

Passports and visas

It is your responsibility to be in possession of a valid passport and any visa which may be necessary. In the absence of valid documentation, you will not be allowed to travel and we shall have no liability to make any refunds or pay any compensation. Please note that the name on the passport must match the name on the ticket, otherwise you may not be able to travel and insurance may be invalid.

All British citizens, including infants and children, will require a ten year passport which is valid for at least six months after the date of return. If you are travelling to a non-EU destination, you should check with the Consulate to find out whether you need a visa or whether there are any other additional immigration requirements. If you do not hold a British passport, please check with your own Embassy or Consulate in the UK to confirm the passport and visa requirements of the country which you are planning to visit.

Foreign Office travel advice

The Foreign & Commonwealth Office issues advice for those travelling outside the UK. You can access this advice from the Foreign & Commonwealth Office Travel Advice Unit on Ceefax or Prestel or on the FCO website at www.fco.gov.uk. For those travelling to the United States you need to check US immigration requirements which can be found on the website for the US consulate at www.usinfo.state.gov or www.usimmigrationsupport.org.

Health requirements

Please contact your GP in good time before you travel to check whether there are any health precautions which you need to take. You can also obtain information from the Department of Health leaflet T7.

Age

The majority of holidays in this brochure are designed for adults aged between 18 and 62 years. There is an extensive programme of Peak Experience holidays which are open to anyone aged 50 years and over. Members aged over 62 years will be required to join the trips in this category. Additionally some specific holidays e.g. Family, Safaris and Tours, plus Christmas and New Year (except Off Piste Skiing) groups are open to all ages. If members aged over 62 yrs of exceptional skiing standard / fitness/ stamina cannot find an appropriate standard holiday on a date to suit them in the 'Peak Experience' programme, the following are the circumstances when their booking may be accepted on a holiday outside the 'Peak Experience' programme:

- You are at the upper end of the grading for that holiday
- You have received this grading on a Ski Club Freshtracks holiday during the previous/current season
- The leader/mountain guide can confirm that your standard, fitness and stamina all appear to be suitable for the chosen holiday
- You have not sustained any injury or undergone any surgery or other period of ill health since receiving this grading that may affect your standard / fitness/ stamina

If members cannot find what they are looking for in the brochure, we offer our tailor-made service. For groups of four or more, we can organise a Club Leader, Instructor or a Mountain guide, together with travel and accommodation to meet members' needs.

Under 18s

The Club would like to point out that parents and guardians of these youngsters must ensure that it is safe and appropriate for them to holiday in these circumstances and that they will not pose a risk to their own safety or that of others. We must urge parents to let the Club know anything relevant about their children that will help towards the successful and happy running of the holiday. Parents or guardians will be asked to sign a consent form prior to departure.

Size matters!

We cost our holidays on a variable ratio of Leaders/Instructors/Guides to members. On occasions when our bookings are greater than anticipated, we will send additional Leaders/Instructors/Guides. However, when we have less support for a trip we may reduce the number of leader/instructors/guides or the number of days instruction/guiding included. On Off Piste and Touring Skiing holidays, skiing groups will usually be smaller than on other Ski Club Freshtracks holidays.

Ski standards

While every effort is made to ensure that skiing abilities are compatible, the final decision will rest with the Leaders/Instructors /Mountain Guides. There may be occasions when you have to free ski or attend the local ski school to ensure the success of the holiday. We will not be responsible for any such additional costs. At the end of each holiday every member will be issued with a ski grading which will be recorded on the Ski Club GB membership database.

Fitness

Skiing is a demanding sport and so it is essential to take into consideration fitness levels when making

decisions about your ski grading. Fitness is a key part of skiing ability and so it is important when choosing a holiday to ask yourself how far you can, and are prepared, to push yourself. Whether you are comfortable cruising the reds all day with a long lunch stop or are looking for more of a physical challenge with turn after turn in deep powder, a good level of physical fitness is required in order to make sure you get the maximum out of your holiday and avoid unnecessary injuries. It is recommended that you participate in at least 40 minutes of aerobic exercise three times a week for a minimum of three months in the run up to a skiing holiday. Please be aware that leaders are entitled to lower members ski grading, and in exceptional circumstances they can ask members to leave the ski group if they feel their fitness hinders performance and delays other members of the party or they are a danger to themselves or to the group. No compensation will be payable in such circumstances.

High altitude acclimatisation

Some ski resorts are situated at such a high elevation that the humidity and limited oxygen available can cause a variety of symptoms and illnesses. Please read the information below carefully. It will help to explain how to cope with the acclimatisation process and how to deal with altitude sickness should you suffer from it.

