Allowances for European and other long haul flights vary considerably and there may also be charges for some baggage such as snowsports equipment. Hold and carry on baggage allowances are changing frequently so we recommend you check prior to travelling the limits that apply to the airline/s you are flying with.

Hotels and Accommodation

Our use of words such as budget, moderate standard, superior and deluxe and the 'star' rating of individual properties, relate only to OUR OWN ASSESSMENT of that hotel's standards and facilities and our clients' feedback and questionnaire responses, since NO OFFICIAL CLASSIFICATION SYSTEM EXISTS IN THE USA and Canada. In Europe the official star ratings have been shown, which still allows for a significant range of standards within a rating. Each country has different rating criteria. Holiday price guides have been calculated on the standard grade of accommodation at the hotels, apartments, chalets or condos featured, unless otherwise stated. A wide choice of room types is often available such as mountain views or suites and any difference in price will be reflected in your quote. Most condominiums or apartments are privately owned and may contain items belonging to the owner and furnishings and fittings can vary. It is standard practice to leave a cash deposit or credit card imprint at the time of checking-in to accommodation, which will be refunded upon departure, less any breakages or additional cleaning or maintenance charges. The photographs shown for any accommodation are a guide only to that available, and may not represent that for which we quote or the exact one you receive.

North American Transfers

Most transfers are provided on a shared basis, by coach or min-van, often organised through local service providers and are sometimes provided on a scheduled basis. We will be happy to arrange, for a supplement, private car or limousine transfers.

Car Hire

If you have booked car hire through us you must take the voucher provided and present it at the car hire desk. You must be at least 21 years old with a full and valid British driving licence. A credit card for a security deposit will be required and the name of person renting the vehicle must match the cardholder.

Check-in times

The standard international practice is to let rooms from midday to midday. However times do vary. Check-in times are usually between 2pm and 3pm, with check-out times between 11am and 12 noon on the day of departure. Therefore, if you check-in immediately after a night flight this would normally count as one night's accommodation. Similarly if your return flight is at night you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are subject to availability/cost and should be arranged locally with the accommodation management.

Local Licensing Laws

There are differences between UK and foreign laws regarding the consumption of alcohol and there is a range of regulations from federal/state and national/province legislature (in the USA and Canada respectively), which determine aspects such as the minimum legal age, consumption of alcohol with a meal and even presence of a minor (not consuming alcohol) in locations where alcohol is being served. Commonly in the USA the minimum age is 21 and it is strictly enforced. ID may be required. It is your responsibility to investigate before booking or travel any such regulations that you consider may affect members of your party and hence the quality of your stay.

Complaints

If you have a problem during your holiday please inform the relevant supplier (e.g. your hotelier) immediately who will endeavour to put things right. If your complaint is not resolved locally by the supplier please contact us as soon as possible WHILE IN RESORT and we will try and help. As we provide tailor-made holidays we do not have representatives in the resort. Should you be unable to resolve your problems with our local supplier please contact us on the emergency telephone number that we will provide you with. If still not resolved, please follow this up within 28 days of your return home by writing to us giving all relevant information. 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.

Your Health and Safety

Skiing, snowboarding and winter sports in general are activities that challenge your physical ability and require you to recognize your limitations, to remain alert, to use common sense and to stay in control. These sports can be hazardous pursuits. Some people can suffer symptoms associated with high altitude, such as headaches and mild sickness, particularly at Breckenridge in Colorado and Portillo in Chile. Gastro-enteritis or other stomach disorders affect travellers with varying frequency and is not uncommon, depending on the destination and changes to climate, environment and food. There may be seasonal viral outbreaks in resorts. These symptoms usually pass quickly, but if you have a medical condition that may be affected, it is your responsibility to consult your doctor prior to booking. Safety and health standards in some countries may not reach the same level of those in the U.K. although all properties comply with applicable local and/or national health and safety laws etc. Monitoring and enforcement of such are subject to the regulations of each country. We therefore advise clients to take all reasonable precautions.

Travel Insurance

Travel insurance is absolutely essential and may be purchased from us. If you do not purchase our insurance you must provide us with details of equivalent, alternative cover. If you are a UK resident you are entitled to free, or reduced cost, state provided healthcare when visiting a European Union (EU) country, Iceland, Liechtenstein, Norway or Switzerland. However to be covered you will need to take a European Health Insurance Card (EHIC) with you. For further information, including how to apply for a card, visit www.dh.gov.uk. This Department of Health site also provides advice on health requirements and vaccinations. Please check your policy covers appropriate winter sports / winter activities and repatriation to the UK.

