



Dear \_\_\_\_\_,

Thank you for your provisional booking, below are a few details you need to spend a few moments to browse over and fill in to complete your booking for Apartment Buqa.

## 1. Buqa Code of Conduct

We will do all we can to make sure your leave Samoens feeling Buqafied and hopefully spread the good word to your family and friends.

We take pride in what we provide and will do all we can to prevent any unforeseen circumstances spoiling your stay.

Should you feel the need to raise any issues please feel free to contact the following people and express your concerns so they be solved in the quickest of time.

***Be assured we are committed to make your stay enjoyable....***

## 2. The Process

It couldn't be simpler!

- Fill and return the booking form and issue payment in line with the booking form,
- Buqa will send confirmation of receipt
- Settle payment prior to arrival
- Buqa will send confirmation
- 1 week prior to your departure we will send you a summary of your stay,
- Arrive at Buqa – absorb the views and relax....

Once filled in, please arrange for the form to be sent via any of the following ways:

- By E-mail [bookings@buqa.co.uk](mailto:bookings@buqa.co.uk)
- By Post to Buqa, 5 Globe Lane, Egerton, Bolton, Lancs, BL7 9TD
- By Fax to +44 1204 474727.



### 3. Buqa Booking Form

#### Your Details

##### Dates:

Arrive: Saturday - / / - anytime after 5pm  
Depart: Saturday / / - no later than 10am

##### Special requirements:

Costs € Per Week

##### Additional Costs

Total Cost €

##### Payment details:

Please see payment schedule below.

##### To confirm Booking

€ 25% of the agreed week price to be sent with the booking form.  
€ 75% of the balance is due 8 weeks prior to arrival.

€300 Euro refundable deposit is required with balancing payment.

If you are booking with less than 8 weeks to go until your departure to Buqa, then we shall require 100% of the payment.

### 4. What to expect

#### On arrival:

You will be greeted by our permanent host in Samoens, Gille Van Pouke, known by the locals as "Gillu".

Gillu has lived in Samoens since 1997 and has an extensive knowledge of the area, the local life of Samoens and most importantly, how to cater for you...ensuring you leave Samoens 100% Buqafied 😊.

On arrival, Gillu will meet you for the key hand over, show you around the apartment and answer any question you may have.

Should you need to contact him, he will be available 24/7 to answer any questions you may have and assist you.

Fresh linen, towels, firewood and a welcome hamper with basic essentials will be provided for you.

## 5. Tips and General Information

You will find a comprehensive list of useful things to download off [www.buqa.co.uk](http://www.buqa.co.uk) to assist you whilst you enjoy your stay.

Please take a few moments to familiarise yourself...they may prove invaluable to you.

## 6. Ski Lessons

Should you require ski lessons, it is always advisable to book these ahead of time, as the schools and private tutors get very booked up. We have made a list of recommended instructors you can contact and discuss your needs.

Should you need any help, please contact us and we can help you. We can also help arrange skiPasses and ski hire – just let us know your needs..

## 7. Children

Should you need to book children / infants into the crèche, please book ahead of your stay as they get fully booked during the peak season. Should you need help, please contact us.

Again...take a look at [www.buqa.co.uk](http://www.buqa.co.uk) for up-to-date information on local services.

## 8. The Really IMPORTANT Stuff...

- A confirmation of booking and receipt of payment will be issued by BUQA, once the initial payment has been received.
- To make things run smooth please nominate a Group Leader who we can liaise with to ensure all your needs are met. If Group leader wishes to alter the booking for the group, BUQA will endeavour to comply, however an alteration cannot be guaranteed. We will be lenient with the odd changes, however if they are ongoing you MAY incur an administration charge of €30 for each subsequent change, but don't worry, we will tell you well before you reach this stage.
- Respect Buqa as it will respect you 😊

- You are responsible for ensuring that the accommodation is left in a clean and tidy condition, as you found it.
- Gillu, will inspect the apartment on your departure and if it does not meet our standards, the Group Leader will be charged accordingly for cleaning.
- However, should you require BUQA to clean on your departure; you will be charged a fee of €100.
- **Please read our Terms and Conditions, there is nothing “odd” in there, but we would prefer you to skim through them to ensure you are aware of how we work. Our view is that, if anyone has to resort to enforcing the Small print then an expectation has gone amiss somewhere along the line.**
- **We have a voluntary code of conduct that we will abide by to help resolve any issues in the shortest time to ensure you enjoy your holiday... Help us help you by letting us know of any issues as soon as possible.**

## 9. Buqa Code of Conduct

We will do all we can to make sure your leave Samoens feeling Buqafied and hopefully spread the good word to your family and friends.