Symptoms:

Shortness of breath, fast heart beat, dehydration, constipation, nausea, fatigue, insomnia, headache.

What to do:

Take it easy for the first couple of days, eat lightly and drink plenty of liquids (two or three times more water than usual), avoid alcohol and caffeine, get plenty of sleep, limit salt and increase carbohydrate consumption. Most importantly listen to your body – if you feel unwell **do not hesitate to contact a doctor.**

For most people the minor symptoms of altitude will disappear as your body adjusts. Please remember the use of hot tubs and saunas will accelerate the dehydration process. Please be aware that the sun is MUCH stronger at higher altitudes. Be sure to apply a minimum of SPF 15 to your face, neck and ears at least every four hours, even on a cloudy day.

Tipping

Our brochure prices include all local staying duties and room taxes, but, whilst discretionary, it is typical to leave a tip when paying for drinks and food abroad. With mountain guides and instructors it is usual for the group to buy lunch and offer a tip at

Holiday information

the end of the holiday. Most service staff in America and Canada anticipate between 15-20% gratuity, depending on the level of service; this includes restaurant/bar staff and drivers. It is customary on departure to leave a gratuity in your room for the housekeeping staff – a guideline is \$5 per day.



ATOL Protection

The air holiday packages in this brochure are ATOL Protected by the Civil Aviation Authority. Our ATOL number is ATOL 2911. ATOL Protection does not apply to all holiday services in this brochure. Please ask us to confirm what protection may apply to your booking. For further information visit www.atol.org.uk



As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), an Association approved by the Department of Trade and Industry, Ski Club Winter Arrangements Limited has provided a Bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992 in respect of non-flight inclusive packages only. This Bond provides security for money paid over by customers and for the repatriation of customers in the event of Ski Club Winter Arrangements Limited's insolvency. Note: Repatriation will only be provided if the travel component of your trip was paid to us.

Photography supplied by:

Atomic
Fran Breslin
www.freerideworldtour.com / Christophe Margot
Head
Don Henderson
www.junakandjunak.co.uk
K2
M. Reyboz
Salomon
Nigel Shepherd
www.skeenaheliskiing.com
Christian Stadler
www.stefcande.com
Ross Woodhall - www.rosswoodhall.com
www.vanessafry.com

Booking conditions

All contracts in respect of these holidays are made with Ski Club Winter Arrangements Limited (Company Number 02099115, whose registered office is at The White House, 57-63 Church Road, Wimbledon, London SW19 5SB) of which "Ski Club of Great Britain" and "Ski Club Freshtracks" are trading names. All bookings are subject to these Booking Conditions and our "Holiday Information" document.

Ski Club members only

1. It is a condition of booking that you must be a member of the Ski Club of Great Britain to book these holidays. Membership numbers must be provided when the booking is made, as they are required to be stated on the booking confirmation. If not shown for each person, you will be invoiced for the cost of membership at the current rate of subscription.

How to book

2. Please follow carefully all the booking details and subsequent instructions. We shall not be liable for your failure to do so. When you make a booking you must be at least 18 years of age at the time of booking. The member who makes the booking is responsible for ensuring that these Booking Conditions are drawn to the attention of every person on whose behalf he/she has made a booking and binds everyone. We will only deal with that member in all subsequent correspondence and dealings. When you make a booking you are confirming that you understand these Booking Conditions and have the authority to accept, and do accept, them on behalf of yourself and all members of your party. You are also responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying us of any changes or cancellations and for receiving correspondence and keeping your party informed of any changes to your booking.

Making a payment

3. We accept cheques, credit and debit cards (except Amex & Solo). This means that you may telephone your requirements for immediate booking. You will be sent a booking confirmation which must be checked carefully. In the event of any discrepancy, please raise any queries with us immediately. A non-refundable deposit of £150 per person and all applicable insurance premiums will be payable at the time of booking. If you book within 10 weeks of the departure date the total cost of your holiday and that of your group must be submitted immediately. We reserve the right to vary the deposit and balance due date particularly for (though not limited to) holidays that include heli or cat skiing. Receipt of the deposit by us does not imply confirmation of that booking. No booking shall be confirmed or contract come into existence until we issue a written confirmation invoice along with the booking confirmation. We reserve the right to refuse a booking without giving any reason for such refusal

and shall in that event return any deposit received to its sender. Please note there is a 2% surcharge payable for credit card transactions (Visa/Mastercard) which we will automatically add to your balance. If you wish to pay by cheque a £15 handling charge will be added to your total costs.