Holiday Participation & Behaviour

We can refuse to accept you as a customer or continue dealing with you if your behaviour is disruptive and may affect other holidaymakers, or if you are in any way offensive to our staff or staff belonging to our suppliers.

If we do this, we will not be responsible for any extra costs incurred, and you will be liable for those costs. If the captain of your aircraft/driver of your vehicle believes that you could be disruptive, he or she can refuse to let you on the flight/in the vehicle to your holiday resort. Your booking will be deemed to have been cancelled from that moment, and you will have to pay full cancellation charges. Any damages to a hotel / apartment must be paid for at the property.

Brochure Accuracy and Availability of Facilities

Considerable care has been taken in the planning and production of this brochure so that you may obtain an accurate picture of the holiday of your choice. However, it should be noted that the information contained in this brochure was compiled some time prior to publication and may be subject to change. Additionally, there may be times when an advertised facility may not be in operation due to, for example, adverse weather conditions, poor demand, or other factors beyond our control (e.g. outdoor pool closed in winter, ski area or lift closure). If any particular facility shown is of particular importance to you and your holiday, please call us prior to booking your holiday to check that it will be available. Please note that we cannot guarantee snow or skiing conditions and our full cancellation charges will apply in the event that you wish to cancel your holiday due to poor weather or skiing conditions. We refer in the brochure and on the website that a hotel may offer the ability to ski-in / ski-out. This may not necessarily mean you can ski to the door of the hotel but might mean a very short walk away.

What's Included in our Prices

The guide prices in this brochure, and our tailor-made quotations, are per person in pounds sterling unless otherwise stated. Generally they include return scheduled flights from the UK, accommodation on the occupancy and board basis stated and return transfers (shared transfers in N. America) to the resort.

What's Not Included in the Price

Unless specifically included in your quotation, it does not include:

- Holiday Insurance
- Transportation between your home and UK departure airport
- UK regional flights to Heathrow or Gatwick
- Drinks on flights (some carriers offer complimentary beverages) and on resort transfers
- Car parking in resorts and resort hotels
- Porterage where not provided by the hotel
- Meals
- Expenditure of a personal nature such as drinks, laundry, room service etc.
- Tips and gratuities
- Lift ticket
- Ski/Snowboard tuition
- Hire of ski/snowboard equipment
- Tourist taxes payable locally in Europe
- Airline transit fees or resort fees

Consumer Protection

The air holidays in this brochure are ATOL protected, since we hold Air Travel Organiser's Licences granted by the Civil Aviation Authority. Our ATOL number is 6094. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.



This brochure is printed on paper from sustainable forests and trees from ISO14001 certified mills.

Booking Conditions

Please read these Terms & Conditions carefully. They contain important information about your holiday contract.

1. CONTRACT AND FINANCIAL PROTECTION

Ski Dream and Made to Measure Ski are both trading names of Western & Oriental Travel Limited, part of the Western & Oriental group, referred to as 'we' in this contract. Your contract is with Western & Oriental Travel Limited who are the holders of Civil Aviation Authority ATOL licence No 6094, which will ensure that your money is refunded or you are repatriated in the unlikely event of our insolvency. A contract will exist when the booking has been confirmed orally or in writing with you or your travel agent and you have paid a non-refundable deposit. 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 booking conditions and you must complete a booking form. It is essential that you check the travel details on the confirmation invoice and inform us immediately of any errors. The party leader also guarantees that all adult members of the party have read the information in the brochure under the title "Know Before You Book – Please Read" and ensured that such information is noted on behalf of any children in the party.

2. PAYMENT FOR YOUR HOLIDAY

A deposit of £250 per person is required at the time of booking. Please note that a larger deposit may be required for certain holidays – this will be clearly notified to you prior to you booking your holiday. The balance is due 70 days prior to departure. If the booking is made less than 70 days before departure, the full amount is due on booking. If you choose to pay your deposit or balance by credit card, a 2.5% charge will be levied to cover card merchant costs.

If any balance remains unpaid, travel documentation will not be issued and we reserve the right to treat your booking as cancelled and apply the cancellation charge set out below. Final travel documents will usually be sent out approximately 2 weeks before departure. All money paid to a travel agent will be held by the agent on our behalf. Payment must be in the currency of the invoice and you are responsible for bank charges.

