

Off The Piste Booking Conditions

Please read these booking conditions carefully, they form an important part of the contract for your holiday.

All holidays advertised in our brochures and on our website are operated by TTSS Limited trading as Off The Piste registered number 06695822 (hereinafter called 'the Company', 'we', 'us' or 'our'), a member of the Travelopia group of companies with registered office at Origin One, 108 High Street, Crawley, West Sussex, RH10 1BD and are sold subject to the following conditions:

In these booking conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them as applicable. When you make your booking you must pay the deposit requested per person – our events, tours and products have varying deposit amounts and payment schedules.

1. YOUR FINANCIAL PROTECTION

1.1 The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency.

1.2 We will provide you with financial protection for any ATOL protected flight or flight inclusive holiday that you buy from us by way of our Air Travel Organiser's Licence number 9992 administered by the Civil Aviation Authority ('CAA'). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

1.3 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 the 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).

1.4 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 claim 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.

1.5 The price of your holiday includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

1.6 When you buy an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

1.7 When you buy arrangements other than an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on our behalf at all times.

1.8 Any monies paid by group members to the lead name are held by the lead name solely as agent of the group member until such time as the Company has received that money.

1.9 We will provide you with financial protection for any package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. For further information, visit the ABTA website at www.abta.com.

- 1.10 If you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply.
- 1.11 We are a Member of ABTA, membership number Y2475 L6900. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

2. HOW TO BOOK

- 2.1 To make a booking you can contact us in several ways: directly over the telephone, via our website <http://www.offthepiste.com/> ('Website'). The person making the booking must be 18 years old or over and possess the legal capacity and authority to make the booking and accepts these booking conditions.
- 2.2 Whether you book alone or as a group, we will only deal with the person who has set up the booking (the "lead name") in subsequent correspondence concerning changes, amendments and cancellations to the trip as a whole. The lead name is responsible for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes. Each individual is, however, personally responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself, cancellation of your participation and subsequent changes to your specific trip options. You are responsible for downloading your e-ticket. The lead name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations.
- 2.3 At the time of booking, you must pay an initial deposit as notified to you at the point of booking and as requested. The Initial Deposit paid against any trip is non-refundable under all circumstances ('Initial Deposit'). You may also be required to pay for any non-transferable and non-refundable items such as entrance fees, permits, special air fares and attraction tickets. The balance of the price of your travel arrangements must be paid when indicated on your booking, and in any case, must be received by us at least 4 weeks before your departure date (for individual bookings); 6 weeks before your departure date (for group bookings with coach travel) or 8 weeks before your departure date (for group bookings with air travel) This is referred to as our "**Balance Deadline Date**". The Balance Deadline Date shall be confirmed to you via email following your registration to a specific trip. Any change to the Balance Deadline Date will be communicated to the Lead Name. If booking on or after the applicable Balance Deadline Date, full payment must be made at the time of booking.
- 2.4 For offline payments please note that you must make each payment required by your schedule in the form of only one cheque, card payment or electronic transfer. We cannot accept individual payments from members of your group, due to the high cost of processing and banking them. If you insist on making payment using multiple cheques, we reserve the right to charge you £10 for each such cheque
- 2.5 If you do not pay the deposits and/or balance by the due date your booking will be cancelled (and we shall have no further liability to you) and you will forfeit your deposits plus any other relevant charges. We do not send reminders of when payments are due. The Company reserves the right to make an administrative charge of up to £20 per person on the booking for any payments that fail to reach us by the due date.
- 2.6 To pay your final balance, amend your booking, or discuss any other aspect of your holiday booked directly with us, call our Customer Services team or log onto your web account.
- 2.7 We will not be charging credit card fees after 13th January 2018. If you choose to use our online booking facility, we will add an online booking charge of £5.95 per person.
- 2.8 If we accept your booking, we will issue a Confirmation Invoice once you have paid the Initial Deposit. A contract will exist between us from the date we issue the Confirmation Invoice or if you book within 7 days of departure the contract will exist when we accept your Initial Deposit payment. When you receive the Confirmation Invoice please check the details carefully and inform us immediately if anything is incorrect. Names on travel documents must exactly match those in your passports. Unless we are responsible for the mistake, we will not accept liability if an airline or other supplier refuses boarding because the name(s) shown in your passport differ from those on your ticket. Travel documents will be sent or emailed to you approximately 2 weeks before the departure of your holiday, and will not be issued unless payment of the due balance has been received and any cheques have cleared. We cannot accept any liability for tickets

lost in the post. If you live outside the UK we will normally email any trip information documents. If requested in the trip information documents you must reconfirm the reservations, timings and check-in details of your flight with the airline concerned at least 72 hours before departure. This applies to your outward flight and to your return flight. If you miss a flight or suffer any disruption as a result of not following our instructions as to reconfirmation we will have no liability to you.

- 2.9 For group bookings, you are required to ensure that the complete details of each member of your party is completed (via the online manage my booking tool) by either: (1) no later than 56 days before departure if your booking includes travel by flight; or (2) no later than 42 days before departure for all other bookings. The Company reserves the right to make an administrative charge of up to £15 per person on the booking should the completed final details forms not be received by the due date and pass on any increased costs the Company suffers as a result of the failure to provide this information by the due date.
- 2.10 Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical or otherwise, that might affect you or any member of your party or other people's enjoyment of the trip.
- 2.11 It is a condition of your booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Passenger Name Records (PNR) data and/or Advance Passenger Information, sometimes known as APIS. For the United Kingdom, it may be referred to as 'EBorders'. The information you must provide will include, but not be limited to, full name – as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the U.S., your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure and this information must be provided to us prior to the Balance Deadline for your trip.
- 2.12 If you wish to arrange your own flights you must contact us for approval before you book any flights notifying us of your intention to travel by air. We only offer transfers from certain airports, which change from year to year. You must ensure you provide us with full, accurate and up-to-date flight details as soon as possible including the exact arrival/departure airport, flight numbers and airlines. We require a forwarded copy of the e-ticket emailed to you (as flight confirmation) by the airline.
- 2.13 Please note that the Company accept no responsibility for your flights unless they are arranged by us and sold as part of the flight-inclusive package, nor can we refund or compensate you for any flights that you purchase directly.
- 2.14 All Sponsorship and promotional package agreements will be based on minimum numbers, please ensure you are aware of the minimum numbers that your agreement is based upon. We have the right to terminate any sponsorship/promotional package agreement where minimum numbers are not reached.
- 2.15 All tours containing a free place ratio also are based on minimum numbers. Depending upon the free place ratio agreed upon, all free places will be allocated once final balance deadline has passed and all members of the group have paid in full. All unused free places can be claimed back via invoice at 80% of the base price value.
- 2.16 All invoices for sponsorship, commission & free places must be received within 6 weeks of the departure day of the trip.
- 2.17 Any outstanding balances owed to TTSS Ltd (t/a Off The Piste) must be paid prior to the departure of the trip. In the event of any financial balances outstanding after the balance deadline, Off The Piste reserve the right to withhold items to the value of the amount owing including (but not limited to) free places, promotional items, and sponsorship payments.