4. The balance of the total cost of the holiday as shown on our confirmation invoice must be paid at least 10 weeks before departure. If the balance has not been paid by such a date we reserve the right to cancel the booking within seven days thereafter and to retain the deposit by way of our cancellation charge. Any dispute as to the amounts shown in the invoice must be taken up with us within 48 hours of receipt of the invoice. Thereafter the person who made the booking guarantees payment to us in accordance with these Booking Conditions of the total amount shown on the invoice. For cancellation procedures see Section 5 below.

Amendment or cancellation by you

5. (a) If you wish to alter or change any detail in the booking confirmation, or wish to make alternative arrangements to those advertised in the brochure, the request must be made at the time of booking or in writing as soon as possible. We will do our best to make the change but cannot guarantee to do so. Where a change can be made, a minimum charge of £25 per person is payable to cover administrative and other costs we incur in making the alternative arrangements. These further costs could increase closer to the departure date that changes are made. You will also be required to pay any additional costs arising from any alterations. Any transfer of a scheduled flight will also be subject to any charges imposed by the airline. Please note that airlines may not allow transfers on scheduled flights and that a flight booking may have to be cancelled and rebooked, in which event the re-booking will always be subject to flight availability and to payment of any charges imposed by the airline which may, in some cases, be the full cost of the ticket. Please also note that airlines and other transport providers normally regard name changes as a cancellation and rebooking, and any alteration may incur a 100% cancellation charge in respect of their fare.

(b) If you are prevented from travelling you may be able to transfer your booking to someone else provided you give us reasonable notice (minimum 10 weeks prior to departure). This person must be able to satisfy all the conditions for the holiday and a change cannot normally be made later than 10 weeks prior to departure. They must accept the transfer and agree to be bound by the terms of this agreement. If the transfer can be made we will make an administration charge of £50 plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the holiday is paid for by the balance due date.

(c) You or any member of your party may cancel your holiday arrangements at any time. However, if the holiday

is cancelled up to 10 weeks before departure date the deposits paid by you will be forfeited. Since we incur costs in cancelling your arrangements the following cancellation charges will also be payable if the holiday is cancelled by you for whatever reason after the balance due date.

Notice of cancellation before departure:

Europe	Proportion of holiday cost payable
70-43 days	30%
42-31 days	50%
30-0 days	100%

All cancellations must be received in writing, signed by the person who made the booking and acknowledged by us. Failure to pay the balance by the due date shall also entitle the Ski Club to cancel the booking and retain the deposit by way of a cancellation charge. Failure to pay any other amount by the due date shall entitle the Ski Club to cancel the booking and to retain an amount by way of a cancellation charge as set out in Clause 5

(c). Cancellation charges due on heliskiing holidays are according to each helicopter skiing operator's booking conditions. These will be made known to you before you book.

(d) Course Only Bookings. These bookings must be paid for in full at the time of booking. All cancellations must be received in writing, signed by the person who made the booking and acknowledged by us. Since we incur costs in cancelling your arrangements, all cancellations are subject to a £100 non-refundable fee. The following cancellation charges will be payable if the arrangements are cancelled by you for whatever reason.

Notice of cancellation before departure:

70-29 days	50%
28-0 days	100%

Prices

6. (i) We reserve the right to alter the prices and any other information relevant to any of the holidays shown in our brochure or on our website. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

(ii) The price of your holiday arrangements can go up or down after you have booked due to changes in transportation costs such as fuel, scheduled airfares and any other airline cost changes which are part of the contract between airlines (and their agents) and the tour operator or organiser. Changes in VAT or other government imposed changes and currency changes in relation to an exchange rate variation can also affect the price of travel arrangements. However, there will be no change within 30 days of your departure. In the case of

any increase equivalent to 2% of the price of your holiday arrangements (excluding insurance premiums and any amendment charges), this will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but you will be required to pay any amount over and above that. In the latter case there will be an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your holiday arrangements, you may cancel your holiday arrangements and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Alternatively, you can accept an offer of alternative holiday arrangements from us if we are able to offer a suitable alternative and transfer payment made in respect of the original holiday to the alternative holiday. If the cost of the alternative holiday is less than the original, the difference in price will be refunded. In either case, we will also pay compensation as set out in section 8 below. Should the price of the holiday be reduced by more than 2% of your holiday cost (excluding insurance premiums and any amendment charges) then any refund over and above that amount will be refunded to you after deducting an administration charge of £1.00 per person.

Please note that holiday arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

(iii) The prices of holidays in this brochure are calculated on the basis of costs known at June 2011.

