



Booking Form

15. You alone are responsible for ensuring that you have taken out adequate travel insurance prior to your departure on holiday and we will not, under any circumstances, be liable to you for any damage to or loss of any property belonging to you that results from the actions of any third party.

16. Where we advertise or recommend any third party service providers, we provide no warranty or guarantee in relation to the services offered and accept no liability for the acts or omissions of those service providers.

17. We shall not have any liability or be deemed to be in breach of the Contract for any delay or failure in the performance of our obligations under Contract which result from circumstances beyond our reasonable control ("force majeure").

18. While we make every effort to ensure that the information in our brochure is accurate, we do not warrant that the Brochure will be error-free or that changes to the holiday will not have occurred since the Brochure went to print. Should there be any material charges, we will endeavour to inform you of these at the time of booking but we shall not be liable for any loss suffered as a result of such changes.

19. Bedrooms are allocated by the Company on the basis of their availability and are provided as described in the Brochure. We shall not be liable in respect of any complaints that a particular bedroom is less attractive than any other on the basis of its size, character, views or otherwise howsoever.

20. We do not warrant that the bedroom provided will have a balcony unless we have received your Booking Form requesting a room with a balcony and have confirmed the availability of the same to you in writing.

YOUR OBLIGATIONS, WARRANTIES AND LIABILITIES

21. By signing the Booking Form you warrant that you are over 18 years of age and have the authority of all the persons named thereon to contract on their behalf for the services requested on the Booking Form.

22. You acknowledge and accept that it will be a condition of your embarking upon and participating in the holiday that you will be required to sign a disclaimer in the Company's standard form. You accept that if you choose not to sign such a disclaimer letter then the Company shall not have any responsibility or liability to you for any failure or refusal to provide any or all of the services for which you have contracted in respect of the holiday.

23. It is your responsibility to check the accuracy of all documentation supplied to you and to contact us without delay in the event of any queries.

24. You must inform us on the Booking Form of any specific dietary requirements or other requirements that you may have. We will endeavour to fulfil all specific requests but we will accept no liability for any failure to do so.

25. You warrant that you have in place to cover the period of your holiday adequate and valid travel, medical and other insurance that may from time to time be required.

26. You have sole responsibility for your travel arrangements to and from the resort.

27. You are required to respect the rights of others staying at the Accommodation and not to act in a manner inconsistent with those rights.

28. You are liable for all damage to the Accommodation caused by your actions, the actions of others named on the Booking Form or the actions of children for whom you are responsible. The person who signed the Booking Form will be liable in the first instance. The cost of reimbursement of any and all damage must be paid to the Company's representative in the Resort immediately on demand.

COMPLAINTS PROCEDURE

29. In the unlikely event that you are dissatisfied with the Accommodation or any of the services provided during the holiday, you must immediately report the matter to the Resort Manager so that remedial action can be taken. We shall not at a later date be liable if you did not bring your complaint to the attention of the Resort Manager during your stay.

30. If we are unable satisfactorily to resolve your problem during stay, you must submit your complaint in writing to us within 28 days of your scheduled date of return from the holiday. You must provide full details of your complaint including the relevant dates and the name(s) of the person(s) to whom the matter was reported. We shall not be liable in respect of any complaints made outside the 28 day period.

MISCELLANEOUS

31. Data Protection Notice - Alpine Arena is the trading name of Robert & Lesley Lockwood. We will use the personal information provided on your Booking Form to process your booking and to inform you of our future holiday offers. It may be necessary to share your personal details with third parties in order to fulfil our contractual obligations to you and by contracting with us you hereby expressly consent to our doing so. We will not pass your details on to any other parties unless required to do so by operation of law. You have a right to ask for a copy of your information for which we may charge a small fee and to correct any inaccuracies in your data.

32. These conditions are subject to English Law and the English courts shall have sole discretion.

LEAD NAME: _____

CONTACT ADDRESS: _____

TELEPHONE NO: _____

MOBILE: _____

EMAIL: _____

VALUE OF DEPOSIT ENCLOSED (£80 per person): _____

IF A MEMBER OF AAC PLEASE GIVE NUMBER: _____

SIGNATURE OF LEAD NAME: _____

(PLEASE NOTE LEAD NAME MUST BE A PERSON AGED 18 YEARS OR OVER)

DATE: _____

ON SIGNING THIS BOOKING FORM I AGREE TO THE TERMS AND CONDITIONS OF ALPINE ARENA ON BEHALF OF THE WHOLE PARTY MENTIONED OVERLEAF.

DATE OF ARRIVAL: _____

APPROXIMATE TIME OF ARRIVAL: _____

DATE OF DEPARTURE: _____

PLEASE NOTE YOUR ROOM WILL NOT BE READY UNTIL 1500 HOURS ON ARRIVAL DAY AND MUST BE VACATED BY 1100 ON YOUR LAST DAY.

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Disclaimer

Party Lead Name_____

Accommodation_____ Date_____

Everything you do during your forthcoming stay with us is done "at your own risk"

During your stay here, we are happy to offer advice and opinions on any aspect of the local area (e.g. walks, Klettersteig (via Ferrata), bike rides, places of interest etc.). We always endeavour to give accurate and suitable advice and opinions, but we do not take any responsibility for them and you act upon them, at your own risk.

Similarly, you might join one or more of our Organised Walks or Klettersteig (Via Ferratas). Our Walks and Klettersteig Organisers attend these on a goodwill basis so that you may go out on an excursion in a sociable atmosphere with people of similar interests and also partake in an itinerary you might not have otherwise come across during your stay. Our walks and Klettersteig Organisers are not qualified mountain guides. You go out in their company at your own risk and you should be happy to accept the discretion and actions of any or all of the participants on that Organised Walk or Klettersteig in the event of injury to you and/or the need to have you rescued.

If you rent Klettersteig equipment from Alpine Arena or a member of its staff, please be sure to check all aspects of its condition, as we will not take any responsibility for the failure of its components. We would also advise you that if you have a fall in using our Klettersteig equipment, please report this no matter how minor the incident as in certain instances the equipment may need to be replaced. There will be no cost incurred to you if this happens.

Promotional Images. The company may use any likeness or image of you secured or taken on any of our trips without charge in all media (whether now existing or in the future invented) for bona fide promotional materials of any kind, such as brochures, slides, video shows and the internet.

When joining an Organised Walk or Klettersteig at our "afternoon tea rendezvous", you might be asked to drive (or accept a lift from) someone who is not in your booking party, to and from a Walk or Klettersteig. The system works very well. But by signing this disclaimer you accept that Alpine Arena will not accept any liability in the event of a road accident and that you enter into such an arrangement with another driver/passenger by mutual consent.

Finally you sign this disclaimer on behalf of all members of your party on the understanding that you will ensure the latter are aware of this disclaimer and the details within it, a copy of which has been given to you.

Please Sign and return with booking form.

Signature_____ Date_____

Print Name_____

Thank you. We wish you a very pleasurable Holiday.

Alpine Arena LLP, 16 Bravener Court, Newton on Ouse, York, North Yorkshire, YO30 2DH

Partners: Lesley and Robert Lockwood