



Terms & conditions

Please take the time to read the following conditions carefully.

They are the basis for the contract between us and will assist you with your future plans.

1. Contract

For bookings by coach, the contract is with PGL Travel Ltd, ABTA bonded member V2683. For air groups the contract is with PGL Air Travel Ltd which is protected by the Civil Aviation Authority under ATOL 4630. The registered office for both companies is at Alton Court, Penyard Lane, Ross-on-Wye, Herefordshire, HR9 5GL.

PGL Travel Ltd is a Member of ABTA with membership number V2683. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London, SE1 9EQ Tel: 020 3117 0500 or www.abta.com

A contract will only exist when we have received the required deposit and have acknowledged receipt of your completed form by the issue of our booking confirmation. The person signing the booking form accepts the following conditions on behalf of all party members and will be our sole point of contact for correspondence. The contract between us is governed by the Law of England and Wales and any dispute will be dealt with under the exclusive jurisdiction of the Courts of England and Wales, except if you live in Scotland, when you may choose to have the contract governed by the laws of Scotland, and any dispute dealt with in the Scottish Courts.

2. Financial Security

For bookings by coach, PGL Travel Ltd holds a bond with ABTA. This arrangement means your money will be refunded or you will be brought back to the UK (where your contracted arrangements include return travel to the UK) if already abroad in the unlikely event of our being unable to provide your holiday due to our insolvency. PGL Air Travel Limited holds an Air Travel Organiser's Licence issued by the Civil Aviation Authority (CAA) (ATOL number 4630). This means the bookings inclusive of air travel are ATOL protected. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). For further information, visit the ATOL website at www.atol.org.uk

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on)

you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

3. Deposits

Before a booking can be considered firm, the Party Leader must confirm in writing an intention to proceed and forward the initial deposit of £100 for each paying member travelling to Europe by coach, or £150 for each paying member if travelling to Europe or the USA by Air. This deposit is not refundable, unless under the terms of our insurance cover. Please make cheques payable to PGL Travel Ltd. or PGL Air Travel Ltd. if travelling by air. For UK schools and groups, insurance cover is included and commences when the deposit payment is received unless otherwise advised on your provisional booking. Insurance cover can be arranged for non-UK schools and groups at a supplement.

4. Payment

We require an interim payment of £100 for each paying member travelling to Europe by coach and £150 for each paying member travelling to Europe or the USA by air. This is to be paid not more than 8 weeks after the due date of the initial deposit.

The final balance must be settled no later than 12 weeks prior to your departure or by return of post where receipt of invoice is within 12 weeks. If interim payments or final balances are not received by the due date, the company reserves the right to make an administrative charge of up to £10 per person. In the event that payments are longer than 14 days overdue, this will be a breach of the contract between us, entitling us to treat the booking as cancelled by you. In these circumstances, the contract between us will remain in force until you receive our written advice and cancellation invoice.

5. Cancellation

In the event of cancellation by a paying member more than 12 weeks before your course, the deposit and any interim payments may be transferred to a substitute member. However, if this is not possible, then the deposit and interim payment will be retained by us. For cancellations made less than 12 weeks prior to your course, the payments made may be transferred to a substitute member but we reserve the right to charge an administration fee of £25, plus any direct costs incurred. For air tours, cancellation charges may apply in accordance with section 7b and the individual airline policy. However, if a transfer is not possible, please write to us immediately giving full details. The cancellation will be subject to the following charges:

- 84-29 days before your course: 60%
- 28-15 days before your course: 80%
- 14 days or less before your course: 100%

The date of effective cancellation is calculated on the day of receipt of written advice. If any cancellation brings the number of pupils below the minimum number required to qualify for a particular price, then the price will be adjusted

accordingly.

Please note that cancellation charges, less an excess, may be reclaimed, via insurance, provided that the cancellation occurs within the terms of the policy - e.g. necessary cancellation due to injury or illness of the party member or parent or parental redundancy, etc.

