

Altogold Ltd - Swiss holidays are the largest privately owned British Holiday Company in Switzerland. (Established 1969). With over 45 years of valuable knowledge and experience in Switzerland. We pride ourselves in being a Small personal family run business which has established a name for reliability and excellent service to all our Guests. Offering excellent value for money. We are able to offer holidays to most people from simple holiday breaks right up to their opportunity to realize their holiday dreams, from value to comfort. All our accommodation is set in our exclusively designed areas. (Who else can offer *cul du sac* camping accommodation on Manor Farm) You get both security and relaxation within our camp environment, we are sure you would agree this is an important part of your Special holiday.

**Tel** ++44 (0)1903 743193(Ans Service)

Mon- Fri 9.00am to 4.00 pm

Sat 9.00am to 12.00pm

**++44 (0)7941 049 509**

Email [info@altogold.com](mailto:info@altogold.com)

Web [www.altogold.com](http://www.altogold.com)

**Provisional booking.**

We hold provisional bookings for 3 Days.

**Book Online.**

Why not book on-line and take up our online savings.

**Direct Booking.**

Contact us by Phone or E-mail to confirm your dates.

**Flexible bookings.**

From 3 nights up wards

**High Season Reservations.** Saturday - to -Saturday in period.(See Prices)

**Hire period.**

Arrivals 3.30pm incoming day. Depart by 10am.

**Holiday Payments.**

Debit / Credit Cards or Bank / International Transfers.

### HOLIDAY EXTRAS

**BED Linen (Per Set/Bed)**

**£ 20.00** Per set ordered (Towels Not included) Sets =1

Double Duvet or 1 Single Duvet with 1/2 pillow cases + bottom sheet. (Towels not included)

**Family Pack (2 Adults 3 Children)**

**£ 45.00** 1 Double + 3 Single sets (Towels not included)

**Towels**

**£ 3.00** Per Person Per holiday.

**Linen Replacement**

**£ 14.00** Clean Linen during your stay. Per set ordered.

**Fixed accommodation request**

**£ 30.00** Subject to availability.

## Travel reduction tickets; small selection of popular tickets. (Full Price list on Request)

**REGIONAL PASS.**

The most popular, Valid 4-6-8 or 10 consecutive days travel on selected routes, including Trains, Buses, Cable Cars and Lake Boats.

**JUNGFRAU PASS.**

6 day unlimited travel on selected routes within the Jungfrau region.

**SWISS PASS.**

Valid 4,8,15,22,30 day's FREE travel on the National travel network. Private lines / Alpine routes are at Half/ reduced fare. Includes Trains, Buses, Cable Cars, and lake Steamers

**SWISS CARD.**

**(Flying?).** The transfer to and from your destination in Switzerland PLUS half / reduced fare travel during your stay.

**TRANSFER TICKET.**

Offers transfer by train to and from your holiday destination in Switzerland.

**JUNIOR CARD.**

6-15 year entitles them to free travel with their Parents/ Guardian on 99% of the Swiss transport system. **Grandparents** require Special Grandparents Junior card only available from inside Switzerland.

**Many other travel tickets too... Please ask**

Our Holiday homes are at Manor Farm near Interlaken on the beautiful south shore of Thunsee, Well equipped and ready for you. Each of our holiday range adds that little extra comfort from our Basic but comfortable Spiez range to the 3 bed Brienz range with many additional home features and comforts, Oven, Microwave, Electric Kettle, Cable Television connection and Television included in selected ranges.

### ACCOMMODATION ONLY PRICES:

- 7 Nights in your selected accommodation. (2 Adults and 3 Children Under 18yrs)
- ALL Site fees, Gas, Electrics, Parking and Tourist taxes.
- Guest Card, Holiday Guide with suggested visits and Camp entry pass.
- On site Manager, Tourist information reception packed with information.

### 2016 Brochure Price for 7 nights in GBP£.

Holiday Start dates	Thun range cabin	Oberhofen range cabin	Brienz range cabin	PLUS UP-GRADE	EXTRA Adults per Night
19 <sup>th</sup> April	220	297	380	8	8
24-May	244	336	409	8	8
08-Jun	268	345	417	8	8
22-Jun	370	471	537	8	8
06-Jul	538	639	675	8	8
13-Jul	558	679	769	10	10
23-Jul	788	925	985	15	12
10-Aug	608	745	769	15	12
17-Aug	508	645	687	10	12
24-Aug	490	589	657	8	10
31-Aug	450	417	495	8	8
14-Sep	310	387	453	8	8
27-Sept to 09-Oct	280	357	435	8	5

#### Upgrades available for Oberhofen and Brienz range Cabins only.

Saturday to Saturday reservations between.  
Saturday 25<sup>th</sup> July and Saturday 07<sup>th</sup> August  
**All our Accommodation is No animals or Pets,  
No Smoking at any location.**

#### How to use our Price Guide Tables.

Example Family 2 Adults 3 Children THUN range 29<sup>th</sup> Aug 14 nights (Split period).  
Basic Holiday (480+360) = £ 840:00 / 14 nights.

This equate to £12.00 per night per person. Take our great deal 3 for 2 offer and its only £8.00 per person night.

### Holiday Saver Deals The longer you stay the less you pay...

**LOYALTY** Holidayed with us in the last 2 years, **SAVE 5%** off Brochure prices.

**1 WEEK FREE** From opening at Manor Farm, to the first Friday in July, or from third Saturday in August. Until we close. Book 3 consecutive weeks and get the Lowest priced week Free. PLUS any additional nights (over 21nights) at half price.

