

There are inherent risks, dangers and hazards in adventure activities. We will endeavour to make your trip as safe as possible, but not all risks, dangers and hazards can be anticipated or avoided. All of us that do them accept them. If you can't, please stay at home. As individuals, everyone must calculate the dangers, judge for yourselves, and decide accordingly. From the moment you step out of the apartment door.

### **1. INSURANCE**

Everyone booking a EAZY RIDERZ holiday must be insured. You must show proof of suitable insurance cover. If, on arrival in the resort, you are found to have insufficient cover you will be obliged to purchase a suitable insurance policy.

### **2. DEPOSITS AND PAYMENTS**

A deposit of £50 per person is required at the time of booking. The final balance of payment is due 10 weeks prior to departure. If final payment has not been received by this date, the booking will be treated as a cancellation and the deposit shall not be refunded. Should the booking be made within 10 weeks of the date of departure, the full amount is payable immediately. No contract shall exist between EAZY RIDERZ and yourself until the payment has been received.

A security deposit of £100 per room is taken at the beginning of the holiday, this is returned in full at the end of your holiday, providing nothing has been damaged or stolen.

### **3. CANCELLATIONS AND CHANGES**

**By EAZY RIDERZ** - In the unlikely event of EAZY RIDERZ having to cancel/change your holiday details you will be notified as soon as possible and will have the choice of the following, as applicable:

A - accepting the change.

B - accepting an alternative holiday with us at no extra cost.

C - cancelling your holiday, in which case we will offer you a full refund.

**By you** - If you change any of your flight details after having booked your holiday, an administrative charge may be incurred which will then be passed on to you. If you are obliged to cancel your booking you must inform EAZY RIDERZ in writing immediately to [info@eazyriderz.com](mailto:info@eazyriderz.com). In all cases your premium and deposit will be forfeited and you will become liable for charges on the following scale:

Over 10 weeks before departure date - deposit only

4 - 10 weeks before departure - 50% of holiday cost

Under 4 weeks before departure - 100% of holiday cost

#### **4. BEHAVIOUR**

Whilst on EAZY RIDERZ property all clients are expected to behave in an orderly and acceptable manner. Should their behavior threaten the condition of the accommodation or seriously impair the enjoyment of other guests, EAZY RIDERZ reserves the right to refuse to further accommodate the guilty party and contractual obligations will be terminated. The guilty party will be liable for the cost of any damage so caused.

#### **5. RESPONSIBILITY**

In the event of death or personal injury to yourself or any of your party traveling with us under your booking we do not accept liability if such death or personal injury is not through any fault of ours or our supplier. In particular we do not accept responsibility if the death or personal injury is caused through no fault of ours or our suppliers or is due to circumstances which we could not reasonably foresee or have avoided.

You agree that if you have a claim against us which is the fault of another party that in the event of our dealing with your claim those rights that you have against the other party are transferred to us or our insurers.

#### **6. POSSESSIONS AND LUGGAGE**

EAZY RIDERZ will not be held responsible for any theft or loss of personal possessions from our premises / vehicles. Whilst we will endeavor to ensure the security of personal possessions of the party, we cannot guarantee it. Please be aware of this fact and leave expensive / personally valuable items at home.

#### **7. SMOKING POLICY**

We operate a strictly no smoking policy in all our vehicles and inside our accommodation facilities. If people wish to smoke they must do so outside of these areas. If it is found that you have smoked within our accommodation you will be liable to a cleaning charge of up to £200.00

#### **8. CHECK IN/OUT TIMES**

On arrival your room will be available after 2pm, on departure day you must vacate your room by 10:30am. If required storage facilities for luggage will be provided on departure day.

## **9. VISAS/PASSPORTS**

It is your responsibility to be in possession of a valid passport and/or any visa necessary. If you do not have a British or EC passport, please be sure to check visa requirements for the countries you will be visiting.

Remember, most flights are to Geneva in Switzerland which is not an EC member.

## **10. FREE ON PISTE HOSTING**

Our ski hosts are not professional ski guides in that they do not hold a ski guide qualification or have the necessary insurance to cover you. Please insure your own policy covers you for winter sports.

During your stay you have the option of choosing our on-piste hosting free service. On-piste hosting consists of map orientation and guiding on marked pistes in the Portes du Soleil region. Under no circumstances will our hosts offer out bound / off piste guiding and if you choose to do this whilst in the company of a host you will be strongly advised against any such action unless you employ a Professional mountain guide and the appropriate equipment. Should you choose to ignore our advice, you assume all responsibility for your actions and the inherent dangers of off piste skiing / snowboarding.

We reserve the right at our absolute discretion to terminate without notice and liability “On piste hosting ” of any person whose behaviour is such that is likely, in our opinion, ski lift operator or ski guide or other person in authority to cause distress, danger, damage, or annoyance to other customers, employees property or to any third party.

## **11. TRANSFERS**

If you book your transfer through EAZY RIDERZ they will be provided by Ski Lifts S.A.R.L (or a third party partner)

- All of your inbound and outbound flight details must be sent to us at [info@eazyriderz.com](mailto:info@eazyriderz.com) 20 days before departure.
- You will be met at Geneva Airport upon arrival by a Ski Lifts representative. They will coordinate your egress from the airport and get you quickly on your way to Morzine.
- As with our current transfer program you may be required to wait up to one hour in the coffee bar.
- If your flight is delayed and you miss your transfer, you will be allocated a seat on the next available transfer.
- If for any reason Ski Lifts are unable to provide your transfer you will be transferred by a third party. In this instance it will only be by an organization that we have approved.
- All transfers are provided to and from Geneva Airport only. This includes hotels that are on the service roads alongside the airport. For example Crown Plaza, Express Holiday Inn. If your hotel

falls outside this range you will be required to take the Hotel free shuttle bus to the airport to arrive at your pre-arranged arrival time. Please check directly with EAZY RIDERZ as to whether you can be picked up from your hotel.