6. Price information

Our prices are published in good faith however we reserve the right to alter the prices of any of the travel arrangements. You will be advised of the current price of the arrangements that you wish to book before your booking is confirmed. The exchange rate used for overseas courses and quoted below was published in The Financial Times on 4 May 2017, £1 = 1.1824 Euros, 1.2785 Swiss Francs and 1.2898 US Dollars.

Coach Tours All coach tours are guaranteed against any surcharge, subject to payments being received by the due dates. If payments are not received by the due dates, your course may be subject to surcharges on currency, unforeseen increases in transportation costs and seaport charges, in addition to any surcharges resulting from governmental action.

Air Tours Prices and flight details (if information has been released by airlines) will be advised at the time of making your booking. If your booking is made in advance of the airlines releasing tickets, we will inform you as soon as tickets become available to book. We will endeavour to secure the most convenient routes and flight timings, but due to high levels of demand for group travel on peak dates we cannot guarantee specific requests especially from regional airports and may occasionally need to use indirect flights which may change the departure day. All prices for tours and courses by air are subject to a surcharge on the following items: currency, government action, VAT, enforced increases in labour costs, and any unforeseen changes in transportation costs, including increases in aircraft fuel, overlying charges, airport charges and increases in air fares.

In all cases where a surcharge is applicable you will be notified up to 30 days prior to departure if a surcharge is due.

We will absorb an amount equal to 2% of the tour price, excluding any insurance premium, amendment fees and changes in VAT. Only amounts in excess of 2% will be surcharged with a £1 per person administration charge. If this means paying more than 10% of the course price you will be entitled to cancel the course plus a full refund of all money paid (minus insurance premiums and any amendment fees incurred). Should you wish to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the surcharge advice.

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 the price of your tour go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel 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. PGL will advise if Air Passenger Duty tax for members

of your party over 16 years of age is included in your tour cost at the time of booking.

7. Alterations & amendments by you

Should you wish to make any changes to your confirmed booking, you must notify us in writing as soon as possible. Where we can meet your request, a fee of £25 per amendment will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers in making the change.

- a) On courses by coach, additions to your party are usually possible at any time right up to the day prior to travel. However you must always check with us first by telephoning 0333 321 2143. If any addition is made within 12 weeks of departure we reserve the right to charge an administration fee of £25 per amendment.
- b) If you are travelling by air, additions to your party may be possible, however we will need to check with the airline to see if further seats are available. If the cost of these seats has increased since making the booking for your group, we reserve the right to pass on this extra cost for these additional places. It is the party leader's responsibility to ensure that all names are given in full and exactly as shown on the individual's passport. This information is often required at an early stage of booking and some airlines may not permit name changes. Most however will treat name changes as cancellations and charge accordingly. We will pass these charges on to you. Once tickets have been issued or in the case of low cost carriers once names have been received, airlines will usually charge the full cost of the flight if a name is changed. If your final balance is overdue at the time of requesting this change this also must be paid in full before the change can be made.

8. If we are forced to change things

The arrangements announced in this brochure or price list or website or when quoted to you are given in good faith. PGL follows the advice of the Foreign and Commonwealth Office and may on rare occasions have to make changes and we reserve the right to do so at any time. For further information on FCO advice see www.gov.uk/foreign-travel-advice. Most changes will be minor such as changes to the overseas airport, airline, ferries or coaches used, departure time changes of less than 12 hours or the withdrawal of certain facilities. You will be advised at the earliest possible date.