3. PRICES, SURCHARGING AND AIR PASSENGER DUTY

- 3.1 All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. Prices on our website are updated regularly. Before you make a booking we will give you the up-to-date price of your chosen holiday including the cost of any peak-season supplements, upgrades or additional facilities which you have requested.

3.2 Changes in transportation costs, including without limitation the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. Any changes in taxes, entry fees and/or charges that we collect at net cost on behalf of local and government bodies will be passed on to you in full or refunded to you in full (Net Cost Charges). We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any amendment charges. You will be charged for the amount over and above that, plus 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 travel arrangements, you may either accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change) if we

are able to offer one or you may cancel your holiday booking and receive a full refund, except for any amendment charges. 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. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any amendment charges, but we will refund you in full amounts exceeding such 2%, after deducting an administration charge of £1.00 per person. 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.

3.3 In all cases, we will only consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

3.4 Air Passenger Duty "APD", which is payable by all passengers departing from UK airports, is included in the price of your holiday. The price of your holiday will include APD for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost. In view of the current volatility of world oil prices, a fuel supplement may be added to the price of your holiday at the time of booking.

4. IF YOU CHANGE OR CANCEL YOUR BOOKING

4.1 If, after our confirmation invoice has been issued, you (i) make a change to your existing booking, we will charge an amendment fee of £20 per booking for each change, or (ii) wish to change to another of our holidays or change departure date, we will try to make the changes subject to availability, provided that notification is received in writing at our offices from the lead name at least 56 days before departure and you pay £20 per person to cover our administration costs.

4.2 In addition to the fee we charge, any alteration, whether a change to an existing booking or a change to another holiday or departure date, will also be subject to payment by you of any costs imposed by any of the suppliers providing the component parts of the holiday. If the holiday to which you transfer is more expensive than the one you originally booked, a further deposit will also be payable. Any alteration by you within 56 days of departure will be treated as a cancellation of the original booking and will be subject to cancellation charges.

4.3 Subject to section 4.4, where you are unable to travel you can transfer your booking to another person ("Name Change"), providing the following conditions are met:

4.3.1 you notify us in writing before your Balance Deadline Date and give us authority to make the transfer; and

4.3.2 the transferee accepts the transfer and these booking conditions, and fulfils any conditions that apply to the booking; and

4.3.3 if the transferee organises its own travel insurance, the transferee shows us evidence of such holiday insurance; and

4.3.4 payment is made by you of an administrative charge of a minimum of £70 per person plus of all costs charged or levied by those supplying your travel arrangements, including without limitation, coach providers and airlines.

Both the transferor and transferee will be jointly and severally liable for payment of the holiday price and other associated expenses.

- 4.4 Some airline carriers and other transport providers treat name and departure detail changes, such as date and time changes, as a cancellation. Accordingly you may have to pay for the cancelled ticket and be required to pay for the full cost of a new ticket.
- 4.5 You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by yourself in writing at info@offthepiste.com . Notice of cancellation will be effective upon receipt by us of your written communication. As we start to incur costs from the time the contract is confirmed we will retain your deposit and in addition will apply other cancellation charges as shown below. These charges are based on how many days before your booked departure we received your cancellation notice. These charges are a percentage of the total cost of your booking, not including your insurance premium, and apply, for each cancellation, to the per person cost of your booking.

Period before scheduled departure date when notice of cancellation is received	Cancellation charge per person as percentage of total booking price
More than 56 days	Deposit only
56 - 43 days	50% per person of holiday cost
42 - 32 days	70% per person of holiday cost
31 days or less	100% per person of holiday cost

- 4.6 Please note that for certain travel arrangements, e.g. many scheduled transport providers, the cancellation charge can be higher than those shown. In certain case a 100% cancellation fee applies as soon as the booking is made and the ticket is issued. Please ask for full details of cancellation charges at time of booking. We strongly recommend you to take out insurance that includes cover against irrecoverable cancellation costs. Additionally, you will remain responsible for the full amount of your insurance premium and this will not be refunded in the event of your cancellation. If you are travelling on a scheduled flight, we cannot give you any refund until we have received your old travel documents, including tickets.
- 4.7 Any additional deposit paid for confirmation of a holiday addition, flight upgrade, or in resort extras will be included in the scale of cancellation charges detailed below. Should cancellation occur more than 56 days from departure, the cancellation charge will, therefore, be loss of deposit plus this additional payment.
- 4.8 If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurance company. We will provide confirmation of cancellation only if you have fully cancelled your place in writing or on the booking system prior to departure.
- 4.9 Bookings are based on the number of passengers submitted by the Lead Name . If any cancellation or lack of interest reduces the number of paying members below the minimum number required for a particular holiday price or concession (including free places), we reserve the right to re-cost the price of your holiday and the invoice will be adjusted accordingly for all remaining group members. If one person participating in a twin or triple share arrangement should cancel and no alternative share can be found, whether arranged by us or by yourselves, the remaining participants would then be required to pay the relevant single supplement or forfeit the triple reduction.
- 4.10 All communications relating to this contract (in particular any requests to cancel or amend your holiday arrangements) must be from the lead name and in writing and in English and delivered by email or sent by recorded delivery post to Off The Piste, Sports Travel House, 14 Castle Mews, Hampton, TW12 2NP. United Kingdom, and are only effective upon receipt by the Company.