#### **HOLIDAY THE FLEXIBLE WAY**

Booking this year or next year, you simply pay a holiday deposit of £100. NOW. Then Pay as and when you want up to 10 weeks before your **NEXT HOLIDAY**.

Short stay of 1-4 nights (Minimum 3 nights). Any stay of 1 to 4 nights must Include Bed Linen hire, please ask our staff to Quote or go online for your holiday dates and costs.

Quotes are subject to availability and only valid for 3 days. We reserve the rights to alter without notice.

**Require Travel? - Crossing the English Channel or Travel by Train?**

[www.altogold.co.uk](http://www.altogold.co.uk) **Longer you stay the MORE YOU SAVE.....**

**OUR PROMISE. If you find the SAME HOLIDAY! At a better price LET US KNOW.**

We endeavour to make pricing your holiday as simple as possible; unfortunately there are occasions when either your preferred dates or occupancy do not meet the criteria shown. If you have any questions please do not hesitate to ask either by phone or email.  
If this is your first experience with us or abroad, need assistance? Contact us. All current prices and holidays are subject to "Terms and Conditions" (Full Terms and Conditions available on line at [www.altogold.co.uk](http://www.altogold.co.uk)) and will form part of the contract conditions.

Save with our **ALLOCATION ON ARRIVAL**

2 Adults up to 3 Children only £540

Any 7 nights between 11<sup>th</sup> July and 25<sup>th</sup> July



## **NEW "SEASONAL COMBI HOLIDAY"**

Online booking at [www.altogold.co.uk](http://www.altogold.co.uk) Email us [info@altogold.co.uk](mailto:info@altogold.co.uk)

A great way to save on your holiday all round. designed for 2 Adults only and  
With a choice of Jungfrau VIP or Jungfrau Pass Tickets or the BEO Regional Pass.

Simply ask for a "Seasonal Combi Holiday" quote.

It can bring great value to your holiday.

We reserve the right to make charge per alteration once your booking has been accepted. Prices are based on 2 adults and 2 children. All quotes are given in good faith and can only be considered a firm booking upon confirmation of booking from Altogold Travel. To book either go on line using the correct booking code or complete the booking form and PRINT the code ate the TOP of your booking form. Always read our booking condition if you have any queries at all, always insure the accommodation is suitable for your requirements. Our reservations staff will be glad to help. Alternatively Visit [www.altogold.com](http://www.altogold.com). Should you find it necessary to alter or cancel your holiday arrangements? You must provide us with written notification to this effect at the earliest possible opportunity. Any prices are for Guide use only and may change due to currency fluctuations. PPN denotes price per person per night. The information contained in this email is confidential. It is intended only for the stated addressee(s). If you are not an addressee, you must not disclose, copy, circulate or in any other way use or rely on the information contained in this email. If you have received this email in error, please inform [sales@altogold.co.uk](mailto:sales@altogold.co.uk) immediately, and delete it, and all copies from your system. Any opinion. Although we aim to use efficient virus checking procedures we accept no liability for viruses and recipients should use their own virus checking procedures.

This email is sent on behalf of Altogold Ltd. Reg number 13339388. VAT no 194 1807 48 Altogold travel Hillside Walk, Storrington, West Sussex, RH20 3HL, England

Above information and pages may change without notice unless stated or marked as Provisional Reservation.

**THE BOOKING FORM**  
**COMPLETE IN BLOCK CAPITALS ONLY**



Please Complete and Sign this Book form returning with any holiday deposits required to secure your holiday. Damage and Cleaning deposits are required to be paid on arrival at location.

Please NOTE only those named on this page are permitted to use the accommodation.

ALL Accommodation is NON SMOKING. WE DO NOT ACCEPT ANIMALS Current Terms and Conditions apply.

**YOUR PARTY and HOLIDAY ARRANGEMENTS**  
**HIRER FULL NAME AND ADDRESS (BLOCK CAPITALS)**

.....  
 .....  
 .....  
 Post number/ ZIP/ Code .....

Email .....@.....

Telephone + ...../.....

**ALL OCCUPANTS FULL NAME**  
**and NATIONALITIES,**

1.....  2.....   
 .....  
 3.....  4.....   
 .....  
 5.....  6.....   
 .....  
 7.....  8.....   
 .....

**SELECTED ACCOMODATION / LOCATION**

.....

**HOLIDAY DATES AND DETAILS**

Start date (First night).....  
 Finishing date (Last night) .....

No Nights.....

For security reasons if any travel facility and / or Accommodation .  
 You may be ask to supply your Passport details before booking

**TRAVEL INFORMATION**

Operator/ Ticket.....  
 Route From ..... To .....

Preferred Time ..... Time .....

Car Make ..... Model .....

Registration .....

Do you have a Roof load/Trailer? .....

Definition of a Car 4.8 m long 1.7 High,  
 Over these sizes you may incur additional supplements

**ENCLOSE IS THE FOLLOWING PAYMENT**

Holiday deposit ( Min £100, 100Eur, 100 Chf) per week .....

OTHER Specify (Linen? Etc).....

TOTAL ENCLOSED .....

Any holiday within 10 weeks of the Holiday Start date requires FULL  
 payment. Always read the current Terms and Conditions.  
 We accept Cheque's (Made to Altogold Ltd, Bank transfers (Always  
 identify you payments) and most card payments(note charges may  
 apply) .

**DECLARATION:** - I am over 18 years of age. I have read  
 and understand the on behalf of all the Named above to  
 accept all the Terms and Conditions.