Occasionally we may have to make a significant change, such as a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of resort from one country to another, a change of outward departure time of more than 12 hours or a change of the overall length of time you are away of 12 hours or more. In the unlikely event of this happening you will have the choice of the following options:-

- a) Accepting the changed arrangements
- b) Purchasing an alternative ski course from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one we will refund the difference, but if it is more expensive, we will ask you to pay the difference), or

- c) Cancelling, in which case you will receive a full refund of all monies paid within 14 days. Compensation will be paid as below, per full fare paying passenger, if we have to make a major change to your course within twelve weeks of commencement, unless the change is due to circumstances beyond our reasonable control, including but not limited to war, the threat of war, riot, civil strife, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, disease, fire, adverse weather or natural or nuclear disaster:
- 84-29 days: £8
 - 28-15 days: £12
 - 14 days or less: £15
- d) On rare occasions, especially at the end of the season, a ski area may lack snow. We carefully monitor conditions in all resorts prior to departure and if we feel this will adversely affect your trip we will, at our discretion, offer affected clients the option of transferring to another accommodation or resort to make skiing possible. Snowfall is, of course, totally outside our control and as such any transfer of holiday does not constitute a major change and compensation payments referred to above are not applicable.

9. Final Party Information

Final Party Information forms need to be returned to PGL 14 weeks prior to travel. It is important that we receive these on time in order for us to ensure your final invoice is correct and all the elements of your trip can be reconfirmed including ensuring we have the right number of instructors and that the correct ski equipment and lift passes can be ordered. If we receive this late it can jeopardise the service we provide. The Company reserves the right to make an administrative charge of up to £15 per person should final details forms not be received within these deadlines.

10. Travel tickets & vouchers

These are valid in conjunction with the particular travel arrangements booked and the route specified. No refund can be made for lost, mislaid, unused, unendorsed or expired tickets, coupons or vouchers. Any details given are provisional and do not commit any airline mentioned to providing a service.

11. Liability

We will only accept responsibility for any personal illness, injury or death which results from the negligent (as the word is understood in English law) acts or omissions of any servant or agent, or any supplier working on our behalf in the provision of services or facilities to you and whilst acting within the scope of their employment. We will also accept responsibility for those elements of the course arrangements which are under our direct control and for the acts and/or omissions of our employees, agents, sub-contractors and suppliers. We can only be liable for the provision of special requests where we have confirmed their availability in writing beforehand.

Please note, however, that we do not accept liability for any air or sea carriers whose individual conditions of carriage apply and are often subject to international agreements.

We cannot be held responsible for the loss of enjoyment or additional expenses due to delays or changes in any travel arrangements or other services which are caused by circumstances amounting to force majeure such as war, the threat of war, riot, civil strife, industrial dispute, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, fire, disease, adverse weather or natural or nuclear disaster.

Our liability in all cases (except those involving illness, injury or death) is limited to 50% of the invoiced tour value per passenger in addition

to a full refund. We cannot be held responsible for the failure or inability of any equipment or computer programme to recognise or correctly to interpret or process any date as the true or correct date, or to continue to function correctly beyond that date. Should you or any member of your party have the misfortune to suffer illness, injury or death during the period of your course arising out of an activity which does not form part of the arrangements made by us, we shall, where appropriate, give you every help that we can by way of initial assistance, including initial legal costs associated therewith, up to a maximum value of £5,000 per booking form. You must request such assistance within 90 days from the date of the misadventure and in the event of there being a successful claim for costs against a third party or there being suitable insurance policies in force, the costs incurred by us shall be recoverable from you.

12. Safety management system

Health and Safety have always been of paramount importance to us. As a result we have developed a rigorous Safety Management System, which incorporates all aspects of your ski tour and complies with the standards of the School Travel Forum (STF). A leading travel industry Health and Safety Consultancy reviews our policies and procedures on an annual basis. Please see full details of our Safety Management Document on our website.

13. Complaints procedure

If there is any problem with your tour, we want to be the first to hear about it. It is essential that you contact your PGL representative as soon as possible so that we can try to rectify the situation on the spot.

Failure to do so will deprive us of our ability to investigate and rectify your complaint at the time and may affect your rights. In the unlikely event that the matter remains unresolved, please write to us immediately on your return and we will do our utmost to find a satisfactory solution. Notice in writing of any claim or dispute must be received by us within 28 days of the date on which the course ended.

If any dispute on a course booked with PGL Travel Limited cannot be amicably settled, it may be possible to refer it to arbitration under a special scheme arranged by the Institute of Arbitration in conjunction with the Association of British Travel Agents. This scheme provides for a simple and inexpensive method of arbitration on documents alone, with a restricted liability on a customer in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person.