5. IF WE CHANGE OR CANCEL YOUR BOOKING

- 5.1 We reserve the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking.
- 5.2 We plan the arrangements for your holiday many months in advance and may occasionally have to make changes, most of which are minor. Flight timings and carriers shown in the brochure are for guidance only and subject to change. Your actual flight timings will be shown on your ticket (including any e-ticket itinerary), which you should check carefully as soon as you receive it. A change of carrier will not be considered a major change. If a major change becomes necessary, we will advise you of the change as soon as possible. Whether a change is 'major' depends on the nature of the holiday and may include: a significant change of destination; a change in accommodation to that of a lower category; a change in time of your scheduled departure or return flight by more than 12 hours (but not a flight delay); or a change of UK departure airport (excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover/Folkestone ports). A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the change is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes. When a major change occurs, you will have the choice of either:
- 5.2.1 accepting the change; or
 - 5.2.2 accepting a replacement holiday from us of equivalent or similar standard and price (at the date of the change) if we are able to offer you one; or
 - 5.2.3 cancelling your holiday, in which case you shall receive a refund of all monies paid.
- 5.3 We may also have to cancel your holiday arrangements. Operation of all holidays is dependent on a minimum number of persons booking the holiday. If that number is not achieved, we reserve the right to cancel the holiday. However we will not cancel your holiday less than 4 weeks before the scheduled departure date except for reasons of force majeure (as defined below) or failure on your part to pay the Initial Deposit and/or final balance, or any other reason beyond our control. Where we cancel your booking where you are not in breach of these booking conditions and other than for reasons of force majeure, we will offer you either a refund of the monies received by us in respect of the booking, or offer you, if available, a replacement holiday from us of equivalent or similar standard and price (at the date of the change). If we are forced to cancel your holiday after departure we will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative arrangements, or you reject these for good reason then we will return you to your point of departure and refund you for any unused services, if appropriate.
- 5.4 Where we make a major change to or cancel your holiday (where you are not in breach of these booking conditions), except where a major change or cancellation arises from circumstances amounting to force majeure or consolidation due to minimum numbers not being attained, failure on your part to pay the Initial Deposit and/or Second Deposit and/or final balance, or for any other reason beyond our control, we will pay you, as a minimum, compensation as detailed below. Any compensation payable will be on these scales, based on how many days before your booked holiday departure we tell you of a major change or cancellation:

Period before scheduled departure date when we notify you of a major change or cancellation	Compensation payable per person
More than 56 days	Nil
56 – 43 days	£8
42 - 29 days	£12

28 days or less	£15
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- 5.5 This standard compensation payment will not affect your statutory or other legal rights. We will only make one compensation payment for each full-fare-paying adult in the holiday booking. Any person using a free place will not receive any standard compensation payment.
- 5.6 We strongly recommend that you make no travel arrangements to your point of departure, make any connecting travel that is non-refundable or non-changeable or incurs penalties or incur any costs in respect of visas or vaccinations until such time as your travel itinerary has been confirmed. If you make such arrangements which you are then unable to use due to a change in your itinerary we shall not be liable to you for the cost of those arrangements.
- 5.7 Circumstances amounting to “force majeure” include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, fire, epidemics, health risks and pandemics, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, and any other similar events.
- 5.8 On rare occasions, especially at the beginning and end of the ski season, a ski area may be without snow. When we know that this is the case before departure, we may, at our absolute discretion, offer affected clients the option of transferring their ski holiday and/or their accommodation to other ski areas in the same or other countries in order to make skiing possible. Snow is of course totally outside the Company’s control and a lack of it will not constitute a significant change, and compensation payments referred to above will therefore not in any case apply.
- 5.9 Under European law (European Community Regulation (EC) No. 261/2004), you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation of and delays to flights. Full details of these rights are publicised at EU airports and are also available from affected airlines. However, you should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your holiday airline and will not automatically entitle you to reimbursement of the cost of your holiday from us. Your right to a refund and/or compensation from us is set out in section 5. If any payments to you are due from us, any payment made to you by the airline will be deducted. If your airline does not comply with these rules you should complain to the Aviation Consumer Advocacy Panel on 020 7453 6888 or at www.caa.co.uk.

6. OUR LIABILITY, CONDITIONS OF CARRIAGE AND LIMITATIONS

- 6.1. Our contracts with hotels and carriers provide for the allocation of rooms or seats to us. Your booking will normally be made within those allocations but no specific rooms or seats can or will be confirmed. However, we accept responsibility for ensuring that all component parts of the holiday which you book with us are supplied to you as described and to a reasonable standard.
- 6.2. Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities. You must show that reasonable skill and care has not been used if you wish to make any claim. Standards of, for example, safety, hygiene and quality vary throughout the transport and destinations that your holiday may involve. Sometimes these standards will be lower than those which would be expected in the UK. The suppliers of the services and facilities included in your holiday should comply with local standards where they are provided and the services and facilities will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply.
- 6.3. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability in all cases will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and any relevant international convention as detailed below. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport companies’

contractual terms, or the international conventions, from our offices at Off The Piste, Sports Travel House, 14 Castle Mews, Hampton, TW12 2NP. United Kingdom.

