

Valley Fever Booking Process

How to Book

Once you have chosen your ideal ski break, please contact us stating your dates, any special requirements and the number in your party. We'll get back to you quickly to confirm availability and hold your holiday, pending deposit, for up to 48 hours.

To secure your holiday a deposit of £150 per person is required.

We prefer payments via bank transfer to our HSBC Business Account and will provide these details when we confirm availability. We also accept cheques mailed to our correspondence address (marked 'Valley Fever Limited'), and credit/debit card transactions subject to a surcharge of 3% or less.

Once we have received your deposit (or full payment) we will e-mail you with confirmation and a Valley Fever holiday invoice. A contract now exists between us to deliver and experience a Valley Fever winter break. Full payment is required 8 weeks prior to departure.

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Terms and Conditions

A contract exists between us when you receive a Valley Fever holiday invoice. The invoice will detail payment information, what the price includes and what we are contracted to deliver. Please check the details carefully as this forms the basis of our agreement and amendments at a later stage will incur a charge. If you have not received this via email within 5 days of booking please contact us to ensure we have received your payment. Please note we accept no liability for situations outside of our control that may impact or prevent us from delivery.

All quotations over the telephone are subject to written approval for clarification, and where requested to hold your holiday for a period of up to 48 hours this will be confirmed in writing by us. Once this period has expired the holiday will be placed back on sale if no deposit and booking form have been received.

Should you wish to cancel your holiday after booking cancellation charges will occur as set out below. If you are required to make a change to your booking and the new value is greater no charges will occur. Please note that changes to your booking that reduce the value of your holiday will face a £25 administration charge and may incur room supplement or cancellation charges.

To cancel your holiday the party leader must e-mail info@valleyfever.co.uk, and your cancellation will be accepted from the time the email arrives. Cancellation charges, as a percentage of your holiday cost, are outlined below.

Cancellations received more than 10 weeks prior to departure – deposit retained

Cancellations received between 5 and 10 weeks prior to departure – 50%

Cancellations received between 2 and 5 weeks prior to departure – 80%

Cancellations received less than 2 weeks prior to departure – 100%

In the unlikely event that Valley Fever are required to cancel your holiday we reserve the right to do so. In the event of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other circumstances amounting to force majeure, Valley Fever Ltd will not be liable to any holiday refund. Should we be required to cancel your holiday outside of these conditions we will transfer your booking to another suitable date or give a full refund. No refunds will be given due to not sleeping in a provided bed, or due to a client choosing not to dine with us. Only the named guests are permitted to stay in the Valley Fever chalets during your booked week. Any extra guests for dinner must be cleared with the chalet hosts in advance and will incur an extra charge.

Valley Fever guests must undertake to behave in such a manner as to not disrupt the enjoyment of others or prejudice our relationship and reputation with our customers, our chalet owners, or suppliers. We reserve the right to terminate the holiday of any client(s) immediately who are deemed to be in breach of this clause, and we will have no further contractual obligations towards them. Furthermore, we reserve the right to recover costs, in resort (actual or estimated), for any damage caused by clients. We cannot accept responsibility, or be held liable, for the behaviour of any clients or for any claims made against them.

Valley Fever operate a strict no smoking policy on our premises. Ashtrays will be provided in the garden outside our chalets.

Valley Fever is responsible for ensuring that our accommodation and services, and those which our clients may book through us, are supplied as described in our website. No refunds will be provided due to wrong expectations. We pride ourselves in giving an open, accurate, account of our accommodation and services and will not accept liability for misconception. We do not accept liability should weather or snow conditions prevent our clients from undertaking their planned activities.

In the interests of our clients, operational necessity, or safety, the company reserves its right to make amendments in the accommodation and services it provides, however where this is the case we will, where possible, notify you in advance of your arrival.

As part of our agreement with you, Valley Fever insists that you have appropriate medical and personal possessions insurance cover for your holiday, including where appropriate, repatriation to your home country. We accept no liability for loss of personal property, death, bodily injury or illness arising from any cause whatsoever, and by agreeing to these conditions you confirm you have appropriate insurance.

Valley Fever will make every attempt to incorporate dietary requirements however, as we can only control the activities of ourselves and not our suppliers, we offer no guarantee of 100% adherence. With specific reference to nuts we will make every attempt, but cannot guarantee that our food supplies have not been exposed to nuts in the supply chain.

All clients must be in possession of a valid passport, and visa where required, for entry into France and Switzerland.

Should you feel you would like to complain no claims will be accepted unless a complaint is first raised in resort with Valley Fever's in resort representatives, and subsequently put in writing within 30 days of the end of your holiday. In any event, the Company specifically limits the extent of any financial liability to the customer to a sum not exceeding the total cost of the holiday.

Check in will take place on Saturday (unless special arrangements have been agreed), with subsequent check out the following Saturday. Rooms will be made available from 3pm, and you will be requested to check out before 10am. Valley Fever will provide a storage area for bags outside of these times however access to communal areas will be denied awaiting the arrival of new guests. A shower can normally be made available upon prior arrangement, unless all new guests are scheduled to arrive prior to your departure.

These terms and conditions fall within the jurisdiction of English law.

Simon and Gary wish you an excellent holiday with us!