

BOOKING TERMS & CONDITIONS

How to Book

We hope that you would like to come on holiday with Alpine Ambiance. If you would like any further information about your holiday or if you would like to discuss your specific requirements please e-mail us at enquiries@alpineambiance.co.uk

or call us on either 07802 857551 or 07850 585400

Reserving your holiday

You can make a preliminary reservation at no cost to give you time to confirm the details with other members of your party and book travel arrangements. Your preliminary reservation gives you first option on the chalet for a period of three days. If you do not confirm the booking within this time your reservation will lapse. However, we will be more than happy to extend this if necessary.

Confirming your holiday

Having read and agreed our booking conditions please complete the booking form and return it to us with the appropriate non-refundable deposit of £200 per person by cash, cheque, credit/debit card or bank transfer. Please make cheques payable to Alpine Ambiance and send to:

Alpine Ambiance
22a Village Green Avenue
Biggin Hill
Westerham
Kent TN16 3LL

Bank transfer:

If you wish to make a bank transfer please ask for our bank details. Please include name of party leader and invoice number.

We will e-mail/send you confirmation of your holiday booking and invoice. Please check these carefully and let us know if you wish to change any details. We will send you a reminder one week before the balance is due.

Payment of Balance

The balance of your holiday is payable ten weeks prior to your departure. If you are booking within eleven weeks of departure we will require full payment with the booking form. You can pay the balance by cheque, bank transfer or credit/debit card. Please note 3.5% will be added to all credit card payments to cover our incurred costs which we feel is fairer than increasing the cost of everyone's holiday.