- 6.4. We shall have no liability where the cause of the failure to provide, or failure in, your holiday or any death or personal injury you may suffer is not due to any fault on our part or that of our agents or suppliers, because it is either attributable to you, or attributable to someone unconnected with your holiday and is unforeseeable or unavoidable, or is attributable to our employees, agents, subcontractors and suppliers and their staff whilst acting outside the scope of their employment, or is due to information, however obtained, from outside sources such as independent third party websites, or is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither we, nor our agents or suppliers could have foreseen or forestalled.
- 6.5. If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include, without limitation: in respect of international air travel, the Warsaw Convention 1929 (as amended) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.
- 6.6. If you purchase any optional activities that are not part of your pre-booked itinerary, the contract for the provision of that activity will be between you and the activity provider. The decision to partake in any such activity is entirely at your own discretion and risk. If you do have any complaint about, or problem with,
any optional activity purchased in resort your claim should be directed to the activity provider and not to us.
- 6.7. If you are joining the holiday locally (i.e. not starting with the group from the UK) our responsibility does not commence until the appointed time, we shall not be responsible for any additional expenses incurred by you to meet up with the group. If the group arrival is delayed to the local joining point we will provide you with the same room and board basis as will be provided to the group. If the delay is for more than 24 hours we will provide you with the same services and itinerary that were detailed on your confirmation to enable you to continue with your holiday, although you may, at your discretion, remain at the local joining point for the arrival of the group.
- 6.8. We may operate trips in regions where standards of accommodation, transport, safety, hygiene, medical facilities and other infrastructure may, at times, be lower than those you normally expect. Your booking is accepted on the basis of this understanding. The outline itineraries given for each holiday must therefore be taken as an indication of what each group should accomplish, and not as a contractual obligation on our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services not utilised wherever possible.
- 6.9. Please note that the timings of air, sea, road or rail departures are estimates only. These timings may be affected by operational difficulties, weather conditions or failure of passengers to check in on time.

FLIGHT NOTICE, FLIGHT INFORMATION AND EU BLACKLIST

- 6.10. This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the

Montreal Convention, and it does not form part of the contract between the carrier(s), us and you. No representation is made by the air carrier(s) or us as to the accuracy of the contents of this notice.

- 6.11. Air carrier liability for passengers and their baggage: This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.
- 6.12. Compensation in the case of death or injury: There are no financial limits to the liability for passenger injury or death. For damages up to 11,3000 Special Drawing Rights (“SDRs”) the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.
- 6.13. Advance payments: If a passenger is killed or injured, the air carrier must make an advanced payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs.
- 6.14. Passenger delays: In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,694 SDRs.
- 6.15. Baggage delays: In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,131 SDRs.
- 6.16. Destruction, loss or damage to baggage: The air carrier is liable for destruction, loss or damage to baggage up to 1,131 SDRs. In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.
- 6.17. Higher limits for baggage: A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.
- 6.18. Complaints on baggage: If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger’s disposal.
- 6.19. Liability of contracting and actual carriers: If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.
- 6.20. Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.
- 6.21. Basis for the information: The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the European Community by European Community Regulation (EC) No. 2027/97 (as amended by European Community Regulation (EC) No. 889/2002) and national legislation of the Member States.
- 6.22. In accordance with European Community Regulation (EC) No. 2111/2005, Article 9, we are required to bring to your attention the existence of a ‘Community list’ which contains details of air carriers that are subject to an operating ban within the European Community. The Community list is available for inspection at <http://ec.europa.eu/transport/modes/air/safety/air-ban/>.
- 6.23. In accordance with European Community Regulation (EC) No. 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used as follows: British Airways, Easyjet and Ryanair. The airline may use wide and narrowbody jets. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. Some flights may need to stop en route. If we know about this in advance we will tell you. Flight times shown in the brochure, on the website and on your booking confirmation are not guaranteed. Actual flight times are shown on your tickets. Flight times are local times based on the 24-hr system.
- 6.24. Please check with the airline regarding luggage allowance limits and the maximum allowable single item baggage weight. If you have a medical condition, serious illness, recently undergone surgery, or have

suffered a recent accident, you must advise us and your airline and you may need to be cleared for travel by the airline which will involve obtaining a Fitness to Fly Certificate from your GP.

7. COMPLAINTS PROCESS

- 7.1. If you have a complaint about your arrangements whilst away, you must immediately notify our local representative and the relevant supplier of the service. If you are not happy with their action in response please follow this up within 35 days of your return home by writing to us at Off The Piste, Sports Travel House, 14 Castle Mews, Hampton, TW12 2NP, giving your booking reference and all relevant information. We will acknowledge your written notification within 7 days and aim to provide a full response within 28 days. We can usually sort out any complaints you may have. But if we cannot agree, We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.
- 7.2. If you prefer, you can take your complaint to the County Court or another suitable court. Information regarding complaints may be shared with other tour operators.

8. INSURANCE

- 8.1. Adequate and valid travel insurance is mandatory for all clients while on one of our tours and it is a condition of accepting your booking that you agree that you will have obtained adequate and valid travel insurance. We recommend that you take out insurance as soon as your booking is confirmed. The Lead Name is responsible for ensuring that all individuals have such insurance. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives and force majeure events. You are required to carry proof of insurance with you and produce it if reasonably requested by company employees or suppliers.
- 8.2. Please ask for details of the appropriate comprehensive policy we can offer to you which may be suitable for the specific activities offered and arranged by or booked through the Company. Such insurance is available through our online booking system. Passengers who chose one of these insurance options are insured through our partner Endsleigh. Upon booking this insurance with Endsleigh through Off The Piste, the customer has a 14 day cooling off period from the date of the booking.
- 8.3. Please note, however, that the policies we offer (as mentioned above) may **not** cover you for any activities you purchase that are not pre-booked nor featured in official Company literature. If you choose not to take out the insurance offered on the booking system you are responsible for ensuring that you are in possession of travel insurance for the entire duration of your holiday in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment, with cover/benefits equal to/greater than the insurance we offer. If you make your own insurance arrangements, you must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your holiday. Furthermore, if you make your own insurance arrangements, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible. Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the Company for any loss incurred by the Company as a result of such breach and such costs will be redeemable from them.
- 8.4. The insurance scheme we offer is designed to cover all activities included in our itineraries and the featured optional extras. Please note, however, that this policy may not cover you for any activities you purchase that are not pre-booked nor featured in official Off The Piste Company literature. If you choose not to take our insurance you are responsible for ensuring that you are in possession of travel insurance for the entire duration of the tour in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment, with cover/benefits equal to/greater than the insurance we offer. If you make your own insurance arrangements you must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your tour.