We take pride in what we provide and will do all we can to prevent any unforeseen circumstances spoiling your stay.

Should you feel the need to raise any issues please feel free to contact the following people and express your concerns so they be solved in the quickest of time.

***Be assured we are committed to make your stay enjoyable....***

## 10. Buqa Contact Numbers

### **Samoens**

Gilles Van Pouke

### **UK – (in the event that Gilles is not contactable)**

Elan +44 7980 74108

Piral +44 787 5050148

Akash +44 7980 645 816

Shreeta +44 07855 420 284

## 11. Buqa Account details:

Please arrange to transfer the funds (in Euros) to:

Elan Raja  
Credit Agricole  
**IBAN:** FR76 1130 6000 9027 0758 6913 311  
**Account number:** 27075869133  
**RIB:** 11306 00090 27075869133 11  
**BIC** number is AGRIFRPP813

Please drop us a quick note to let us know that you have made a transfer so we can track this and confirm our receipt back to you.

## 12. Guest Details

Please complete the below for our information

Group consists of : Adults:                  Children:

Please list names of people in the group: \*\* Delete as appropriate

- 1) \*\*Adult/Child
- 2) \*\* Adult/Child
- 3) \*\* Adult/Child
- 4) \*\* Adult/Child
- 5) \*\* Adult/Child
- 6) \*\* Adult/Child
- 7) \*\* Adult/Child
- 8) \*\* Adult/Child

## 13. Group Leader Details

All correspondence will be forwarded to the following:

Group Leader Name :  
Address:  
Telephone:  
Email:  
Passport number:

## 14. Declaration

I confirm that I have read, understood and agreed to the BUQA Terms and Conditions.  
As Group Leader, I will sign on behalf of my group as detailed above.

Print Name:

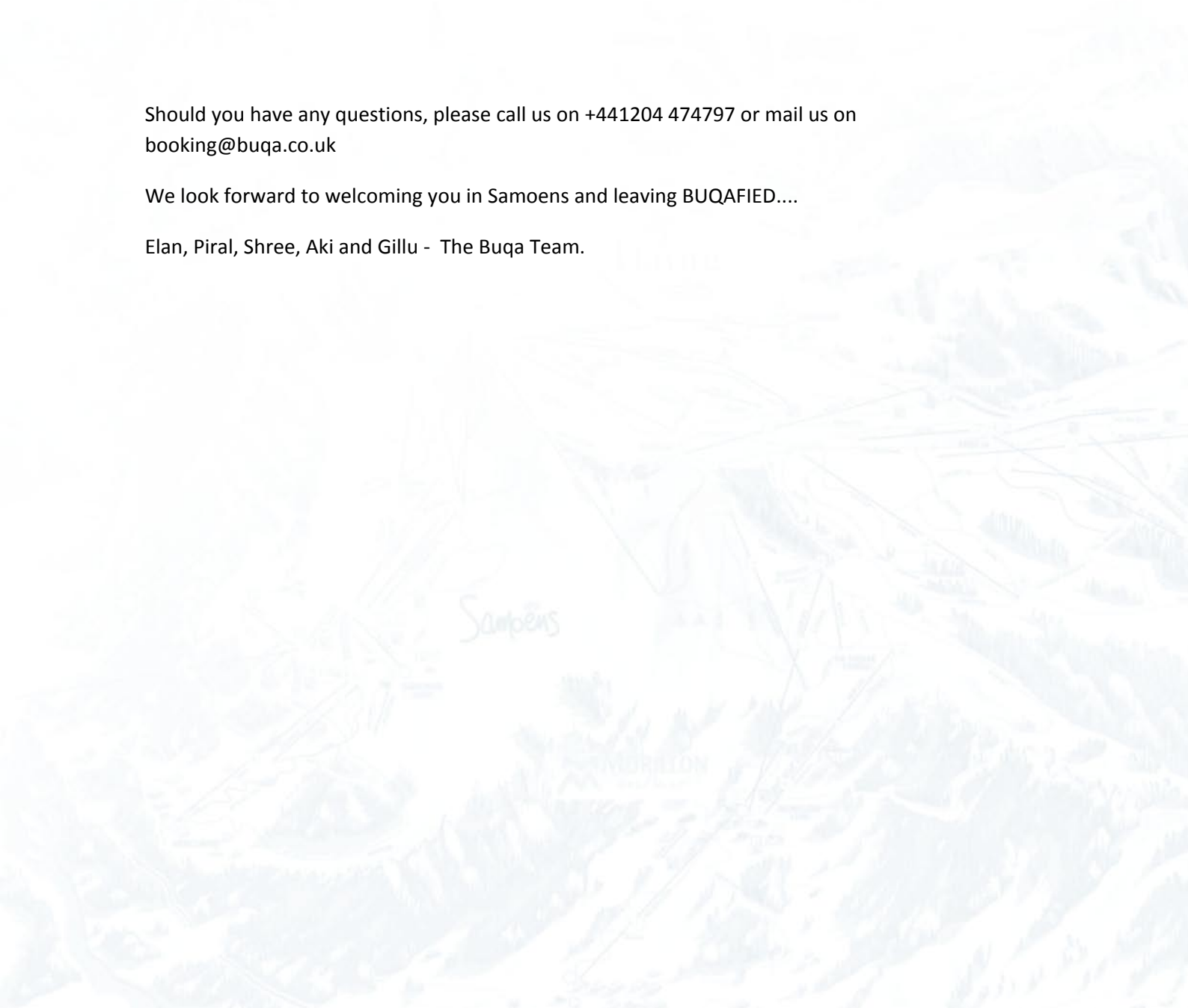
Signature:

Date:

Should you have any questions, please call us on +441204 474797 or mail us on [booking@buqa.co.uk](mailto:booking@buqa.co.uk)

We look forward to welcoming you in Samoens and leaving BUQAFIED....

Elan, Piral, Shree, Aki and Gillu - The Buqa Team.



# Buqa Terms and Conditions

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The Terms and Conditions contained within this contract constitutes the 'Agreement' between BUQA (herein referred to as 'We', 'Us', and 'Our') and those listed on the booking form on whose behalf the group leader has signed (herein referred to as 'You', 'Your').

The 'Group Leader' signature and those detailed on the booking form is confirmation that these Terms and Conditions have been read, and are fully understood and accepted by all.

Accordingly, the contract is deemed to have been accepted as soon as the signed booking confirmation form is received and the payment has been received in full.

You are agreeing to be legally bound by the terms of this 'Agreement'.

## 1. Our Service:

We will provide and arrange accommodation and other requested services as detailed on [www.buqa.co.uk](http://www.buqa.co.uk), following confirmation of your holiday booking and once all costs of your holiday have been received in full.

## 2. Descriptions:

All descriptions and information, including pricing quoted on the BUQA website are provided in good faith and believed to be correct.

There may be minor variations in the fixture and fitting at Buqa due to general wear and tear.

Buqa is not liable for any minor variations to the description of its contents.

## 3. Making a booking:

Bookings can be made either by telephone or by e-mail.

A written and signed Booking Form by the Group Leader confirms the reservation, however the booking and contract between you and BUQA is not formally confirmed until we have received your security deposit of 25% of the cost of your stay.



***a) Group Leader:***

The group leader is responsible on behalf of all other members of the group for all matters relating to the booking.

The Group Leader's name whose signature appears on the booking form must be 18 years or older.

Should the named group leader change hands at any time prior to the arrival date, BUQA must be notified of a new named group leader for your party.