- On clear days the normal transfer time from Geneva to Morzine is 1hr15mins. Due to extreme mountain conditions during the season this is not always possible. Therefore occasionally we have to allow 4+ hours to transport you safely back which includes adequate time to check-in. The decision will reside with Ski Lifts.

- We will always allow adequate time to get you safely and on time to the airport. However, there can be unforeseen exceptional circumstances that mean you miss your flight or train. Please note that for any costs incurred you will need to claim against your holiday insurance. We will provide any paperwork required to support your claim.

## **12. COPYRIGHT AND TRADE MARKS**

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3.2 - In particular, notwithstanding the content of clause 2 above, you may not do any of the following without prior written permission from us:-

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3.2.2 - remove any copyright or trade mark notices from any copies of the content;

3.2.3 - create a database in electronic or structured manual form by systematically downloading and storing all or any of the content of our website.

## **15. THE EAZY RIDERZ LOGO**

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## **16. PRIVACY POLICY**

Protecting the privacy and personal data of the visitors to our site is of the utmost importance to us.

## **17. DATA PROTECTION ACT 1998**

Any personal data we collect and use is treated in accordance with the Data Protection Act 1998. EAZY RIDERZ and any third party service provider contracted by us to provide a service to you will only collect and use personal data for the purpose(s) pertinent to its collection and use, and this will be stated at all times upon collection. EAZY RIDERZ will endeavour to ensure your personal data will be processed in accordance with the Principles and Rights of the Data Protection Act 1998.

We follow strict security procedures to maintain your confidentiality and prevent any unauthorised access to and use of your personal data.

Personal Data is stored on our database so that we can contact clients with information that meets their requirements, such as details of a service, in an appropriate and timely manner. To manage this we hold current and historic client contact details.

If you choose not to provide particular details we may be unable to provide you with some of our services or to personalise them for you, e.g. our email and SMS/Text updates.

Your rights under the Data Protection Act allow you to request amendment or deletion of the personal information we hold or to terminate the receipt of direct marketing materials. EAZY RIDERZ does not sell, rent or deal in the personal information we hold.

Information may, in the ordinary course of business, move between EAZY RIDERZ, its associated companies and to our contractors, which may involve the transfer of data outside the European Economic Area.

By submitting your information, you consent to the use of that information as described in this Policy.

### SITE USAGE

Log files/IP Addresses

We may automatically log your IP address (the unique address which identifies your computer on the internet), when you visit our website; this is automatically recognised by our web server. This information is used to administer our website and to collect from time-to-time, broad demographic information for collective use. We do not link IP addresses to personally identifiable information.

## Cookies & Registration

Along with most websites, EAZY RIDERZ automatically creates a 'cookie' when you visit us. A 'cookie' is information that is held on your computer enabling our website to recognise you when you visit us again, allowing us to tailor your visit to your specific requirements. As the 'cookie' is based on your computer we are unable to recognise you if you visit our websites from a different computer unless you register with us.

Most web browsers automatically accept cookies, but can allow you to decline a cookie if you so wish. However, you may not be able to enjoy all the facilities on our website if you do so, including, identifying who you are so you may access your account information more quickly.

Once you have registered, you will be able to login from any computer using your login details.

If you have any questions about this policy or wish to terminate the use of any information we have collected from you, please phone or email us.

If you provide feedback on our website we will only use it to develop and improve the site.

## SECURITY

This site has security measures in place to protect the loss and alteration of information under our control.

## 18. CHANGES TO THE POLICY

If the privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing the page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

## 19. CONTACTING US

If you have any questions about this privacy statement or the practices of this site, you can contact us; [info@eazyriderz.com](mailto:info@eazyriderz.com) or [info@morzine-selfcatering.com](mailto:info@morzine-selfcatering.com)

## 20. INDEMNITY

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Under no circumstances, including negligence, shall anyone involved in creating or maintaining this web site be liable for any DIRECT, INDIRECT, INCIDENTAL, SPECIAL or CONSEQUENTIAL DAMAGES, or LOST PROFITS that result from the use or inability to use the web site and/or any other web sites which are linked to this site. Nor shall they be liable for any such damages including, but not limited to, reliance by a member or visitor on any information obtained via the web site; or that result from mistakes, omissions, interruptions, deletion of files, viruses, errors, defects, or any failure of performance, communications failure, theft, destruction or unauthorized access

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These terms and conditions and your use of this website are governed exclusively by English law.

This does not affect your statutory rights as a consumer.

EAZY RIDERZ have developed this policy to reassure you that we take the protection of your privacy seriously when you use our website, SMS and telephone services and provide us with personal information.

EAZY RIDERZ use all reasonable efforts to ensure that the information contained on this website, including any links, is current, accurate and complete, however, we provide it for information only and we cannot be held responsible for errors, inaccuracies or omissions, nor for any loss that may result directly or indirectly from reliance on its content.

EAZY RIDERZ do not guarantee that the site shall be available without interruption or delay, nor that it will be free from errors, defects or viruses. This website may be corrected or updated without prior notice.

## **21. EXTERNAL LINKS**

This website contains links to other sites. Please be aware that we; EAZY RIDERZ are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information.

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claim pertaining to injuries or death sustained whilst participating in one EAZY RIDERZ or our suppliers activities will be entertained nor liability accepted by EAZY RIDERZ or its suppliers.

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