Single supplements

7. The majority of our holidays are priced and sold on a shared room basis and we will do our best to help individuals find a room sharer but this is not always possible. If, when rooming lists are finalised, there is an imbalance in numbers so that a sole occupancy supplement is incurred, this cost will be passed onto you. Please note that where individuals have been allocated or have specifically asked to share a room with another/ other member(s), and one or more of the individuals in the allocated room cancels their holiday, we reserve the right to resell the cancelled place should we have the demand and you may therefore end up sharing a room with another individual.

Changes and cancellation by us

8. (i) We are occasionally forced to make changes to holidays and reserve the right to do so at any time. If a significant change is made to your holiday after it has been confirmed, you will be informed as soon as possible. You may either accept the changed holiday, cancel

and receive a full and prompt refund of all monies that you have paid, or accept an offer of alternative holiday arrangements from us if we are able to provide a suitable alternative of comparable standard and transfer payment made in respect of the original holiday to the alternative holiday. In the event that you choose an alternative arrangement, these terms and conditions will still apply to that alternative booking. If the cost of the alternative holiday is less than the original, the difference in price will be refunded. Except where the significant change arises due to reasons of force majeure (see below), we will in addition offer you compensation (whether you accept the change or cancel) as follows:

56-29 days before departure	£15 per person
28-15 days before departure	£25 per person
0 - 14 days before departure	£30 per person

A significant change includes a change of UK airport to one that is less convenient (excluding changes between any London Airport); a change of accommodation to a lower grade; a change of resort; a change of planned departure time by more than 12 hours (not flight delay). "Force majeure" means unusual or unforeseeable circumstances beyond our control or the control of our suppliers, the consequences of which neither we nor our suppliers could avoid even with all due care, including, but not limited to, epidemic or outbreaks of illness, war, threat of war, riot, civil strife, industrial dispute, terrorist activity or threat of it, natural or nuclear disaster, fire, flood, drought, technical problems with transport, machinery or equipment, power failure, changes imposed by rescheduling or cancellation of flights by an airline, closure or congestion of airports or ports, and adverse weather conditions.

(ii) We reserve the right to cancel any holiday in any circumstances. For example, some holidays operate subject to a minimum number of participants and we may therefore have to cancel where there are insufficient numbers. However, we will not cancel your holiday less than 28 days before departure except for reasons of force majeure or failure by you to pay the final balance. If it is necessary to cancel your travel arrangements, compensation will not be payable by us in the event of force majeure, your late or non-payment or where there are insufficient numbers to operate the holiday. We are not responsible for any costs incurred outside the services included in the holiday invoice. Compensation for cancellation is as follows:

56-29 days before departure	£15 per person
28-15 days before departure	£25 per person
0 - 14 days before departure	£30 per person

If we have to cancel your booking in circumstances other than your failure to pay, you can have either a full and prompt refund of all monies that you have paid, or accept an offer of alternative holiday arrangements from us if we are able to provide a suitable alternative of comparable

standard and transfer payment made in respect of the original holiday to the alternative holiday. If the cost of the alternative holiday is less than the original, the difference in price will be refunded. In the event that you choose an alternative arrangement, these terms and conditions will still apply to that alternative booking.

Holiday insurance

9. Our insurance policy is optional but it is a condition of booking that all clients have insurance which provides at least the same level of cover as that of the Ski Club Travel Insurance policy as detailed on www.skiclub.co.uk. It is your responsibility to comply with the insurance company's requirements and if you suffer from a disability or medical condition, you should disclose this to insurers. Your policy of insurance should provide cover for personal injury, death, medical and repatriation costs in the countries which you intend to visit, together with cover for loss of baggage and valuables, personal liability, delay, cancellation, curtailment, missed departure and legal expenses. We also advise that your policy should include skiing off piste without a guide. Insurance premiums must be paid at the same time as booking the holiday in order for cancellation cover to be effective. Please read the full policy wording carefully. Cancellation cover commences on payment of your premium; other sections of the cover apply during your holiday including the outward and return journeys. Please keep insurance details with you whilst on holiday.