The new group leader must sign the Terms and Conditions and original Booking Form and return it to BUQA via email prior to arrival.

***b) The Group***

The group refers to all persons booked to stay in the accommodation provided by BUQA, and includes any change of names to the original booking. The Group Leader shall, in writing, advise BUQA of any change of names.

***c) Payment:***

- 25% of the total cost of period of stay at Buqa is payable immediately upon your confirmation of booking with a signed Booking Form returned to BUQA via email. This is your security deposit to secure your reservation.
- 75% of the total price (including any additional extras or modifications omitted from the initial booking confirmation) is payable in full no later than eight (8) weeks prior to your arrival date.
- An addition to the security deposit, a refundable damage deposit of €300 is taken at the time of booking, this will be returned within 2 (two) weeks of departure, less costs incurred for damage not reported or paid for. Should the condition of the accommodation be unsatisfactory or there be an inventory discrepancy, you should contact us immediately.

If you are booking with less than 8 weeks of your arrival date, full payment (100%) shall be made at the time of booking.

All our holiday prices are in Euros and payable into a French Bank Account.

A confirmation of booking and receipt of payment will be issued by BUQA, once payment is received.

Your documentation should be carefully checked and we should be informed of any corrections, omissions and additional requirements within ten (10) days of your booking confirmation, as it may not be possible to facilitate changes at a later date.

If final payment is not received by the due date, BUQA reserves the right to cancel the reservation without further notice, retaining deposits and the right to levy cancellation charges.

If the Group leader wishes to alter the booking for the group, BUQA will endeavour to comply, however an alteration cannot be guaranteed. An administration charge of €30 will be required for any such alterations.

#### **4. Cancellation by 'The Guest':**

Should you have to cancel your booking, the Group Leader's name whose signature appears on the booking form must immediately inform us in writing.

Upon receipt of written notification, the following cancellation charges shall apply:

- 8 weeks or more prior to arrival - Loss of security deposit
- Within 5 weeks prior to arrival - 50% of the Total Price
- Within 4 weeks prior to arrival - 75% of the Total Price
- Within 2 weeks prior to arrival or no show - 100% of the Total Price

We may, at our discretion, elect to refund a percentage of monies received for cancellations of less than 14 days prior to arrival for cases of extenuation or special circumstances. Proof of evidence is therefore required to substantiate those reasons given.

Our decision is final and no correspondence will be entered into once our decision has been made and you are made aware of it. In any event, we strongly recommend that all members of the party have appropriate and adequate insurance policies in force.

#### **5. Cancellations by BUQA:**

In the unlikely event, due to circumstances beyond our control, we have reason to cancel your booking; all monies received from you will be refunded in full.

Where the cancellation or alteration is due to forces beyond our control; such as war, fire, floods, strikes, riots, natural disaster, political unrest or any other circumstances amounting to Force Majeure, we will not entertain claims for compensation.

BUQA will endeavour to make alternative arrangements for accommodation of the same value and similar specification where available.

## 6. Price

BUQA guarantees the price of the holiday as quoted at the time of the booking and reserves the right to increase or decrease the price of available holidays at any time.

## 7. Damage

Any loss or damage caused or arising by the guest, group or group leader, to the property, contents of the property, grounds or outbuildings must be paid in full. Costs will be deducted from the damage deposit.

## 8. Damage above Damage Deposit

Any damage caused to the property, contents of the property, grounds or outbuildings resulting in an excess over and above the damage deposit, will be payable by the Group Leader on behalf of the group, irrespective of which person/s was responsible.

This is to be paid to BUQA immediately on notification of the cost of damage, based on a quote provided by BUQA to the Group Leader.

This payment will be made in Euros into a French bank account, within 5 working days of receipt of the quote.

## 9. Limitations upon our liability to you

Whilst we will make every effort to ensure you have a safe and enjoyable stay at Buqa, we reserve the right to state the following:

Our liability to you for any breach of contract or negligence (save and except our liability for negligence for death or personal injury) shall be limited to the price of the booking together with any expenses incurred by you in notifying us of the breach.