9. VISA, HEALTH, PASSPORT, TRAVEL DOCUMENTATION

- 9.1. Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate embassy, consulate or the British Foreign and Commonwealth Office for the exact requirements for your chosen holiday and date of travel. It is your responsibility to ensure that you have the correct passport and visas to gain access to any country/region included in the travel arrangements which you purchase from us. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements. In some cases, countries will refuse entry to clients who have criminal records. Should you be concerned about this, please check with the embassy or consulate of the countries to which you are travelling. The Lead Name is entirely responsible for ensuring that all members of the group have the correct and valid documentation.
- 9.2. For British Citizens all adults and children of 16 years and over must travel on a full valid British ten-year passport unless otherwise specified. Clients who are not British Citizens must check with the appropriate consulate for individual visa requirements. If you need to obtain a new passport you should do so in good time. This normally takes about 4 weeks by post, but this time may vary depending upon which passport office you apply to and the time of year.
- 9.3. Any visas currently required by British citizens for destinations in the brochure will be specified on the relevant brochure page or website. Clients travelling overland to certain European destinations may need to also pass through controls of other countries enroute so this should be allowed for with any passport/visa applications. The following should also be noted with regard to passport, visa and currency requirements for clients on air tours: Clients flying to Salzburg (Austrian resorts) may need to pass through Germany by road. Clients travelling to the Italian Milky Way and Aosta Valley resorts (e.g. Claviere, Sauze D'Oulx, Cervinia) may fly to and from and travel through France by road. Clients flying to southern French resorts (e.g. Serre Chevalier, Montgenevre) may fly to and from and travel through Italy by road. Clients flying to resorts in southern Austria (e.g. Nassfeld, Muhlbach) may fly to and from and travel through Italy, Slovenia or the Czech Republic by road.
- 9.4. Please note that for some trips we need to request special permits, and as such we will require your passport details prior to accepting your booking. Furthermore, if you renew your passport after you have booked, you may be required to take your old passport with you to maintain the validity of the permit.
- 9.5. We are able to advise on mandatory health requirements; however, we are not medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements, recommendations for your destination and any costs. Where you do not do so and either are not allowed to enter any country, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.
- 9.6. When assessing whether holidays will operate we use information from our local offices in conjunction with advice from the British Foreign and Commonwealth Office and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies. Check the UK Government departments website at <https://www.gov.uk/browse/abroad> for advice and the latest information about passports, travel and living abroad, including without limitation foreign travel advice to specific countries.

10. OUR PRIVACY POLICY

OUR DATA PROTECTION COMMITMENT

TTSS Ltd. is part of the Travelopia group of companies (<https://www.travelopia.com/>). Here at Off The Piste we understand the concerns about how data may be stored, sent and used by companies. We are committed to

complying with all data protection laws and want you to feel confident in the measures we are taking to uphold your data privacy rights.

This privacy policy explains how we, Off The Piste, collect and use your personal information. In it we explain the types of information we collect, how we collect it, what we use it for and who we may share your personal information with. We also let you know what rights you have over your information.

WHAT INFORMATION MIGHT WE COLLECT ABOUT YOU?

We do our best to keep the information we collect about you to the minimum necessary.

The information we collect depends upon how you are interacting with us. For example, if you're booking a holiday or tour with us we are likely to ask for more information than if you're only requesting a brochure or browsing our website. We may collect, use, store and transfer different kinds of personal information about you, which we have summarised in the box below.

Details about you: Your first and last name, marital status, title, gender, e-mail address, telephone number, date of birth, loyalty membership details, your reasons for travel, meal and other travel preferences or dietary requirements.

Payment details: Details about payments to and from you and other details of products and services you have purchased from us. Your bank details only in the event of making a refund to you. This information is deleted immediately after any transaction.

Identification documents: If you are travelling on a route requiring advance passenger information, your passport or identity card details including your passport number, the country in which your passport was issued and the expiry date.

Details about your booking with us: Details such as where you are flying from and to, your booking information (including anyone else on the booking), any onward travel details if relevant, details of experiences or excursions booked through us, baggage requirements, upgrade information, lounge visits, seat preferences, meal preferences or requirements, details of any special assistances required and any other relevant information so that we can provide you with the travel or other service you have arranged with us.

Details from your interactions with us: Information about interactions or conversations with us and our staff, including when you make enquiries, comments, complaints or submit feedback to us. This could also include username and password and your interests, marketing preferences and survey responses.

Your use of our systems and services: This includes how you use our sites, social media pages, IP addresses

and information you may post on social media.

Job applications: If you apply for a job with us, your CV, work history, educational details and the role you are applying for.

Special types of data: In some circumstances we may need to collect information from you that is deemed sensitive. For example, we might collect:

- Data about your health. Knowing your dietary requirements and any medical conditions you have will ensure that the trip is suitable for you and any necessary adjustments are made.
- Information about your religion (for example if you specify a meal preference that indicates a particular religion, such as a kosher or halal meal).

We try to limit any sensitive personal data we collect to the minimum possible. Unless we have a specific lawful reason to use this information, we will ask for your consent to collect it.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

HOW DO WE COLLECT YOUR INFORMATION AND WHY?

Depending upon your interactions with us, we might collect information in the following ways:

Direct Interactions: You may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone and email or otherwise, This includes personal data you provided when you:

- book or search for a holiday or other service (such as a flight, cruise, hotel lounge access, transportation or special assistance) via one of our websites, any apps we use, retail stores, our call centre;
- fill in part of the booking information on our site but do not complete the booking;

- request a brochure, sign up to receive email updates, participate in any of our competitions, promotions (for example via any social media channels, email or our site), surveys or market research;
- create an account on our website and enter information onto online forms;
- provide us with information about an accident, illness or incident that occurred or some other feedback;
- apply for a job with us by email or via the site;
- contact us via our offices, social media, post, email or instant messenger. Our interactions with you may be recorded and monitored for the purposes of improving customer service, quality assurance, training, security and general business purposes; or
- attend any of our events.

