

BOOKING CONDITIONS LES CHALETS DU JARDIN ALPIN VAL D'ISERE

BE CAREFUL

All belongings and personal objects are under clients own responsibility. They are not covered by any of LES CHALETS DU JARDIN ALPIN's insurance policy. The client must subscribe his own insurance, in particular against robbery and especially about skis which are in adjoining rooms like ski box, parking, luggage room, corridors etc.

1. MAIN SERVICES

Your apartment is situated in a 4 stars residence within chalets built in traditional style (wood, stone, slate roves). Les Chalets du Jardin Alpin is situated in a residential part of Val d'Isère at the foot of the Solaise massif, doorstep skiing, next to the ski lifts of Solaise and Belvedere. A free shuttled bus service is running from the residence area in direction of the historical center of Val d'Isère at about 800m.

Each apartment has a living room with a sofa (some of them can be used as a double bed depending on the apartment type) and a modern and functional fully equipped kitchen with a dishwasher, micro-wave, traditional oven, fridge and 70L freezer, cooker hood, induction cookers, a satellite TV, direct phone, safe, toaster, Nespresso coffee machine, filter coffee machine, kettle, Hoover. The booking includes linen and towels (not changed during the week) and services such as beds done on arrival (except the sofa bed), as well as a regular light cleaning during the stay and final cleaning (we ask you to empty and take out the bins, clean and tidy the dishes, take off the beds linen and put them all with towels in the bath), lending of materials such as raclette and fondue maker, pancake party maker, iron and board, baby beds and baby chair, mixer, electrical squeezer, speed-cooker, games, sledges. Extras services are proposed with extra charge such as: covered parking (included in summer only), bakery service, breakfast, laundry service.

The residence has a luggage room with showers and cloakrooms. Clients can use this luggage room on arrival or departure day respecting closing time of the luggage room at 7pm. Les Chalets du Jardin Alpin cannot be responsible in case some luggage would be left in the luggage room after this time.

This luggage room is open to all our clients and is not under surveillance by Chalets du Jardin Alpin who could not be responsible in case of lost or stolen private effects property. A sauna and steam-room are at disposal of clients for free at opening time of this wellness space. Clients have to respect the internal rules for it.

2. OPTION

You can take an option at LES CHALETS DU JARDIN ALPIN on the phone (0033.4.79.06.75.00) or by e mail to infos@chaletsalpins.com or by the website www.chaletsalpins.com (see particular conditions for bookings online). In case of an option request, either this is possible and we send you the option by e-mail, either we propose you something else. An option is valid 7 days from the day of issue. The deadline date is written on the option. In case of late booking, the duration of the option is adapted to allowed clients to make the full payment before the arrival date. To confirm an option, you have to pay 25% of the total amount as a deposit before the deadline date. The accurate amount is written on the option. The option is automatically cancelled, without any notice, if we haven't received the deposit the day before the option deadline. Les Chalets du Jardin Alpin acknowledge receipt of the deposit received before the deadline and confirm the reservation by sending the booking contract.

3. BOOKING/CONFIRMATION

The booking is confirmed at reception of the contract that acknowledges receipt of the 25% deposit received before the option deadline. The balance of the stay as stated on the contract is to be paid one month before arrival without any request by Chalets du Jardin Alpin. In case of non respect of the full payment deadline 1 month before arrival as stated on the contract, the booking could be considered by Chalets du Jardin Alpin as cancelled, and is nevertheless submitted to cancellation fees. If you cancel a confirmed booking with deposit, there are cancellation fees depending on when the written cancellation is made. (see cancellation policy below)

4. CLIENT'S ARRIVAL.

Bookings are contracted for a minimum of 7 nights from Saturday to Saturday, except exceptional case for certain periods when short stays are possible, as specified on the options. Short stays and additional nights to those on the contracts are billed 25% of the basic price (on request and depending on availabilities). Stays are from arrival day 5pm till departure day 10am. You can get the keys of your apartment at Les Chalets du Jardin Alpin 1 at reception (in La Legettaz area, just after the Club Med) between 5 and 7 PM. If people are due outside those schedules, they have to inform us in order to know how to get the keys when the reception is closed. Keys are given after the clients have paid a damage deposit of 600 Euros per apartment. This deposit can be paid by credit card (except American Express and Diners) or by Euro check. We do not accept foreign currencies or Euros cash for deposits.