There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness, except for small compensation claims for minor injury or illness subject to a limit of £1,000 per person.

Application for arbitration must be made within 9 months of return from the tour. Further details can be supplied by ABTA on request.

14. Personal property

Your personal property, including baggage, is your own responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibility.

15. Supervision

Teachers and/or other adults accompanying the party agree to act 'in loco parentis' at all times and will adequately supervise all members of the party. For this reason we do not include adults in the 1:12 ratio for ski lessons. It is the Party Leader's responsibility to ensure that:

- a) No group member under 18 consumes alcoholic beverages without prior written consent of the parent/guardian.
- b) No student smokes on coaches, in any

accommodation, in any smoke free places or behaves in any other way which may cause a fire hazard.

- c) All party members wear the lap belts provided for all journeys by coach. (Not always applicable to coaches sourced overseas)
- d) No student breaks a UK or local law. These matters must be discussed with pupils prior to your course. If further details are required, please ask for a copy of our Safety Management System.

16. Group size

By coach Our ski prices are based on a coach group of 40 paying passengers. For groups travelling on peak departure dates (for 2019 these are 15-17 Feb and 5-7 Apr) we will not impose a small group supplement on any group which has booked and confirmed its final numbers with full deposits and any interim payments by 30th April 2018. We do however reserve the right to use the remaining seats on your coach for another smaller group who will share transport, accommodation, evening entertainment and ski school arrangements. Occasionally we will twin two small groups and in this instance it may be necessary for one group to accept a different hotel. For groups travelling on off peak dates, including New Year, the minimum number required for a coach group is 40 paying passengers. Should your numbers fall below this, please contact us for details of our very competitive small party supplements.

By Air Groups travelling to Europe by air with a minimum of 40 paying passengers will receive free transfers to and from the UK airport within a 200 mile radius. For groups with fewer than 40 paying passengers travelling to Europe and for all groups travelling to USA destinations, we can offer attractive rates for coach transfers to/from the UK airport. For all air groups of more than 30 paying passengers we will include return transfers from the destination airport to resort. For groups smaller than 30 paying passengers please contact us for a tailor-made quotation.

Concessionary Places Please note that concessionary places are limited to 10% of your total group size, and do not count as full fare paying passengers when calculating your groups free place allowance.

17. Travel arrangements

Length of Course For all ski tours we consider Day 1 as the day of departure from the UK port/airport and the final or last day is the day of arrival back at UK port/airport. For schools which have a long journey to and from the port or airport, such as schools from the North of England, Scotland and Northern Ireland, the actual number of days involved overall may be greater than the advertised tour length.

Coach Travel All PGL Ski Tours are operated by Executive coach. We use reliable operators offering modern, comfortable coaches with excellent back-up and breakdown cover. Your coach will pick up your party at school, remain with you throughout your Ski course, and return you to school at the end of your journey.

- a) Drivers' hours: All itineraries are agreed with coach companies prior to departure and adhere to strict EU driving regulations.
- b) Seat Belts in Coaches: By law, all British coaches transporting young people under 16 years of age are required to be fitted with lap belts. Coaches contracted by PGL will conform to this requirement. The Party Leader and other accompanying adults are responsible for ensuring that the lap belts are worn at all times during coach travel. Please note that coaches hired locally in Europe or the USA are not yet subject to the same legislation.
- c) We reserve the right to utilise any empty coach seats for our clients or staff.
- d) Cross-Channel Arrangements: We have strong links with all the major ferry companies and the Eurotunnel cross channel service.

All cross channel arrangements are based on daytime car ferry services via the Dover-Calais route or the Eurotunnel service (if requested). Once we receive your deposits we will immediately make reservations on your behalf. Although in some cases we request space as early as April for the following year's travel, as a rule ferry companies do not open their booking charts until mid-December. Under these circumstances we are therefore unable to confirm routes and timings until early in the New Year. All ferry crossings are subject to availability.