Our liability

10. We do not own or manage the aircraft, ships, accommodation, restaurants and other facilities used in conjunction with the holidays advertised in this brochure. While we have exercised reasonable care in selecting providers of travel, accommodation, restaurants and other facilities, we will not have had the opportunity to inspect and do not by this brochure represent that we have inspected such aircraft, ships, accommodation, restaurants or other facilities. However, if any part of the holiday arrangement is performed improperly and without reasonable care and skill (in accordance with local standards), and this affects your enjoyment of the holiday, we will (subject to the conditions below) pay you reasonable compensation as we accept responsibility for our employees, agents, suppliers and sub-contractors while acting within the course of their contractual duties. This liability (except in matters involving injury, illness or death) is limited to three times the cost of the holiday (excluding insurance premium and amendment charges) of the affected person. If you or any member of your party is killed, injured or becomes ill as a result of transport by aircraft, ship, train, coach or any other vehicle, our liability to pay compensation and/or the amount of compensation we will pay is limited in accordance with the Montreal and Warsaw Conventions (applies to transport by air), the Athens Convention (applies to transport by ship), the Berne Convention (applies to transport by rail) and the Geneva Convention (applies to transport by road). The terms of these conventions are incorporated into and form part of your

contract with us. You can get copies of the relevant conventions if you ask us for them. You should note that these conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay to you. Where the services are provided by air or sea carriers our liability is limited as if we were the carriers within the appropriate international conventions. Our liability will also be limited in accordance with the contractual terms or 'conditions of carriage' of any company that provides the transportation for your travel arrangements or supplies other services such as accommodation or activities. Copies of these terms can also be obtained on request. These terms are incorporated into this contract and may limit or exclude liability.

11. If you or any member of your party suffers death, illness or injury as a result of any failure to perform or improper performance of any part of our contract with you, we will (subject to clause 10) accept responsibility unless the failure to perform or improper performance was attributable to:

- (i) your own acts and/or omissions;
- (ii) those of a third party not connected with the provision of your holiday and which was unforeseeable or unavoidable; or
- (iii) an event which neither we nor the supplier of the service in question could have foreseen or prevented even with all due care. Should any payment be made to you or any member of your party by us in any of the circumstances referred to under clauses 10 and 11, we reserve the right to have you assign to us any rights or claims against the person or organisation responsible for causing the illness, injury or death. You must also assist us and our insurers in pursuing any such claim. All claims must be notified immediately to us and confirmed in writing within 50 days. Any amounts recovered in excess of the payments made by us to you will be passed on to you after deduction of our costs.

Problems not connected to our holiday package

12. Should any member of your party suffer illness, injury or death through misadventure arising out of an activity which does not form part of the holiday package we have arranged for you, we cannot accept liability. We will, however, offer general assistance where appropriate. This is another area where it is important to have adequate holiday insurance cover.

Transportation

13. As set out in clause 10 above, transportation on aircraft, coaches, trains or ships is subject to the conditions of carriage of the carrier, some of which may limit or exclude liability. These conditions are often the subject of international agreement between countries and copies of the conditions which apply to your holiday journey will normally be found on the carrier's tickets. They are available prior to that time from our office. Under EU Regulation 261/2004 you have rights in some circumstances to refunds and/or compensation from

Booking conditions

your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However, reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. No liability is accepted by us for delays to flights to or from the United Kingdom or for any cancellation of flights. We are also not liable to pay compensation where air, rail, road and other departure times are supplied by carriers since they are subject to air traffic control, passenger check in times, weather conditions and the need for regular maintenance or other safety considerations. You should consider making a claim under your travel insurance policy.

Luggage, skis and equipment

14. All luggage, skis, snowboards, boots, equipment and other personal effects shall be at all times and in all circumstances the owner's own responsibility and taken on holiday at the owner's risk. We cannot accept responsibility for any loss or damage or delay to your luggage and effects unless directly caused by the negligence of one of our employees.

Complaints procedure

15. (i) We hope that you will not experience any problems with your holiday. If you do, however, you must take it up with your senior Club leader/ representative immediately so that we can attempt to solve it at once. If the problem cannot be resolved in a short time your leader will complete a complaint form, which you will be asked to sign to ensure that it sets out your full complaint properly and which we undertake to investigate as soon as possible and report back to you.

If you are unhappy with the outcome of our investigation you must put this in writing to us within 28 days of the end of your holiday.

(ii) Your failure to comply with this complaints procedure may deprive us of the opportunity to investigate and rectify your complaint whilst on holiday and may affect your rights under this contract.

Legal disputes

16. In the event of any dispute arising between us the dispute will be governed by English law. Where you are resident in England this agreement, and any claim or dispute arising out of it, is subject to the non-exclusive jurisdiction of the English courts. If you live in Scotland or Northern Ireland, you may bring proceedings in your local Court.

For your protection

17. We provide full financial protection for our package holidays. When you buy an ATOL protected air holiday package from us you will receive a confirmation invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence No. 2911. 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