The clients who may arrive before 5 PM can put their luggage in the luggage room where there are showers and clock-rooms. Free towels are at client's disposal at the reception. If the apartments are ready before 5 PM, clients will have access to them as soon as they arrive, but there is no way that the clients complain if the apartment is not ready before the normal check-in time of 5 PM.

We will ask you to give us an ID for each person staying in the chalets.

5. OCCUPATION AND SPECIAL CONDITIONS :

We give an inventory that has to be checked and returned with all notifications and claims about the apartment booked and the inventory within 24 hours. Any missing or broken thing will have to be paid on departure.

We ask clients:

- To be responsible for their apartment and occupy the place as "good family father".
- Not to be more people than there are beds in the apartment.
- To respect the instructions about energy saving, especially by avoiding to leave windows opened and heating on, and also to be careful in case of freezing.
- To respect the internal rules, and especially concerning animals that are not admitted, to respect the French law especially concerning the noise during the night and the fact that it has to be quiet after 10 PM, to adopt a respectful behaviour towards other customers in general nights and days.

Each apartment occupied should justify of at least one adult legally responsible, in no cases there should be only teenagers living in one apartment. We will ask you to give us an ID for each person staying in the chalets.

6. CLIENTS DEPARTURE.

The occupancy dates and the departure time (10am) must be strictly respected. Clients will have to leave the apartment on departure day, before 10am. The apartment must be given back in a normal state, washing up done and dishes tidy up, bed linen taken off, rubbish empty, if contrary we would have to charge you for extras housekeeping. The damage deposit paid on arrival day is destroyed after we have checked the apartment, except in case of damage in the apartment, and in case of departure outside the reception opening time. The deposit will be destroyed if all extras have been paid.

7. PRICES AND EXTRAS CHARGES.

Some extras are to be paid locally such as local tax (2.53 Euros per adult from 18 years old per day subject to changes), phone calls, the laundry service (package for 1 washing coin, 1 drying and the powder is 10 Euros), parking places (95€ per place and per week in winter), bakery service. Breakfast on bookings (15 Euros per person and per day) have to be paid when they are booked and cannot be refund locally if not taken or cancelled. Every keys loss or breakage (ski box, apartment) will be invoiced 25 Euros per key and 55€ for the parking remote control. Each apartment is equipped with telephone with direct line. The line is automatically opened on arrival. Clients can ask the details of their phone calls when they pay on departure day. The damage deposit will be charged in case extras have not been paid or keys given back.

In case of cancellation, the cancellation fees are:

- From the confirmation to 30 days before arrival: 25% of the total amount of the booking.
- from 29 to 15 days before arrival : 50% of the total amount of the booking.
- from 14 to 07 days before arrival : 75 % of the total amount of the booking.
- less than 7 days before arrival and no-show : 100% of the total amount of the booking.

The booking does not include any insurance for cancellation.

8. WIFI.

The **WIFI** with optical **FIBER** is proposed in the residence for free, on no account complaints can concern this service.

9. COVID-19

Due to the sanitary situation related to COVID-19, we have implemented exceptional measures, namely :

- Welcome and solidarity behaviour chart related to COVID-19. This chart summarizes the health commitments to be respected to welcome you in the best conditions.
- Cancellation terms related to COVID-19. These conditions are added to the general cancellation conditions above.
- These documents can be viewed on our website www.chaletsalpins.com in the actuality called COVID-19.
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