Air Travel Flights booked may be operated by either a charter or scheduled service of a major airline. Flights will be in economy class. In accordance with EU Directive (EC) No. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community List' which contains details on air carriers that are subject to an operating ban within the EU Community. Please refer to www.ec.europa.eu/transport/air-ban/list_en In accordance with EU Regulations we are required to advise you of the carrier or, if the carrier is not known, the likely carrier that will operate your flight at the time of booking. Where we are only able to inform you of the likely carrier at the time of booking, we shall inform you of the identity of the actual carrier as soon as we become aware of this.

The UK departure airport, overseas arrival airport, carrier and flight timings shown in this brochure, on our website or in any other promotional material and detailed on your Booking Confirmation are for guidance only and are subject to alteration and confirmation. The latest route, timings and carrier will be shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct route, flight times and carrier. It is possible that UK departure airport, overseas arrival airport, carrier and/or flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Any change in UK departure airport, overseas arrival airport, the identity of the carrier, flight timings, and/or aircraft type (if given) will not entitle you to cancel or change other arrangements without paying our normal charges except where specified in these conditions.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation and/or another remedy from the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for any compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation or any other

sum from us, you must, at the time of payment of any compensation or other sum to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. If your airline does not comply with these rules you should complain to the Civil Aviation Authority, www.caa.co.uk

Baggage Allowance Full details of your baggage allowance will be printed on your tickets. Although subject to change, at the time of going to press most scheduled airlines allow 20kgs per passenger for checked in luggage and one small bag as hand luggage. Some low cost carriers limit the allowance to 15kgs per passenger for checked in luggage. Your hand luggage may also be limited by size and weight and will be dependent on the airline you are travelling with. Please check with your airline for specific details.

Travel Delay Assistance If your flight is delayed by more than 3 hours, we will endeavour to arrange for the airline concerned to provide appropriate refreshments, if practical within the relevant airport. For delays of 12 hours or more and past midnight overnight accommodation may be arranged, however this is subject to availability and operational suitability.

Groups Travelling from outside mainland Britain For parties from Northern Ireland and other off-shore locations inclusive arrangements start at the appropriate UK mainland port/airport.

Timings and Itineraries All itineraries, journey times, timings of ferry crossings/routes specified are given as guidance only and may be subject to change upon final confirmation.

Evening Activities Groups choosing to travel by air will need to budget for any transportation requirements (for instance a local coach) should they wish to take part in any optional evening activities.

18. Accommodation

All the hotels and centres featured are well known to PGL and have been inspected by a senior representative of PGL or an agent acting on behalf of the company. In our opinion, they are more than suitable for the needs of school and youth parties and their facilities meet the health and safety standards detailed in our Code of Practice and comply with the Schools Travel Forum standards.

Rooms for Pupils Pupils are normally accommodated in rooms of 4-6 persons although larger rooms are sometimes allocated.

Rooms for Staff Wherever possible, we will always accommodate adult leaders in twin-bedded rooms and request rooms with an ensuite facilities. Single rooms are always limited and we cannot normally provide these free of charge. In some hotels, it may be possible to reserve a twin-bedded room for sole occupancy in which case a supplementary charge will be payable.

Rooms for additional adults and for families While we will make every effort to meet your requests, PGL is not able to guarantee rooming requests for additional adults and / or families travelling as part of a group.

Accommodation – USA Rooms will be allocated on the basis of the party composition supplied by the Party Leader.

In the USA, most rooms are made up of two large double beds and for reasons of economy the tour is based upon 4 students sharing two large double beds. Some rooms may have a sofa-bed and / or bunks. Under occupancy of any beds in a room may result in supplements applying – please check with the office if you are unclear about this.

Hotel Classification Hotel classifications, where stated, are those awarded by the local Tourist Board. Please bear in mind that some countries' local standards will not be the same as in the UK but we will only use accommodation which

meets or exceeds our minimum standards. Any exception will only be used in agreement with the Party Leader.