I Agree to pay the outstanding balances no later than  
 10 weeks before the Start (First night) of the holiday.  
 Signature of lead Hirer

.....Date.....

How did you hear about us?  
 .....





Altogold Ltd Trades as Altogold Travel, Swiss Holidays, Swiss Caravan Holidays Suisse Holidays, and Sun-TreK holiday Homes. Please read the booking conditions carefully, and all other related information. Our address: - Altogold Ltd, Hillside walk, Storrington, West Sussex, RH20 3HL. England. The following Contains important information about our holidays, which you should read before booking. This information shows our commitment to us both and forms the basis of your contract with us. We hope you will find it informative and easy to understand. We want you to be fully informed of your rights and obligations and shall be pleased to answer any questions you may have.

**Booking Terms and Conditions**

There will be no contract between ALTOGOLD deemed as ALTOGOLD Ltd. The named client completing an Online booking or signing of the booking form, hereafter called the "Client". Until the booking has been confirmed in writing by ALTOGOLD Ltd No contract exists. The client expressly warrants that they are over 18 years of age, have the authority of all persons detailed on the booking form to accept and abide by Altogold Ltd Terms and Conditions on their behalf, responsible for ensuring the accuracy of all information supplied to Altogold Ltd. By accessing / Booking through / with Altogold Ltd Web sites sending of Monies or Postal the named client, you agree to be bound by Altogold Ltd Terms and Conditions. If you object to any of the Terms and Conditions, you should not continue to use any of the products or services and leave immediately. The client will indemnify ALTOGOLD Ltd / Agents against all losses and / or damage what so ever arising directly or indirectly from any act or default of the client or anyone accompanying them. ALTOGOLD Ltd shall not be liable to the clients or any member of his / her party / Group for any loss, damages injury, delay or detention to persons or property, which arises from companies who provide transport and facilities or third party facilities outside of ALTOGOLD Ltd companies. Any liability on the part of ALTOGOLD Ltd / Agents shall be limited to the amount paid for the holiday by the client concerned. ALTOGOLD Ltd / Agents will normally use their best endeavors to meet the requirements of clients but they reserve the right to refuse or cancel any booking, or alter at any time arrangements owing to unforeseen circumstances and in such cases that the client will be entitled to such a refund (not exceeding the full amount the paid for the holiday less administration fees) as considered equitable. In respect of any other service supplied through Altogold, such as cross channel, Travel Insurance, Travel tickets, your contract is with the supplier of such service(s), whose Terms and Conditions will apply. Such Supplier's standard conditions may limit or exclude liability, and such conditions, together with the Altogold Ltd Terms and Conditions or the relevant Supplier / Carrier, these Booking Conditions and other terms and conditions set out on this web site (collectively the "Terms and Conditions") shall apply to your agreement with Altogold Ltd and any supplier / Carrier. Copies of the conditions of your contract with your supplier are available on request from us and we recommend that you ask for them and read them before you book so that you are aware of how they may affect your booking. We do not accept any responsibility for the service supplied by any supplier or Carrier, other than Altogold Ltd and make no representation or warranty in respect of the products featured on this site or Altogold Brochure.

**PLEASE NOTE - WE DO NOT ACCEPT ANIMALS (Including pets).**

**NO SMOKING POLICY IN ALL ACCOMODATION.**

**ENQUIRES / RESERVATIONS:** To Enquire or confirm availability and discuss your requirements, through Altogold Ltd or selected Travel Agents.

Always check all vouchers discounts and booking details as these cannot be changed later. To amend at a later date, may incur additional charges.

**COMPLETING DETAILS / ONLINE:** Clients making a booking must agree they are 18 years or over and authorized to do so by all members of the party. Complete ALL required fields entering any requests or discounts at the time i.e. NOW as these cannot be added retrospectively. To amend at a later date may incur charges. Payment by Credit/Debit cards are accepted (ALL card Payments, the client agrees to the non-refundable " Booking Fee Applied" at the time of booking though final payment may still include the fee in the outstanding balances), To make payment without charges by other mean i.e. Bank draft / International Money transfer etc., Select Provisional Booking at the checkout and follow the procedures as instructed (you will receive one Email confirmation and your own personal online customer access codes and password). Altogold Ltd Offer an Online Provisional booking service, this is a generous service offered to clients. Abuse of this service, i.e. booking of two or more "same date Holidays" Without notifying us of the cancellation of one within 3 days (thus holding both) will incur a one off £80:00 administration charges on both provisionally reserved held and reserved booking / or refusal of the all the reserved reservations and future bookings with Altogold and is Agents/Associates.

**PROVISIONAL BOOKING:** By Telephone, Email, or Online. We hold a Provisional Booking for 3 days. We will require minimum HOLIDAY DEPOSIT (NON-REFUNDABLE) payment within the set time, After 3 days Altogold Ltd reserve the right to re offer the holiday dates to the general public thereafter without further notice, conditions apply. All Online Provisional bookings receive an automated response which will require a return response to ALTOGOLD Ltd within 24 hours. Please check the details carefully. Failure to respond to confirmation email ALTOGOLD Ltd will automatically annul the provisional reservation. On confirmation of Provisional reservations the "Client" has 3 days to pay their deposit "Holiday Deposit" fund into the specified account

**BOOKING:** Completed the Booking Form and arrange the appropriate deposits made to "ALTOGOLD Ltd" as per the current conditions. If you complete your Booking Online Please ensure you have entered all details correctly. You will receive a written Booking Confirmation by Post (With Booking form) or Email (For Online bookings), which gives full details of your travel arrangements, accommodation and payments along with further arrangements. Please check this carefully to ensure that the reservation has been made in accordance with your requirements. It is your responsibility to ensure the accommodation will accommodate your Party/Group.

