

1.1 All mentions of 'us', 'we', 'our', 'the company' or Alp Nav refer to Alpine Navigations Sarl.

1.2 The terms 'client', 'you', 'the customer', 'your' and 'party leader' refer to the person who has booked the transfer and is held responsible as the 'Party leader' therefore responsible for all members travelling on that reservation.

1.3 Alp Nav Transfers is the trading name of Alpine Navigations Sarl. Alpine Navigations hold the European qualification/diploma "CPC in International Passenger Transport" enabling us hold a French Transport Licence No. 2010/82/02002352. We also hold a SWISS Canton licence for each vehicle that we operate to allow us access to collect international guests from Geneva International airport and transport them in to France. Alp Nav Transfers is the trading name of Sarl Alpine Navigations, Siret No: 498 648 492.

1.4 Copyright. All information provided in our website is the intellectual property of Alpine Navigations. All graphics, images, text, logos and layout belong to Alpine Navigations. No part of our website or the aforementioned property should be reproduced without prior written confirmation or consent from ourselves.

2.0 Transfer bookings.

Our online booking facility enables our customers to book their transfers at a time to suit them but if you would prefer to speak to us then please call our office to enquire/make a reservation. We can still process your card payment through a secure online system and send you email confirmations etc. just as with our online system. If you are in the UK then please call us on 0845 680 1208. If you are in Europe then please call +33 (0)4 50 84 00 51 or +33 (0)6 73 43 46 91.

A **Shared transfer** is a cost effective solution for individuals and small groups of up to 8 guests travelling up to resort together. We group flight arrivals landing within a maximum 60 minutes of each other, with the average wait being just 30 minutes. Likewise on return journeys we group bookings together that have similar flight departure times. This may mean that the minibus collects from more than one place in the resort prior to its departure. We have a fleet of Renault Trafic minibuses which seat 8 passengers.

For groups of more than 8 passengers then we can offer a combination of shared/private transfers. You will be offered both options on the online booking quotation. For example if your group has 13 guests then we would suggest a private transfer (which will depart the airport immediately with 8 guests) and a second 'shared' vehicle for the remaining 5 passengers. Please note that these 5 passengers will follow our normal 'shared service' rules and may have to wait up to 60 minutes for other passengers. Alternatively we can suggest 2 private minibuses which will depart the airport together immediately upon your arrival with 6 passengers in one vehicle and 7 on the other, both vehicles private to your group.

3.0 Journey times:

Les Gets – 1hr 10 mins

Morzine – 1hr 20 mins

Morzine - Prodains/St Jean D'Aulps 1hr 30 mins

Avoriaz – 1hr 50 mins

These times are approximate and are based on normal driving conditions without adverse weather conditions or traffic. The winter Alpine weather means that for safety reasons your vehicle may have to use snow chains and the journey times will be longer than stated. We always put our passenger safety and comfort as our first priority.

Please also bear in mind that on a shared service other passengers on your vehicle may be dropped off at their accommodation before you depending upon your accommodation address which will add to the journey time.

All Avoriaz guests will be dropped off and collected from the Reception Centre. Avoriaz is a "car-free" resort.

It is the responsibility of the client to ensure that they leave their accommodation in sufficient time to get to the reception centre for their pick up time. As a result of severe weather conditions we reserve the right to both drop off and pick up from the Prodains Cable Car.

A **private** transfer is only for the persons who have booked a private journey together. A vehicle will be waiting for those guests in arrivals and after exiting arrivals these clients will depart the airport as soon as they have met their driver. Likewise for a **private** transfer to Geneva Airport only those clients who have booked a private transfers will travel direct to the airport with no other pickups or additional passengers.

3.0 Baby Seats:

We have a good selection of quality baby and child seats. We regularly renew our stock to ensure the comfort of your children. Please state clearly when booking which seats you require.

4.0 Luggage

Our vehicles have enough space for 1 suitcase and 1 boot bag per person along with hand luggage. We do have room for skis/board bags also but would appreciate prior warning if for example all 8 passengers will be travelling with skis!

5.0 Client responsibility:

Clients are requested to be as specific as possible about where you are staying in resort. The full address with road name and number helps us immensely and saves time.

Client responsibility to provide correct travel details:

It is the responsibility of the client to ensure that you provide us with correct information regarding your flights. If a client mistakenly provides us with the flight departure time and NOT the flight arrival time at Geneva then we will not be held responsible for any possible delays incurred in getting to resort. We will of course reschedule as best we can but if we are unable to offer a transfer at the rescheduled time then no refund will be available.

Client responsibility to provide accommodation details:

It is the responsibility of the client to provide us with correct address information. The more information we have the quicker and easier we can locate a property. Chalet names/number and road name is really critical and enables us to keep to schedule. This is particularly important on shared transfers when other clients on the minibus are waiting to be dropped off. If after 20 minutes of searching the address cannot be located then we reserve the right to drop clients at the Tourist Office with their luggage.

6.0 Delays arriving in to Geneva

6.1 Flight delays for clients who have a 'shared' transfer booked with Alpine Navigations differ to those who have booked private transfers. We request that clients let us know by sms message to +33 673 43 46 91 prior to your departure. Early warning on delays is really helpful to us for our planning and is much appreciated. We monitor all flights and rearrange our schedule to best accommodate all of our passengers but please be aware than if your flight is significantly delayed then your transfer may be rescheduled. This may for example mean that if you are due to travel with other party members off other flights then you may travel separately. We do however always endeavour to ensure than we maintain our shared transfer waiting times of a maximum of 60 minutes.

On some occasions it may be necessary for us to work with chosen partner companies to transport you up to resort if circumstances are out of our control.

