



17th December 2021

Dear Huski Customer,

No doubt you are upset as we are about the recent travel restrictions put in place by the French Government. After two years of closed resorts, we were desperate to get back to skiing and business as usual. But it seems the challenges of Covid remain, and as a small privately-owned company it is going to be a fight for survival.

We appeal to your patience and generosity when it comes to managing the immediate disruption and cancellation of orders.

Our understanding of the Current Restrictions

We understand the travel ban is a temporary firebreak, designed to slow the omicron-strain's impact in France; buying time for the French national booster program to catch up. We don't believe this will be a longer-term, season-ending restriction. While disappointing to UK travelers, the resorts remain open, lifts are running and non-British skiers will be largely unaffected.

But with no fixed timeline the situation is unclear. As a result, we intend to review all refunds and adjustments on a weekly basis, for customers so we can best adjust to the changing situation.

Customer Situation 1:

If your order was due for delivery in the next 7 days, and you are unable to travel:

Sudden restrictions like this put a huge strain on a small business like ours. We have already bought the ingredients and produced the dishes you ordered. We ask for your flexibility and understanding, and can help in a number of ways:

1. The best route for all is to get reimbursed by your insurer.

We would hope all of our customers have some kind of Covid insurance, and we all do all we can to give you the necessary invoices and documentation required to make a claim. Over the last 18 months, this has proven to be a good solution for the majority of our travel-restricted customers.

2. We can offer you a full credit note for use at a later date.

You can use this credit note at any time in the future, perhaps this season or next. You can also pass this credit note to a friend or family who are visiting the French Alps if you are not.

NB: In line with our Ts & Cs, with less than 21 days notice we are however unable to offer anyone a full refund.

Customer Situation 2:

For people with deliveries scheduled in more than 7-days time:

We will be reviewing all orders for the next 7 days on a weekly rolling basis. This will maximize the chances of carrying on as usual once the restrictions are lifted. If with 7-days to go you are still unable to travel, we will honor the options above - assisting you with your insurance claim, and / or issuing you a credit note.

There is nothing to do at present, and we will be in touch a week out from your delivery date.



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Customer Situation 3:

For people who have already cancelled their trips, with more than 21 days from the date of delivery:

If you have already cancelled your trip, and it is more than 21 days from today's date we will be able to cancel and refund your order. Please let us know if this is how you wish to proceed.

Please bear with us as we respond to the disruption. We are passionate about what we do and are desperate to maintain our 5-star ratings and happy customers. But it is extremely challenging for a small business that must live on its means.

Best wishes, and here's to better times ahead soon.

Paddy and the Huski Team

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