Automated technologies or interactions

As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our Cookie Policy for further details.

Third parties or publicly available sources

We may receive personal data about you from various third parties as set out below:

- a. airlines, hotel providers or other parties we work with if you make a complaint to them;
- b. analytics providers

WHAT DO WE USE YOUR INFORMATION FOR?

Under data protection laws we are allowed to use personal information only if we have a proper reason to do so such as:

- to fulfil a contract we have with you or;
- when it is our legal duty or;
- when it is in our legitimate interest (or those of a third party) and your interests and fundamental rights do not override those interested or
- when you consent to it

Generally we do not rely upon consent as a legal basis for processing your personal data other than in relation to sending our own or third party direct marketing communications to you via e-mail or text message. You have the right to withdraw consent to marketing at any time by contacting us.

We have set out below a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

- To manage your booking with us. We will use your information to provide you with any travel or event services that you request or purchase. This entails booking your flights, accommodations, organising tours, transportation and car hire and providing you with your tickets (on the basis of performing our contract with you) and providing you with any special assistance you require (where you give us your consent).

- To contact you with information about your bookings and support services: We will use your contact details to send you communications which relate to your booking or services you have requested. The types of information usually included would be: e-mails responding to enquiries, providing you with tickets, alerting you to changes in itineraries or responding to any complaints you have. We do these things in order to fulfil our contract with you and on the basis of our legitimate business interest of providing you with customer service.
- To provide assistance with online bookings. We may collect information when you enter it into forms on our websites but do not complete your booking. We do so in order to offer assistance in case you are experiencing difficulties using our websites.
- To enable you to partake in a prize draw, competition or complete a survey: We do this to perform our contract with you or for our legitimate events of studying how customers use our services, develop them and grow our business.
- To send you marketing communications. We will use your information to contact you in order to keep you up to date with the latest news, offers, events, sales, brochures, promotions and competitions that we consider may be of interest or relevant to you. We will usually only do this when we have your consent to do so or on the basis of our legitimate interest to provide you with customer service. Please see the [Marketing](#) section below for more information.
- To personalise your customer experience and improve our service. We use your information to provide you with a more personalised service. This might include personalising the communications we send to you with preferences, sending you only with advertising that we think you might like and/or enhancing your holiday experience (on the basis of our legitimate interests to present you with the right kinds of products and services). We may also record and/or monitor calls in order to improve our customer service.
- To ensure security and protect our business interests. In certain circumstances, we use your information to ensure the security of our services, buildings, and people, including to protect against, investigate and deter fraud, unauthorised or illegal activities, systems testing, maintenance and development (on the basis of our legitimate interests to operate a safe and lawful business or where we have a legal obligation to do so);
- To process your job applications. We will use your information to process any job applications that you submit to us, whether directly or via an agent or recruiter (speculatively or in response to any ad) (on the basis of our legitimate interest to recruit new employees or contractors);
- To optimise our sites. If you use our sites, we will use your information to ensure that the content from our websites are presented in an effective manner for you and your device, to provide you with access to our sites in a manner that is effective, convenient and optimal, and to provide you with content that is relevant to you, using site analytics and research and in certain circumstances combining that with other information we know about you (on the basis of our legitimate interests to operate and present an effective and convenient website to our website users);
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences. This is necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
- To conduct research. We use your information to carry out aggregated and anonymised research about general engagement with our services and systems, or if you choose to participate in customer surveys, consumer focus groups and research (on the basis of our legitimate interests to improve our products, services and customer service); and

- To comply with our legal obligations. In certain circumstances, we will need to use your information to comply with our legal obligations, for example to comply with any court orders or subpoenas (on the basis of our legitimate interests to comply with a legal obligation).

WHAT ABOUT OUR MARKETING PRACTICES?

When we will get in touch with you

One of the other reasons we sometimes collect your information is so that we can form a view on what we think you may want or need, or what may be of interest to you. With this information we decide which products, services and offers may be relevant for you and what marketing you may be interested in.

We keep you up to date with our latest offers, partnerships, sales, promotions, competitions (or those of our partners such as other members of the Travelopia group) that we think might be of interest/relevance to you.

We will only contact you in this way if:

- You have signed up to receive marketing communications from us or one of the other Travelopia companies and have not later told us that you don't want to hear from us.
- You have made a booking with us and have not told us that you do not want to hear from us.

What if you don't want to receive marketing?

We never want to send our marketing to someone who isn't interested in receiving this content. If you have decided that you no longer wish to hear from us, you can unsubscribe from marketing by clicking on the 'unsubscribe' link included in all of our e-mails or by contacting us.

Third parties and marketing

We do not pass your information to other parties for marketing purposes unless you agree to us doing so. We will get your express opt-in consent before we share your personal data with any company outside the Travelopia group of companies for marketing purposes.

Sometimes we may use 3rd parties to send the communication to you on our behalf. We use a third-party provider, Dotmailer, to deliver our brochures/monthly e-newsletters. However, these companies do not have the right to send marketing to you for their own purposes.

The marketing material we send to you we may occasionally also include information about selected business partners who provide services closely related to our own product.

WHEN DO WE SHARE YOUR PERSONAL DATA?

In order to provide you with the services and on the lawful grounds described above, we may share your personal information with third parties such as:

- Third party suppliers we work with to provide your booking and our other services to you. We may share your information with parties such as travel agents, booking agents, airlines, hotels, tour operators, transport companies, excursion providers, airport authorities, insurance companies, car hire companies, ground handling agencies, and cruise companies.
- Other suppliers that we work with in connection with our business. We share your information with third party suppliers that we use to provide services in connection with the experiences we offer to you. This might include marketing agencies and/or companies that run our marketing campaigns, IT developers, service providers and hosting providers, third parties that manage promotions or competitions, third party software companies ground agents, site analytics providers, medical service providers and credit card screening companies;
- Airports, immigration / border control and/or other government authorities. Sometimes we have to provide 'Advance Passenger Information' about you to border or immigration authorities of the country of your travel destination. This would usually be the basic information contained in your passport but the laws of certain countries may require additional information. We will provide this information when we are required to do so.
- Third parties/other Travelopia companies for marketing. We share your information with any third party that you consent to our sharing your information with for marketing purposes;
- Credit references and fraud prevention agencies.
- Courts or advisors. We may have to share your information with other third parties (such as legal, accountants or other advisors, regulatory authorities, courts and government agencies) to enable us to enforce our legal rights, or to protect the rights, property or safety of our employees or where such disclosure may be permitted or required by law; and
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

WHEN DO WE SEND YOUR DATA OUTSIDE THE EEA?