- a) We are not responsible for loss or damage to personal property, including Injury or death, caused through misuse of drink or drugs;
- b) We are not responsible for loss or damage to personal property, including injury or death, caused by negligent or reckless acts whilst in or on the premises;
- c) We are not responsible for loss or damage to personal property whilst left outside your care and control, in or on the premises;
- d) We are not responsible for loss or damage to personal property, including injury or death, caused by partaking in outdoor pursuits and activities;

- e) We are not responsible for loss or damage to personal property, including injury or death, caused by improper or inappropriate use of any Saunas or Jacuzzis that may form part of the property;
- f) We are not responsible for personal injury or death caused to any visitor and/ or any member of the group for their duration of their stay.

## **10. Termination:**

BUQA reserves the right to terminate without notice and liability the holiday of any group member whose behaviour (in the opinion of BUQA) is such that it is likely to cause damage to the property or contents of the property or any third party.

## **11. Guest Responsibilities:**

- a) For your safety and convenience, please adhere to all Warnings and Information notices displayed in and around the accommodation.
- b) If you are making this booking on behalf of any person other than (or including) yourself, please make known to all members of your party the content of this agreement.
- c) Please exercise proper care and control of your children whilst in or on the premises. Guests must accept responsibility for their children at all times.

You will be bound by the operating conditions of suppliers and other service providers that you have requested during your holiday in respect of cancellation, loss, delay or costs incurred due to adverse weather, traffic, avalanche, snow and mud slide conditions affecting travel and accommodation arrangements, other activities or limitations imposed by resort authorities including ski-lift, ski school, crèche and ski hire operators.

## **12. Insurance:**

All accommodation is insured by the property owner covering personal liability; however, it is strongly advised that all guests take out comprehensive holiday insurance including cancellation cover.

## **13. Number of persons in the property**

The number of persons occupying the property must not exceed that which is communicated on the booking form. BUQA reserves the right to refuse entry to the entire party, or apply charges if this condition is not observed.

## **14. Check In and Check Out**

Unless otherwise agreed, you may Check In no earlier than 17:00 hrs (local) on your arrival day and vacate your accommodation by 10:00 hrs (local) on your departure day.

## **15. Care of the Property:**

The guests shall take all reasonable and proper care of the contents of the property, grounds or outbuildings and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning.

## **16. Cleaning:**

You are responsible for ensuring that the accommodation is left in a clean and tidy condition, as you found it. BUQA will inspect the accommodation on your departure and if it does not meet our standards, the Group Leader will be charged accordingly for cleaning.

However, should you require BUQA to clean on your departure; you will be charged a fee, which will be communicated to you in the booking form.

## **17. Damage to Fixtures and Fittings:**

During your stay, any damage to fixtures and fittings should be brought to our immediate attention for repair action. The cost of repair will be deducted from the damage deposit. In the event, that the costs are greater than the damage deposit, the group leader will need to pay BUQA immediately.

## **18. Right of Entry**

BUQA shall be allowed the right of entry to the property at all reasonable times for the purposes of inspection or to carry out necessary repairs or maintenance, with a minimum of 24hours notice. This notice period is exempt in the case of emergencies.

## **19. Complaints**

Any complaint(s) regarding your holiday with us must be made immediately or at first reasonable opportunity whilst in or on the premises, stating the cause of complaint.

We will endeavour, if possible, to remedy your complaint as soon as possible.

## **20. Smoking and Pets:**

BUQA adopts a 'No Smoking' and No Pets policy for all accommodation provided.

## **21. Proper law and jurisdiction**

This Agreement shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England and the parties agree to submit to the exclusive jurisdiction of the English courts.

## **22. Force Majeure**

Neither party shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable here under) to the extent said failures or delays are caused by events beyond that party's reasonable control and occurring without its fault or negligence, for example, but not limited to, acts of God, flood, avalanche, fire, failure of power or water supply, provided that the party experiencing the difficulty shall give the other prompt written notice, with full details following the occurrence of the cause relied upon and shall keep the other fully informed of the events continuance and of any relevant change of circumstances.