**FLEXIBLE HOLIDAY PAYMENTS:** On payment of your holiday deposit you have up to the 10th week before your holiday to pay the balance. Using the Altogold online customer access simply enter the amount you wish to pay follow the online procedures.

**BOOKINGS OF 4 NIGHTS OR LESS:** It is obligatory/compulsory, the Client" MUST hire and use Bed linen for terms of up to 4 nights (We will automatically add to your holiday account and notify you if you have not added Linen). Over 4 either bring and use their own bed linen / towels (5 nights plus) or hire bed linen / towels from Altogold Ltd. Failure to use bed linen could result in your Damage / Cleaning deposit being withheld or lost. Occupancy Double bed two persons, Single bed one person, Multiples above these are prohibited.

**WEEKEND BREAKS:** - Between 1st July and 1st September, that include the Friday or Saturday or a Sunday will incur "Weekend Supplement".

**BOOKED ACCOMMODATION:** While every effort is made to ensure you remain in the same Accommodation, on very rare occasions you may be required to change Holiday homes to complete your holiday. To avoid this circumstance we offer a "FIXED ACCOMMODATION" service to ensure you remain in the same holiday home for the entire duration of your holiday. A small charge applies; please ask about this service at the time of your booking.

**CHILDREN:** After their 18th birthday will be deemed to be ADULTS (12th Birthday for Hotels) and priced accordingly. When reserving Apartments ALL children will be deemed as ADULTS (unless sharing the same part of the accommodation).

**CREDIT/ DEBIT CARD:** We accept most Credit / Debit cards; ALL ONLINE card Payments are subject to an ?% BOOKING FEE APPLIED (Please ask for current % rates), which will be added to your holiday cost at the time of booking. Payment over the phone to Altogold Ltd will incur additional handling fee of £5 per transaction. When paying by card from other countries your currency will be converted to GBP£ at your card companies rates (Your bank / card company may apply charges always check before you pay that these are acceptable to you). Please read the Credit / Debit card conditions carefully during your on-line transaction. NOTE: If the client paid with a Credit card then any Refund / Returns will be made the same way to the same account as a Refund NOTE additional Admin charges may apply.

**PAYMENTS: BOOKED ONLINE:** Payments are made as Holiday Deposit / or Full payment at the time of your booking with any additional services/ charges applied. **BANK PAYMENTS:** To Altogold Ltd. must be free of any bank charges to Altogold Ltd. Payment of deposit and Final Balance may be made by Bank Draft or by International Money Transfer (IMT).

**LATE BOOKING:** Late bookings - last minute reservations, must be paid for before arrival to secure the holiday accommodation. Where no monies are received and pay on arrival. NOTE failure to arrive on the specified date (without giving notice) we reserve the right to re sell your holiday. Arrival time not later than 1600 (4pm) on the specified date. After this time Altogold Ltd will consider a NO SHOW BOOKING and the accommodation will be offered for resale. If you are running LATE PLEASE CONTACT THE OFFICE to let them know.

**PAY ON ARRIVAL:** Can only apply to bookings within 2 days of commencing the holiday and part of the requirement - Altogold Ltd will take a Credit Card "Holiday Deposit" at the time of booking to secure the holiday. The balance due in cash on arrival and before the client Enters the Accommodation. The Client accept that should the client NOT arrive by 1600hrs (4pm) then "NO SHOW BOOKING" applies, and Altogold Ltd will without notice offer the accommodation for resale.

**HOLIDAY DEPOSIT (NON-REFUNDABLE):** Is to secure and hold your requested dates. Failure to make payment could result in the loss of your selected dates. ALTOGOLD Ltd require per week £100:00 (100:00 Euros or 150:00 Swiss francs) paid in respect of a holiday and is accepted as a first instalment, and forms part of the Full Holiday Payment. (See note A) The receipt / banking of monies or the making of provisional reservations does not imply final acceptance of the booking, neither is a verbal quotation the confirmation of the "Clients" Holiday. The full balance of holiday is due not later than Ten (10) weeks before the start date of the holiday. Holidays of part Weeks 1-5 days; a deposit of £30 per day is required. Holidays that fall within the 10-week period require payment in full at the time of booking. If the balance remains unpaid by the 8th week before the holiday start date. Bookings can only be accepted as firm on receipt of written confirmation by Altogold Ltd. Altogold Ltd reserve the right to cancel the Client booking, retain all monies paid as of that date and levy the cancellation charges as per our Terms and conditions. NOTE A: Payment for pre-booked special requirements must be paid in full at the time of reservation (non-refundable). Payments made in other currencies are priced as per current UK prices + 5% on the Gross price. All Apartments/Hotels & Site reservations require 30% deposit (non-refundable) at time of booking and must be received within 5 working days from the date of your reservation being made.