We will only send your data outside the European Economic Area ("EEA") to:

- follow your instructions
- comply with a legal duty
- work with our suppliers and third parties who we use to help deliver our services

Some of our external third parties are based outside the EEA so their processing of your personal data will involve a transfer of data outside the EEA. If we do transfer information to parties outside of the EEA, we will make sure that it is given a similar degree of protection.

YOUR PERSONAL DATA RIGHTS

What are your rights?

We want you to feel reassured that you have control of your personal information. With this in mind, we have explained below the rights you have in relation to the personal information we hold about you:

- The right to be advised of how we will use your personal information. This is set out in this privacy policy and we do our best to provide you with as much information as we can at the point at which you pass us your data.
- The right to ask us to correct any information you believe is incorrect.
- The right to ask us to not to use your information for marketing purposes.
- The right to receive a copy of the personal data we hold about you or to request that we transfer this to another service provider.
- In certain circumstances, the right to ask us to stop using information about you.
- The right to ask us to limit or cease processing or erase information we hold about you in certain circumstances.
- The right to withdraw consent that you have provided to us to use your personal information.

How can you exercise your rights?

You can exercise these rights over your data by contacting us or by checking the applicable boxes on forms where we collect your information or to tell us that you don't want to participate in marketing. You can also unsubscribe from any marketing circulation lists you are on by scrolling to the bottom of the e-mail and clicking the 'unsubscribe' link.

We will comply with your requests, unless we have a lawful reason not to do so. We may need you to provide additional details to confirm your identity in order to process your request.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG DO WE KEEP YOUR DATA FOR?

We will only keep your personal data for as long as necessary to fulfil the purpose we collected it for, including for the purpose of satisfying any legal accounting or reporting requirements.

We operate a data retention policy and look to find ways to reduce the amount of information we hold and the length of time we hold it for.

By law we have to keep basic information about bookings and our customers for six years for legal claims and tax purposes.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

HOW TO CONTACT US

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us in writing to the following address:

TTSS Ltd.

Origin One

108 High Street

Crawley

West Sussex

UK

RH10 1BD

Please contact us in the first instance if you have any concerns. If we are unable to resolve your concern, you have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk) or the relevant data protection authority where you live.

OTHER PRIVACY INFORMATION

Change of Purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Third-party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Foreign Controls

Outside the European Economic Area (EEA), data protection controls may not be as strong as the legal requirements in this country.

Changes to this privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on 22nd May 2018.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our Cookies Policy.

DATA NOTICES

- **Customer Data:** To provide your holiday and ensure that it runs smoothly, we (and your travel agent, if you use one) need to use information such as your name and address, special needs, dietary requirements, etc. Please be informed that we must pass it to suppliers of your travel arrangements, including airlines, hotels and transport companies; we may also supply it to security or credit checking companies, and to public authorities such as customs and immigration. When you make this booking, you consent to this information being passed to the relevant people. Information held by your travel agent is subject to that company's own data protection policy.
- **Caricom API Data:** Please note that some or all of the Caricom states listed below have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states listed as follows: Anguilla, Antigua and Barbuda, The Bahamas, Barbados, Belize, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saint Lucia, St Kitts and Nevis, St Vincent and the Grenadines, Surinam, Trinidad and Tobago, Turks and Caicos Islands. Collectively members or associate members of 'Caricom'. The UK Information Commissioner's Office has accepted that this will not breach the Data Protection Act but that we are required to bring this to your attention.
- **US Secure flight Data:** The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, and gender for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49 C.F.R parts 1540 and 1560. You may also provide your Redress Number, if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at www.tsa.gov.

11. CONDUCT AND BEHAVIOUR

11.1. On our holidays it is necessary that you abide by the authority of the leader, who represents the Company.

If you commit any illegal act when on the holiday or if in our reasonable opinion or the reasonable opinion of the leader or another person in authority your behaviour is disruptive, threatening or abusive, causes unnecessary inconvenience or is causing or likely to cause damage to property, danger, distress or upset, disturbance or annoyance to others or puts any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person, we may terminate your travel arrangements without any liability on our part. Please be aware that you must comply with all local laws and requirements when on your trip and you are responsible for ensuring compliance. As an example only local French law requires that in accommodation all tourists must remain quiet between the hours of 22.00 and 08.00, and we reserve the right to terminate the holiday of any person or persons who in our opinion are guilty of anti social behaviour or breach of local laws (whether this example of any others).