Meals Our prices in Europe are based on full board accommodation – Continental breakfast, packed lunch and evening meal. Our hoteliers are happy to deal with special dietary requirements; all that we ask is that you provide us with details of specific needs in writing at least 8 weeks prior to the commencement of your tour. Please note that accommodation in the USA is provided on half board basis, and that a daily packed lunch is NOT included.

Please note:

- i. It is common in many hotels for twin beds to be of the 'Austrian Twin' type. This kind of bed consists of one large bed base with two mattresses, two sets of bedding and two duvets. They are used commonly throughout the Alps as ordinary twins. Except in the USA, we do NOT expect the members of your group to share double beds. Should this ever be necessary, we will advise you at the time of booking and will certainly confirm your rooming allocation and arrangements prior to the commencement of your tour.
- ii. Towels and soap are not normally provided in the majority of the hotels / centres featured in the brochure.
- iii. Most hotels now request visiting groups to pay a deposit on arrival, usually around €500 as security against possible damage in the hotel.
- iv. The cost of using facilities e.g. swimming pool, sauna etc. at our hotels is not always included. Please note that use of a hotel swimming pool or sauna must be supervised at all times by accompanying adults.
- v. Rooms are normally available from 16.00 on the day of arrival and have to be vacated before midday on the day of departure. Every effort is made to ensure the availability of washing facilities and secure baggage storage until departure.
- vi. Some youth centres may require guests to assist with room tidying, making up beds at the start of the holiday or stripping beds on the last day, and clearing tables.

19. Excursions

Where evening activities or excursions have been pre-booked and payment has been made in advance by PGL, we cannot refund any monies to the group for non-attendance or cancellation of the visit (including cancellation due to adverse weather conditions).

If you choose not to attend any evening entertainment which has been pre-booked only, cancellation fees will apply.

20. Snow guarantee

- a) The PGL Snow Guarantee applies to parties travelling by coach and is subject to the following other conditions:
 - i. If the ski school take the decision that you are unable to ski due to lack of snow and almost all lifts are closed, PGL will at their discretion transport you to a nearby resort and cover the cost of ski school and lift pass.
 - ii. If in our opinion this is not feasible, we will compensate each full fare paying member a total of £15 per full day's lost skiing.
- b) The Snow Guarantee does not apply and the Company cannot be held responsible if skiing is not possible on any day for any reason other than unsuitable snow conditions including the mechanical failure of the ski lifts and high winds or adverse weather conditions.
- c) No refunds will be given for services which are not used either because of snow conditions or otherwise.

21. Passports & visas

The Party Leader is entirely responsible for the completion of passport formalities and other

personal arrangements which may be necessary such as visas for non-British citizens.

We recommend that all passengers carry individual passports on ski courses as it allows for more flexibility than a collective passport and they will be required if travelling on a low cost airline. For more information please contact our reservations team or visit www.direct.gov.uk/passports

Visas The destinations featured in this brochure do not currently require British citizens to hold a visa. Non-British passport holders are advised to check with the relevant Consulate/s with regard to individual visa requirements.

Travel to the USA When travelling to the US from the 1st April 2016 you must have a passport with an integrated chip (an epassport) to travel on the Visa Waiver Programme or have obtained the correct visa, valid for your stay. Each person wishing to visit the US must have either; i) an e-passport (if your passport is issued after 26 October 2006), and a Visa Waiver Form or ii) a valid passport and a valid visa which must be obtained before travel from the US authorities.

Most British Citizens holding a British passport can travel under the Visa Waiver Program but there are some restrictions and the Party Leader must check these by looking at the US Embassy website at www.usembassy.org.uk

All persons travelling to the USA under the Visa Waiver Program must have obtained travel authorisation using the Electronic System for Travel Authorisation (ESTA). This must be obtained at least 72 hours before departure. The current cost is \$14 per person which will be charged when renewing or applying for an ESTA which is valid for 2 years.