**DAMAGE / CLEANING DEPOSIT:-** On arrival at you location the Client is required to leave £100 (100Eur 150Chf) with the managers. You will be issued with a Credit Note / Voucher to show payment. Where applicable Clients will be returned their "Damage Deposit" on completion of your holiday (subject to full payment of the client holiday only). When the accommodation is left Clean & Undamaged "As you found it", (You must exchange Key for credit note / voucher at reception before departure, some location may require separate deposits on arrival in cash). Where full holiday payment has not been made by the Client Altogold Ltd reserves the right to withhold the "damage deposit" to settle the outstanding balance due. All accommodation is NO SMOKING and maintained neutral fresh; We will make additional cleaning charges should Smoke be evident in your accommodation. All accommodation is maintained neutral fresh, any excessive Cooking / Others smells not normally present in our accommodation requiring treatment on your departure. We will make additional cleaning charges. Monies are returned to the Client on Departure and not before departure "subject to the office hours on your location". Should you choose to depart before your location office is open it is your responsibility to ensure that your accommodation is left "As you found the accommodation" and you accept Altogold Ltd Location Managers Final decision on the state of your accommodation when you departed in your absence. The Damage / Cleaning deposit will be returned at a later date at the discretion of Altogold Ltd by means of Cheque/ Bank Transfer (less any incurred charges and administration fees). Requesting that your accommodation is inspected outside the normal office hours will incur "Late service charges".

**BED LINEN:** It is obligatory / compulsory, the Client" MUST hire linen for terms of up to 4 nights (We will automatically add Linen to your holiday account and notify you if not added). 5 or More either bring and use their own bed linen / towels(over 4 nights) or hire bed linen/towels from Altogold Ltd. Failure to use bed linen will result in your Damage / Cleaning deposit being withheld or lost. Occupancy Double bed two persons, Single bed one person, Multiples above prohibited.

**COOLING OFF:** FIVE day cooling off period from the date shown on your booking confirmation, where any changes / cancellations will be honoured free of Altogold Ltd charges. Excluding Charges levied by third parties i.e. Banks, Card transaction companies and pre booked travel / tickets etc.

**MULTI-FAMILY HOLIDAYS:** Where a group of families wish to holiday together for the same period. Mixing of the family groups is not permissible. Only one family to occupy the holiday accommodation.

**GROUP BOOKINGS:** Please note that bookings from single sex group/s of more than 3 Adults (Family and Children Excluded) or Groups may have additional restrictions applied. Please ask about our Club and Group rates.

**REDUCTIONS / DISCOUNTS:** are made in good faith; they may not be used in conjunction with any other offers / reductions unless stated otherwise. Ensure you ask for any offers to be applied at the time of your Enquiry / Booking, these cannot be applied retrospectively. Only one offer / discount per booking. We reserve the rights to offer our holidays at lower than the advertised rates without prior notice. EARLY BOOKING offer, Make a Reservation for the next year, confirming with a "holiday deposit 31st October. You can save up to 20% off current Brochure Prices. OPENING OFFER, Reserving any 7 nights from our Opening date for the first two week we offer 40% Off accommodation. Any holiday dates from 15<sup>th</sup> night onwards our current prices and discounts apply. ONE WEEK FREE, Applies to our 3 weeks for the price of 2 weeks. This offer is based on the "Lowest Priced" week being offered FREE, A minimum price after all discounts is £35 per night. TWO FAMILY HOLIDAYS, providing the two families book at the same time and request "TWO FAMILY HOLIDAYS" offer. The booking must be for two accommodations on the same dates to save 15% or more. The discount is applied to the "Lowest priced holiday accommodation" only. . TWO FAMILY HOLIDAYS applies to all holidays in April, May and June or from the last week in August, September and October. PAST GUEST LOYALTY, Holidayed with us in the last 3 years. We offer an extra loyalty bonus of 5% on your next holiday. SECOND BREAK HOLIDAY. Many guest enjoy their holiday so much, they want to come back again in the same year? - We welcome you with 30% off your lowest priced holiday. (The holiday must be taken by exactly the same party who holidayed earlier).SEASONAL COMBI HOLIDAY, A great way to save on your holiday all round. Exactly designed for 2 Adults and can include Jungfrau VIP or Jungfrau Pass Tickets. Simply ask for a "Seasonal combi Holiday" quote. It can bring great savings. ALTOGOLD "SWISS HOLIDAY PRICE DEAL" If you wish to book and find the same holiday locally let us know, We are more than happy to attempt to not only match but better the deal. You could save even more. Grand parent who share their family accommodation then no charge is made on specified dates. Family definition: 2 adults and up to 3 children under 18 years of age (e.g. 17+ not 18+). All offers are only applicable when paying the full Brochure/ Online prices. Online prices generally may be less, this is due to the current offers / discounts already being applied. When offering selected accommodation on arrival the "Accommodation" selected at the discretion of Altogold Ltd. Published offers for Two, Three and Four night Specials are fixed dates including Linen (Extra charges already applied for linen), and cannot be used in conjunction with any other holiday with Altogold Ltd. No discounts or reductions will be applied to casual booking made on location full brochure price applies. Any extras and travel supplements will be paid at full brochure price. If you are a member of a club or association you may be entitle to receive discounts please ask. We reserve the right to change the available accommodation without notice.

**EARLY BOOKING OFFER:** Bookings for the next year on which the deposit is received before will be at the current years Brochure prices. Received by October 31st Save 20%. Received by December 31st Save 15%. Abuse of saving offers will be corrected by Altogold and current alteration charges applied, before releasing of new invoice without notice.

**SPECIAL REQUESTS:** If you have any special requests or requirements concerning your holiday, we will Endeavour to meet these requests if notified at the time of booking. When you are taking a holiday with another party and wish to be sited together, please ensure the booking form gives these details. We do not accept Tents or any other additions (e.g. Gazebos etc.) between the holiday homes without written notice. Unless agreed in writing we cannot guarantee any special requests.