3. COMMUNICATION

When you book directly, all communications from us to you will be sent to the postal or email address stated by you on the booking form. If you book via a travel agent all communications from us to you will be sent to your travel agent.

4. BOOKING ACCURACY

It is essential that you and/or your travel agent check all the details shown on the booking form and confirmation invoice carefully to ensure that they are correct. In the event of any discrepancy, please contact your travel agent or us immediately.

5. BROCHURE VALIDITY

All information contained in this brochure is based on information available at the time of publication (July 2007). However, advertised facilities may change and therefore changes may be made to the particulars contained in the brochure at any time before you book. In these circumstances, we will notify you of such changes prior to confirmation of your booking, where they are known at that time.

6. PRICES

We will only increase the price of your travel arrangements after you have booked in very limited circumstances to reflect increases in transportation costs (including fuel and airfares), dues, taxes (including VAT), fees chargeable for services (including landing taxes and embarkation and disembarkation and security fees at airports), Government action or exchange rate variation. If the surcharge would increase the cost of your holiday by 10% or more, you may cancel and receive a full refund (except insurance premiums). We will, in any event, absorb the first 2% of any increase. No surcharges will be made within 30 days of departure. As we have a very diverse range of products purchased at different times, we will inform you of the purchasing exchange rate if any surcharge is due to adverse currency fluctuation. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date of your final invoice. The prices in this brochure are based on these exchange rates: £1 = \$1.95, £1 = ¥140, £1 = CHF2.15.

7. AMENDMENT AND CANCELLATION BY YOU

(A) AMENDMENT

We will do our best to assist you in altering your arrangements after booking but cannot guarantee this will be possible. If alterations can be made you will be responsible for all extra charges and costs and we will charge, per person, a £50 administration fee plus any applicable charges levied by our suppliers. We also reserve the right to treat any amendment less than 10 weeks prior to departure as a cancellation and apply the cancellation charges set out below.

Note certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge up to 100% of that part of the arrangement.

(B) CANCELLATION

You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by you in writing or (where applicable) by your travel agent in writing.

The following cancellation charges will apply:

NUMBER OF DAYS PRIOR TO DEPARTURE WHEN CANCELLATION NOTICE RECEIVED	CANCELLATION CHARGE: HIGHER AMOUNT OF THE DEPOSIT PAID OR PERCENTAGE OF TOTAL HOLIDAY PRICE
More than 70	Forfeit deposit
50 - 69	50% (except departures 24 Dec - 02 Jan - 75%)
36 - 49	70% (except departures 24 Dec - 02 Jan - 75%)
0 - 35	100%

Please note that these charges will also be applicable in the event that you wish to cancel due to weather conditions or piste closure. We strongly recommend that you obtain insurance to cover these circumstances. In addition, if one or more members of your party cancel, this may result in the accommodation originally booked being under-occupied. In this circumstance, the holiday price for the remaining members of your party may be increased accordingly. Note: If your reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges (less any excess).

Should you wish to curtail any arrangement, or change itinerary during the course of your holiday then any extra cost shall be borne by you and paid for locally.

8. AMENDMENT AND CANCELLATION BY US

(A) AMENDMENTS

It is occasionally necessary for us to make changes to your travel arrangements and we reserve the right to do so at any time. If the change is minor we will do our best to notify you in advance but are not obliged to do so and no compensation is payable. If the change is major (for example, a change of flight time by more than 12 hours, change of destination or to a lower standard of accommodation), we will notify you as soon as practically possible and offer you the choice of (i) accepting alternative arrangements or (ii) arranging an alternative holiday with us or (iii) cancelling your holiday. Whichever option you chose we will pay you compensation unless the change has been caused by force majeure or low bookings as defined below.

Days before departure	Compensation per person
43 or more	Nil
29 - 42	£10
15 - 28	£30
0 - 14	£40

(B) CHANGES DURING THE HOLIDAY

If we are unable to provide a significant proportion of your holiday whilst you are away, suitable alternative arrangements will be made for you at no extra cost or, alternatively, you will be returned to your point of departure and given a pro-rata refund for any part of the holiday not received. This does not apply to minor changes in your accommodation, itinerary or transportation.

(C) CANCELLATION BY US

Whilst we hope we will never have to cancel your holiday, this does very occasionally happen and we reserve the right to do so. We will do our best to offer alternative arrangements of a comparable or better standard, together with a price refund if appropriate, or will give you a full and prompt refund. In addition in the event of cancellation we offer compensation on the scale shown in paragraph (A).