This requirement is in addition to the submission of passport information, which is still required. Each individual traveller must register online on the following website: <https://esta.cbp.dhs.gov/esta>

Further Information For further information on the country you are visiting, please visit the Foreign and Commonwealth Office website www.gov.uk/knowbeforeyougo as requirements frequently change. The FCO website also has advice on the strict rules regarding bringing food and animal products back into the UK, see www.direct.gov.uk/dontbringmeback for more details.

22. Health matters

The Party Leader signing the Booking Form is entirely responsible for passing on any health requirement information to other party members. Party Leaders may wish to refer to the department of Health leaflet T7.1 'Health Advice for Travellers' which offers health information for all destinations. Copies are available from Post Offices nation-wide. We also recommend party leaders consult their own doctor who will be in the best position to take into account any relevant personal factors or medical requirements for the country to be visited. Other sources of information include www.fitfortravel.nhs.uk Although PGL's extensive insurance covers the cost of emergency medical treatment abroad, we would still recommend that all party members travelling within the EU have a valid EHIC.

23. Insurance and medical

PGL winter sports insurance is generally included in the price of your ski course unless otherwise advised on your provisional booking and booking confirmation. If you prefer to arrange your own insurance and do not require PGL insurance, we will require you to complete an Indemnity form. We strongly recommend that you obtain and carry a medical consent form for each member of your party under the age of 18. Medical facilities sometimes require proof of parental consent prior to the administration of any medical treatment.

24. Special requests

Any special requests must be clearly notified to us in writing. We do our best to meet any special

requests made by you and ensure that these are forwarded to the appropriate persons. We cannot guarantee, however, that special requests will be fulfilled and failure to do so does not constitute a breach of contract. Special requests will only be held to form part of the contract between you and the Company when they have been confirmed in writing to be guaranteed by the Company.

25. Ages & additional adults

- a) Prices are valid for pupils in full time education, aged 17 years and under on the day of departure. Pupils in full time education aged 18 and over may be required to pay a small supplement. In certain resorts pupils aged 13 and over may be required to pay a supplement.
- b) Accompanying adults over and above the free place allowance may join the course at the child price plus a supplementary charge of £50, and the relevant adult Lift Pass supplement for European ski courses and £150 for ski courses to the USA. Please note that PGL cannot guarantee rooming requests for additional adults joining a group.
- c) PGL reserves the right to re-cost the course if more than 20% of the party is aged 21 years and over.

26. Additional requirements

We are continually working to enable all young people to enjoy the many benefits of our courses and tours. If members of your party have additional requirements, relating for example to disability, culture, diet etc, please provide full details at the time of booking. We will be pleased to undertake a fair assessment of service provision and identify appropriate resources with reference to such considerations as access, successful participation and health and safety.

27. Data protection

We have measures in place to protect the personal booking information held by us. The contact details supplied, including postal address, telephone and email address, will only be used to fulfil tour administration and to communicate details of PGL's and associated companies products and services. The personal information supplied about party members will be used to allow our employees, agents, subcontractors and suppliers to provide the promised service to our normal high standards. It may also be provided to public authorities such as customs or immigration if required by them, or as required by law.

28. VAT

All our Ski course prices are quoted inclusive of VAT. All fall within the Tour Operators Margin Scheme (TOMS), and therefore it is not possible to issue a VAT invoice.

29. Photography

We occasionally employ a professional photographer to take pictures/video for use in PGL promotional material. If any member of your groups wishes NOT to appear in any such photograph/video, please let us know prior to your course, and once at resort ensure that the PGL representative is also made aware of any such restrictions.

30. Brochure information

The information contained in this brochure is accurate and correct as far as can be reasonably ascertained on the publication date, June 2017. If we ascertain ourselves or are notified of any subsequent changes to the details contained herein, we will advise you as soon as is reasonably possible.

31. Further information

If you require any more details, please do not hesitate to give us a call. We are certain we will be able to answer any questions you may have, and we would be delighted to calculate a special quotation to suit your particular needs.