**MEDICAL CONDITION:** If you or any member of your group have a medical condition or disability that may affect your holiday, you must inform Altogold Ltd know before you confirm your booking. This will enable Altogold Ltd to assess if the accommodation is suitable and /or offer suitable advices accordingly. Should the Owner / Services deem the needs of a person are unsuitable for the accommodation selected, or Failure to disclose details before completing Booking. We reserve the right to decline the reservation with No refund.

**PLOT-SITE RESERVATION SERVICE:** For those wishing to take their own Caravan or Tent we operate a site Reservation service. You will be asked to pay 30% of the reserved fee at the time of Booking.

**ACTIVE / SPORT HOLIDAYS:** Clients taking part in Activity / Sports do so at their own risk. While every effort is made to ensure safety ALTOGOLD Ltd accept no liability or responsibility beyond making a reservation on the "Clients behalf", for the Client to participate in their freely chosen Activity / Sports. Clients do so at their own discretion acknowledging the risks involved to yourselves. Our associates or Altogold Ltd reserve the rights to make Cancellations or Denial of the participation in any Activities, You may be entitle to a refund, Please ask at the time for clarification. Should the "Client" cancel or not show then NO refund. Cancelling due to ill health fear the client MUST ask for a signed letter from the participating company acknowledging cancellation and MUST be obtain by the "Client" before your return to your holiday location. INPORTANT does Your Insurance must cover your chosen activities and any illness. Safety is your responsibility and paramount and if in our opinion the conditions or you are unfit we will terminate your activity. Accident insurance is the responsibility of the Individual. NOTE: Swiss law is Applicable. Check our activity conditions.

**BOOKING RECEIPT:** The Client is responsible to check their mail and Emails for any Booking Receipt / Invoice & notify ALTOGOLD Ltd. of any discrepancies within 5 days of the dated document. Charges may be incurred after that date for amendments.

**AGENTS:** Altogold Ltd holidays are offered by selected "Travel Agents" operating with and in association with "ALTOGOLD Ltd." If you have booked through "Travel Agents" please deal direct with your Agent. Altogold Ltd cannot accept any discrepancies made by "Agents".

**BROCHURE / WEB DESCRIPTIONS:** Brochure / Promotions are prepared in good faith and have been checked to ensure that details are accurate at the time of release. However, between Release publication and your holiday, there may be occasions when advertised facilities/ details are withdrawn or descriptions become inaccurate without notice. Altogold Ltd promotes through a wide range of products, locations and companies. In some cases these systems / companies offer services beyond the wishes of Altogold Ltd. Any prices quoted / displayed or wording are done so at the products, locations and companies discretion we have no control over this. We reserve the rights not to maintain such services. All Diagrams / Layouts and sizes are for guide purposes only and not to necessarily to scale. During photography some props are used to enhance the photo and NOT included. Some facilities and attractions are seasonal and may not be available during your holiday period. All photos and web format are protected by copy right law. Please ask if in doubt about any details given.

**ACCOMMODATION:** All are given names which are for description of the type / range only. All accommodation is, Non-smoking. Typical layouts and occupancy figures are given as a guide only. Please select the size of holiday home to suit your particular lifestyle. Where the BERTH is stated this relates to the number of persons allowed to occupy and sleep within the accommodation, one bed one person, Double bed two persons. It is the Clients your responsibility to ensure that the accommodation is fit and safe for the "Clients" use including your group / party before entry, Ensure you are all mentally and physically able to use your chosen accommodation in the way it was designed for use. Electric supply is 220v and for personal use within your selected accommodation, Charging of equipment outside will incur additional charges (E.g. Electric / Hybrid Cars). All holiday homes and Apartments are offered as Self-catering; parking provision is available alongside or nearby the holiday accommodation for one car only (not more than 5m long). Parking supplements will apply for additional parking / Trailers. Notification in writing for confirmation of additional parking must be sought before your holiday commences.

**SAFETY:** It is the requirements and standards of the country in which any services make up your holiday are provided which apply to those services and not those of the UK / Republic of Ireland or EU. As a general rule, these requirements and standards will not always be the same as the UK / Republic of Ireland or EU and sometimes may be lower. The "Client" should therefore take all reasonable precautions to protect themselves and their group / party whilst on holiday. In particular you should familiarize yourself with Safety and fire procedures, swimming pool areas and any unfamiliar appliances. You should also familiarize yourselves with any Health and Safety notices in the accommodation and at the on-site / location to ensure that you comply with all specifications for their use. It is in ALL clients' interests to check their accommodation on entry for damages irregularities and any safety devices e.g. Smoke alarms Co2 detectors and air vents are working properly. If in any doubt please see your representative / Manager immediately. Tampering / adjusting of any safety device will result in termination of your holiday immediately with no refunds. Altogold Ltd will not be responsible for any loss and/or damage which occurs as a result of your failure to comply with these conditions.

**CHECK IN:** Accommodation is available from 3.30pm (1530hrs) on the arrival day. Clients will require your booking confirmation (Paper Copy, Images and scans are not acceptable), Passports and Cash Damage / Cleaning Deposits. Arrivals after 9.00pm (2100hrs) Instructions will be left Outside the Reception with the Clients name and Map location of accommodation. No arrivals (by Car) are permitted on site after 10.00pm (2200hrs) Camp barriers (Where applicable) are put in place, your vehicle will remain outside until the barrier is removed in the morning, access by foot only. 10pm to 7am (2200hrs to 0700hrs) this is a Quiet time please observe the regulations. You will be shown to your selected holiday accommodation by our managers. If you have any concerns about your accommodation please notify your managers immediately (within 24 hours) beyond this period you are responsible.