- 11.2. Drugs – Off The Piste operate a zero tolerance policy to all those who are found in possession of illegal drugs, any such person will be reported to the relevant authorities and their holiday terminated. This applies to substance or practices that are either illegal in the UK or the country of your destination, even if the substance or practice is not illegal in the country which it is discovered by Off The Piste staff. Any person found to be severely intoxicated, whether by illegal or legal drugs or alcohol, will not be permitted to travel on Off The Piste organised transportation, or attend any organised events or activities and no compensation will be provided. Any decision on intoxication will be made solely by the staff or representatives of Off The Piste.
- 11.3. If the Captain of your flight or ferry or any of our overseas staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark you from the ferry or aircraft, or remove you from your accommodation or excursion. If this means you are not allowed to board the flight outbound from the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges. If this occurs overseas then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be paid to you and we will not be liable for any costs or expenses you incur.
- 11.4. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of refusal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. In any of these circumstances, no refunds or compensation will be paid to you and we may make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result of your behaviour including but not limited to (i) repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) diverting the aircraft or ferry to remove you. Criminal proceedings may also be instigated. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the holiday, you must advise us of this at the time of booking.
- 11.5. By making the booking, the lead name accepts responsibility for the good conduct of all members of the group during the holiday and warrants that at least one responsible adult will be on active duty at all times to ensure that all members of the group behave well. Furthermore, it is the lead name's responsibility specifically to ensure that:
- 11.5.1. no member of the group under 18 years of age consumes alcoholic drinks unless written permission from their parent or legal guardian can be produced;
 - 11.5.2. all local laws relating to the consumption of alcohol are at all times obeyed by all members of the group;
 - 11.5.3. no member of the group consumes alcohol to excess;
 - 11.5.4. no member of the group smokes in a hotel bedroom (or at all in apartments) or in any other way causes a fire hazard;
 - 11.5.5. all members of the group act in a responsible fashion during the holiday and do not behave in a way likely to cause damage to property, or damage or offence to other people.
- For the purpose of this section, reference to "you" or "your" includes any person in your party.
- 11.6. When you book with us, you accept full responsibility for any damage or loss caused by you or any member of your group. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier- even if our supplier or we are holding a cautionary damage deposit on your behalf. All payments made to the accommodation will only be acknowledged by Off The Piste by a receipt. Where residences deem it necessary to contract additional night managers or security staff to manage you or your groups behaviour you are liable for the extra cost which will be deducted from your damage deposit and any extra over and above this is due and payable immediately to us by you. Damage deposits paid direct to us will be refunded within 6 weeks of the end of the holiday subject to any reductions to represented damages paid as a result of the actions of your group. You accept that each person's damage deposit shall be pro-rata reduced by the amount of damages that we have to pay out from your deposit as a result of the actions or behaviour of your group. If you fail to pay

or refuse to pay our supplier, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your or any member of your group's actions. Certain accommodation agencies may also insist that, as well as the damage deposit paid in advance, a cash deposit is left with reception on collection of room keys at the beginning of your stay. It is your responsibility to pay such sum and we have no liability in respect of the same. Please be aware that on arrival, it is the responsibility of you, and your group members, to report any pre-existing damage to your accommodation to reception or the relevant agency. Reporting any such damage to a representative of Off The Piste will not obviate your responsibility and any charges related to such pre-existing damage will remain chargeable from the damage deposit if such is not dealt with by you on arrival.

- 11.7. We will not take any responsibility for any individuals or groups belongings whilst on coaches or in resorts. It is the responsibility of the individual to ensure their luggage is loaded onto the coaches and that valuables are kept safe at all times. We do not accept any responsibility for lost luggage.
- 11.8. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your group behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property or vehicles, we are entitled, without prior notice, to terminate the arrangements of the person(s) concerned or terminate the arrangements of the group as a whole. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

12. SPECIAL REQUESTS

- 12.1. We will consider special requests such as vegetarian meals, high or low floor preferences in the accommodation, when you book. We will tell you whether there is a charge for the request. We can only guarantee requests for which there is a charge, or those that are confirmed in writing. It is your responsibility to advise us of any special requirements.

13. BUILDING WORK

- 13.1. It is often very difficult to predict when building work or development may begin in any resort as such things usually occur without notice. If we become aware of any such developments in your resort which could cause you significant disturbance or inconvenience, we will do our best where practical, to advise you.

14. ITINERARIES AND TRAVEL SCHEDULE

- 14.1. All timings and route schedules featured in the brochure or on our website act as a guide only and once a booking is confirmed by the ferry company or airline certain amendments may be necessary. A complete itinerary will be forwarded to you two to three weeks prior to departure and all the information contained therein will be deemed to be part of the contract. . Should there be a discrepancy between the information in the brochure or website and the itinerary, the information in the itinerary supersedes that in the brochure or on the website and will be considered the most up-to-date and accurate. Should any major changes occur after that, we will advise you accordingly. Certain services we depend on may, from time to time, change their schedules (e.g. ferry crossings, aircraft schedules, rail timetables) which may affect the overall length of time you spend in resort. In the event of this occurring we would not accept responsibility for changes that are beyond our control. It is obviously important that our programme operates to strict time schedules and we would ask for your cooperation with the various final timings given.
- 14.2. At the time of publication, we are not in a position to confirm your airline, aircraft type, definite timings or airport, either in the UK or overseas. Where this information appears in our brochure, it is intended as a guideline only and is subject to change. For European holidays the provision of in-flight meals are subject to the individual airline's policy. It is not always possible to allocate groups direct flights so it may be necessary for your group to be allocated on an in-direct flight. Coach itineraries can be varied, but alterations must at all times comply with EU regulations relating to drivers' hours. The final itinerary will

be agreed by the Company before departure from the UK. While coach drivers will do their best to point out places of interest and provide information, it should be noted that they are not employed as guides.

15. PARTICIPATION REQUIREMENTS

- 15.1. All clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen holiday as described in any brochure or the website. For the avoidance of doubt no unaccompanied minors (those under 18 years of age) can be accepted on our bookings.
- 15.2. Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the holiday. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the holiday in which case all monies paid will be forfeit. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed.
- 15.3. Under European law, if you are disabled or have difficulty moving around, you can receive assistance when you fly. This free service is available to anyone with mobility problems, for example, because of their disability, age or a temporary injury. To take full advantage of the service you need to pre-book 48 hours in advance of your flight. You can book assistance and find out more by contacting us on +44 845 680 1503

16. LAW & JURISDICTION

- 16.1. If you booked your holiday in any jurisdiction other than in Scotland or Northern Ireland (including any booking via the Internet), this contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Scotland, this contract, and any claim or dispute arising from or related to this contract, will be governed by Scottish law and the courts of Scotland shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Northern Ireland, this contract, and any claim or dispute arising from or related to this contract, will be governed by Northern Irish law and the courts of Northern Ireland shall have exclusive jurisdiction over any claim arising out of it.

May 2018