6.2 Flight delays for clients who have a 'private' transfer booked with Alpine Navigations. Your driver will wait for you and you will depart as soon as you come through in to the arrivals hall with your luggage.

6.3 Lost luggage.

Please let us know as soon as you are aware that there is a problem. We are often waiting for passengers in the arrivals hall unaware of any problems.

Please send us an sms to +33 673 43 46 91 so that other passengers on your shared service can be made aware of any delay. It may be necessary for us to reschedule your departure on to another vehicle if the process to reclaim your bags takes an undue amount of time but don't worry we will still ensure that you get up to resort as soon as possible.

Geneva airport are responsible for the correct onward delivery of passengers bags and they will liaise directly with you for this. Alpine Navigations are not responsible for the onward delivery of late luggage.

7.0 The journey

7.1 Drinking and eating is prohibited in any of our vehicles. For the comfort of all passengers please refrain from drinking and eating in our vehicles. In accordance with International legislation, the consumption of alcohol is forbidden in vehicles and we would ask that our clients respect this. We do have the right to refuse our transport service to anyone under the influence of alcohol.

7.2 Key Collection.

We can stop at an Agency in the resort for the collection of keys but we ask that you let us know in advance. If you are on a shared service then it may be necessary to drop one party member off to collect keys and the other clients and luggage at the accommodation if necessary.

7.3 Shopping stops en route to resort

We do not permit shopping stops en route from Geneva airport up to resort due to our planning and scheduling. During the winter season the supermarkets are open in resort on Sundays.

8.0 Departures.

Your departure time from resort will be calculated by us according to your flight time, prevailing weather / traffic conditions and other collection points if you are on a shared service. If you wish to travel earlier for example to leave bags at the airport and go in to Geneva then please let us know so that we can plan for this in advance.

8.1 Collection times.

We will issue a provisional departure time from resort at your time of booking and this will be confirmed my sms the night before our departure. Please ensure that the mobile number which you provided us with is turned on for this. If you have not received your pick-up time by 19.00 then please contact us on +33 673 43 46 91. We always aim to get our clients to Geneva with a 2 hour check-in as specified by the airlines therefore your departure time from resort will be approximately 3.5-5.0 hours before your flight time.

Please ensure that you are ready and waiting for your transfer to Geneva. For shared services our driver is only able to wait up to 5 minutes maximum and then will be obliged to leave without you to maintain his other pick-ups and schedule. If you miss your transfer then please call our office. We may be able to schedule you on a later bus but this may be at an extra cost.

8.2 Delayed Departures

Delayed departures due to delayed flights out of Geneva. Once our schedule for departures has been completed we cannot take you any later to reflect a flight delay. It is always advised by airlines that under these circumstances you are at the airport for your original departure check-in time to ensure that you are checked in correctly.

8.3 Luggage Storage

Unfortunately we are unable to collect/store clients' luggage earlier in the day before your transfer.

9.0 Payment

For all of our transfers we require payment in advance by card. We accept all of the major cards except AMEX. We can also accept payment by bank transfer but please not that your transfers will not be confirmed until we acknowledge receipt of the funds. In these circumstances please contact us by telephone and we will process your booking and forward you our French bank account details for your transfer.

9.1 Payment security and card processing.

We use Credit Agricole (the largest bank in France) to process our card payments. To complete the booking process you will enter your card details directly into the bank's webpage and not ours therefore we do not see or keep any card details. We accept VISA and MASTERCARD. We do not accept AMERICAN EXPRESS. We do not charge commission or a handling fee on bookings.

9.2 As soon as your payment has been accepted you will receive an email notification of your booking with booking reference number and a payment receipt. Unfortunately we do not accept payment by cash.

9.3 Cancellations:

Our refund system depends upon how close to your travel date you cancel. All bookings cancelled less than 48 hours prior to the transfer unfortunately will not receive a refund. Depending upon the reason for your cancellation your travel insurance policy may be able to cover the cost of cancelled travel. For cancellations longer than 48 hours in advance we will cancel your booking but this incurs a 25 euros administration charge. If your dates/times change longer than 48 hours in advance we will endeavour to reschedule your booking.

10.0 Our responsibility:

We always aim to keep to schedule and pick up and drop off our clients within our estimated times. However, we also hope that our clients understand that occasionally forces beyond our control means that this is sometimes not possible and we will endeavour to minimise the delay to the best of our ability. Circumstances below are examples but are not limited to:

- Traffic accidents/delays
- Unforeseen problems caused by other passengers/breakdowns
- Civil unrest/industrial action
- Damage to vehicles caused by a 3rd party.
- Severe Alpine weather conditions
- Police/customs checks
- Force Majeure

We will always ensure that our vehicles are roadworthy, clean and safe for passengers. We provide booster seats for all children less than 12 years of age (or 1.35m in height) and request that parents ensure their children sit on them. We kindly request that in compliance with French and Swiss laws ALL passengers wear a seatbelt for the duration of the journey.

10.1 Partner companies:

We reserve the right to work with partner companies and to sub-contract passengers on to other transport companies. We choose our partner companies very carefully and ONLY work with fully licenced and insured registered transport businesses. This is often due to flight delays when our schedules are unable to accommodate huge changes and we work together to ensure that all clients leave the airport as soon as possible after arriving.

10.2 Travel Insurance:

We recommend that all clients take out adequate travel insurance for their trip and to ensure that this covers any potential flight delays, cancellations or changes to scheduling that may affect their transfer booking.

11 Jurisdiction:

These terms and conditions and any contract to which they apply are governed in all aspects by French Law and shall be subject to exclusive jurisdiction of the courts of France.