**CHECK-OUT, DEPARTURE:** 10am (1000hrs) on your Departure day. It is your responsibility to leave your accommodation "As you found the accommodation". Cleaning materials are freely available to those who ask our managers. Do not forget to return your key. Early departure (Before the completion period of the "Clients" Holiday as specified on the holiday voucher) unless given in writing by Altogold Ltd there in No refund. Departures later than specified time 10am (1000hrs) Altogold Ltd reserves the right to charge for an extra night irrespective of the final check-out / departure time.

**CLIENT BEHAVIOUR:** The Client accepts responsibility for any damage or loss caused by the Client and / or Group / Party members. Full payment for any such damage or loss must be paid direct at the time to the site owner / Altogold Ltd manager or any other supplier. Failure to do so, The Client will be held legally responsible for meeting any claims subsequently made against Altogold Ltd and its staff (Together with Altogold Ltd and the other Third parties full legal costs) as a result of your actions. We expect all clients to have consideration for other people. PERSONAL AND / OR PRIVATE ACTIVITIES. Altogold handle many multinational client all of who have differing ways of life and views. For the harmony of all concerned both local and the multinational guests. All personal and private activities should be conducted inside the holiday home (out of site) and at no stage be conducted outside or encroach on other locals and / or guests holidays. If you have any concerns or doubt you must ask before performing / practicing such activities. Includes Noise, Air pollution, Sexual, Political, Religious, offensive and criminal activities. This includes noise, alcohol and air pollution. If in Altogold Ltd reasonable opinion or in the reasonable opinion of any other person in authority, the client or any members of your party / 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 nuisance, Altogold Ltd and / or other person in authority are entitled, without prior notice, to terminate the holiday of the Client / party/group concerned. In this situation, the client/s concerned will be required to leave the location or other service forthwith. Altogold Ltd will have no further responsibility toward such Clients including any return travel arrangements. No refunds will be made and Altogold Ltd will not be liable to pay any expenses or costs /loss incurred as a result of the termination. Note that bookings from single sex group/s of more than 3 Adults or Groups may have additional restrictions applied. Please ask about our Club and Group rates.

**SERVICES / SUPPLIERS:** Altogold Ltd use other services / Suppliers and Agents, where required. When this arises - All services and supplies are the responsibility of the Land / Resident Owners, Altogold Ltd cannot accept responsibility or Liability for these services. All clients are contractually obliged to abide by national, local & site / agents regulations / laws, although we have no control over their enforcement. We do not accept any liability for any circumstance beyond our control. Any cost by the client incurred to Altogold Ltd will be recovered at the clients cost.

**TRAVEL ARRANGEMENTS:** Whilst we shall be delighted to make Cross Channel, travel insurance, travel tickets and activities arrangements, we do not make Air reservations. These are available through your local ATOL Travel Agent. Altogold Ltd may provide accommodation, transport and or Activities from a wide range of third party accommodation providers and transportation carriers. The provision of these arrangements will be subject to the terms and conditions of each provider or carrier as part of the "Client" Conditions of Contract with Altogold Ltd (As The Agent for the provider). Other holiday and travel related services such as Cross Channel, Travel insurance, Travel tickets and Activities are supplied by our selected service providers and are available for you to purchase through our own branded websites / Brochure or directly via the suppliers website – the supply of these products and services to you shall be subject to the terms and conditions of each service provider and not us. You can find information on most of these suppliers and their services on their own web site Links provided where applicable (Copy on request). We cannot list all of the supplier's and their terms and conditions here but you will be able to find the terms and conditions or conditions of carriage for these suppliers on their own web sites - you will need to read them carefully to ensure you are content before you book and/or travel. As this is a single component, the Package Travel, Package Holidays and Package Tours Regulations 1992 do not apply.

**CROSS CHANNEL:** Can be reserved through Altogold Ltd for the Client. We reserve your chosen route and you are supplied with a "Booking Reference number". We strongly recommend that clients arrive at selected port /operator, well before their pre-arranged booked time. Early or Late arrivals at port may incur additional charges by the operators to travel. (This lies solely with the Client). Amendments to Cross channel once booked will incur additional charges. Once booked you accept the additional cancellation fees as per the current "Charges list" (available at [www.altogold.com](http://www.altogold.com)) to your existing "holiday deposit" (On top of any holiday cancellation fees you may incur) after 36 hours grace at the time of booking. Cross channel definitions. Vehicle:- Car = Maximum 5m Long, 1.80m High. Cars exceeding this height, E.g. People carriers, Roof boxes or any other reasons MUST declare at the time of Booking. The Operator reserves the right to Cancel your travel or make additional charges as per their current rules & regulations (Visit <http://www.pof ferries.com> , <http://www.eurotunnel.com/>). Altogold Ltd reserves the right to charge any additional charges levied by our operators and not more. This will be in addition to the original fare. This supplement may be collected on departure at Port / Terminal.

**TRAVEL TICKETS:** Altogold Ltd issues a wide range of "Travel Reduction Tickets", which are available before departure or on arrival. Tickets purchased and issued before departure (except where Vouchers are in place) are NON refundable. VOUCHER TICKETS issued from the UK office are collected on arrival from your selected holiday location collection point. Once the ticket is issued there is no refund should you decide not to exchange the voucher on location. Return the Voucher to Altogold Ltd for refund. VOUCHERS and TICKETS issued on Location are NON refundable and NON returnable once issued. VOUCHERS Issued by Altogold Ltd Are personal and carry no financial value, Can only be redeemed for the selected items less any Administration fees. Refunds may incur administration costs.