(D) FORCE MAJEURE

Compensation will not be payable in any cases where an amendment, change or cancellation is due to "force majeure", this means if we have to cancel or change your holiday in any way because of unusual or unforeseeable circumstances beyond our control. These can include (but are not limited to) war or threat of war; riot; civil strife; hostilities; political unrest; government action; industrial dispute; natural or other disaster; nuclear incident; terrorist activity and its consequences; weather conditions; closure of airports; fire; flood, drought, and all similar events.

Please note that references to 'change' and 'major change' in this clause relate to your travel arrangements and holiday accommodation and do not include other facilities at your resort, which are not within our control such as ski lifts and piste. Please note the advice given in our brochure under the title 'Know Before You Book. Please Read' on availability of facilities and the limitations on our liability in clause 10 below.

9. DELAYS

- Delays or changes in travel arrangements sometimes arise due to operational reasons, weather conditions or other reasons of force majeure (defined above). We cannot pay you any compensation in these circumstances and our cancellation charges set out in clause 7 will apply if you cancel as a result of delay.
- If for reasons of force majeure (defined above) such as adverse weather conditions it is necessary to end your holiday early or make alternative travel arrangements or you miss your flight and require additional accommodation we will not be able to make any refund or pay compensation to you.

10. OUR RESPONSIBILITIES TO YOU

- We accept responsibility for ensuring that your holiday is supplied to a reasonable standard and in accordance with your contract with us. If any part of your holiday is not provided as promised, due to the fault of our employees, agents or suppliers we will pay you appropriate compensation if this has affected the enjoyment of your holiday. Subject to paragraph (ii) below our liability in all cases shall be limited to a maximum of 2 times the costs of your holiday.
- We cannot accept responsibility or compensate you for any damage or loss caused to you if we fail to provide your holiday at all or in accordance with our contract because:
 - the failures which occur are your fault
 - the failures are the fault of a third party not connected with the provision of the holiday and are unforeseeable or unavoidable by us
 - the failures arise due to reasons of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised.
 - the failures arise due to an event which we or any person supplying services in accordance with the contract could not foresee or forestall
- Skiing and Snowboarding can be affected by weather conditions. Lack of snow or excessive snow may lead to piste or even resort closure. These are matters beyond our control and you should ensure that you have insurance to cover cancellation or curtailment of your holiday arising from piste or resort closure due to weather conditions. We will not be liable for any loss, delay or costs associated with or caused by adverse weather conditions, including blocked road or rail routes, airline delays or closed airports. If, due to force majeure (defined above), you miss your flight and you require additional accommodation, we will not be responsible for this cost. (iv) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, our suppliers and sub-contractors, whilst acting within the scope of, or in the course of their employment in the provision of your holiday. We will accordingly pay to you such damages as might have been awarded in such circumstances under English Law. (v) Items such as lift passes, lessons or similar additional services are provided by other parties rather than us whether pre-booked by UK reservation staff. Any bookings or other arrangements made for these services will be subject to the supplier's own terms and conditions. We can supply copies of the terms and conditions of such suppliers upon request.
- In respect of travel by air, sea and rail, and the provision of accommodation our liability will be limited in the manner provided by the relevant international convention.

11. YOUR RESPONSIBILITIES TO US

- If you have any complaint or problem whilst on holiday you must inform us or the supplier as soon as possible to give us the maximum opportunity to rectify it.

Any unresolved complaints must be notified to us in writing within 28 days of your return. In the event that you do not tell us within that period, this may affect our ability to investigate the complaint and may impact on the way your complaint is dealt with.

- It is your responsibility to ensure that all necessary passport, visa, vaccination and other health documents are in order.
- It is your responsibility to arrange suitable personal travel insurance cover. We can provide you with details of a suitable policy. If you decide not to take this, you must provide us with details of your own cover before departure, including the name of the insurer and policy number. We reserve the right not to issue travel documents in the absence of this information.

12. SPECIAL REQUESTS

Whilst we will endeavour to comply with any special requests such as airline seating, diets, room requirements, we can only do so on a "goodwill" basis. As these are usually only provided at the discretion of the relevant supplier, we cannot guarantee availability and cannot be held responsible if they are not provided.

13. EXCURSIONS AND ACTIVITIES

We are only responsible for excursions and activities sold by us and which form part of your holiday contract.

14. JURISDICTION

This contract is governed by English Law and is subject to the exclusive jurisdiction of the courts of England and Wales.