**FREE HOLIDAY SERVICES:** These services are offered by the local and Tourist authorities e.g. Free Buses, Steamers, Swimming pools Etc. All services are offered by the local and Tourist authorities' discretion and may be withdrawn without notice at any time. Altogold Ltd has no jurisdiction over these offers and you should check they are in operation if they are of important to you.

**HOLIDAY SECURITY:** it's reassuring to know that when you entrust Altogold Ltd to organize your holiday you will be in safe and caring hands. Altogold Ltd OWN ALL accommodation at Manor Farm out right thus ensuring your holiday is safe. For your complete financial protection any "Package Holiday" comes under the EC package directive and UK Trading Standards Office requirements. All monies paid for 'Package Holidays' are placed in Special "Trust account", until such time your holiday is completed. This arrangements means the cost of your holiday will be refunded or you will be brought back to the UK (if your contracted holiday arrangements include return travel) When already abroad and in the unlikely event that your holiday cannot be provided due to our insolvency you will be repatriated. Add additional security book with your Credit card.

**CANCELLATION:** Should it be necessary to cancel or move your holiday, YOU MUST notify us in writing. We shall retain the holiday deposit and in addition the following charges on holiday Price along with any costs paid for additional services/suppliers: - up to the start date of holiday 70 days before - Loss of deposit only. 56 days - 70%. 42 days - 80%. 35 days - 100% of the holiday price.

On the date of receiving your confirmation of cancelation (this will be the date the information arrive in our office) we reserve the right to re offer the dates to the general public. Refunds will be returned by the same means they arrived to Altogold Ltd. I.E. If paid by Credit card you will receive a refund to the SAME credit card account. Charges may apply. NOTE: You may be able to reclaim these charges if the reasons for your cancellation are covered under the terms of your holiday Insurance policy.

**ALTERATION:** From time to time Altogold Ltd may require altering/changing your holiday arrangements. You will be given reasonable notice, Should you change details then administration charges for each amendment required to on the reservations. Altogold Ltd reserves the right to pass on to the Client all additional charges or costs incurred or imposed on us by Providers / Services including Taxes / Currency fluctuations related to your holiday. We normally absorb up to 2%, Should the client/s Total holiday cost increase more than 12% you will be entitle to cancel free of charge (Excluding special arrangements). Please note "Credit card Refunds" may incur additional administration charges.

**FORCE MAJEURE:** This means ALTOGOLD Ltd and the suppliers / Services and Agents will not accept any liability related to such incidents. These can include industrial dispute, Terrorist activities or natural disaster, acts of god, fire / adverse weather conditions.

**THIRD PARTY ARRANGEMENTS:** Altogold Ltd will not accept any payments for third party arrangements outside of their control.(e.g. Advanced, Meals, Taxi / Transport, entry cost, souvenirs) These are the responsibility of the client.

**COMPLAINTS:** If you have a complaint during your holiday, you MUST notify the Manager or Reception on that day at your location. Though every effort is made during booking of agent/ owners accommodation any discrepancies lie solely with the accommodation /Agent/ owners, and not with "ALTOGOLD Ltd." Please ensure your details are correct at time of booking. The accommodation /Agent/ owners will try to resolve your issues on location. Should your issue/complaint still remain unresolved on location Complete the "Complaint Form" available from the reception on location. Contact your holiday supplier / Agent to whom you made the Booking (Altogold Ltd head office +44 (0)7941049509).You should ensure the Manager on location have a copy and submit your form to your holiday supplier together with a covering letter within 28 days from the completion of the holiday. Should you fail to follow this simple complaints procedure, your right to claim any reimbursement / compensation you may otherwise have been entitled to could be affected or even lost as a result.

**REFUNDS:** If the client paid with a Credit card then any Refund / Returns will be made by the same way. Note, your Bank / Card Company may levy bank charges, currency charges etc depending on your agreement with them. This is beyond our control and is your responsibility.

**INSURANCE, IMPORTANT NOTICE:** It is the Client's responsibility to ensure they are adequately covered by Insurance before departure on their holiday. We are happy to recommend "Gold Cover" Insurances as our preferred supplier of travel Insurance. The Gold cover brand has been providing quality travel insurance for over 40 years. They have a range of traditional single trip and annual trip policies to suit most needs and can also provide cover for Coach, Motorcycle and activity holidays. Many pre-existing medical conditions can be covered, including some conditions that most others insurers will refuse. If you are taking your vehicle on holiday they can also provide European Motoring Breakdown Assistance with roadside assistance and other cover to stop your holiday being ruined. Please call on 01892 559532. Try our website at [www.altogold.goldcover.net](http://www.altogold.goldcover.net) Altogold Ltd reserves the rights to change / amend conditions without prior notice. Full updated Conditions On request.

**GOVERNING LAW:** The client agrees in the event of a dispute or claim that the Client booking will be governed by English Law, that all parties agree to the exclusive jurisdiction of the Courts of England and Wales. The above Terms and conditions were correct at time of Print. Altogold Ltd reserves the right to alter Terms and conditions without prior notice. For full update Terms and Condition visit <http://www.altogold.co.uk>. Altogold Ltd. Reg number 13339388. VAT no 194 1807 48, Trademark 2629010 Altogold travel Hillside Walk, Storrington, West Sussex, RH20 3HL, England

We have tried to keep it in plain English, Clear and readable. If you require any assistance please ask.