

COVID-19 CANCELLATION TERMS

Given the health conditions related to COVID-19 that are impacting the world, and to allow everyone to consider a more serene stay at Chalets du Jardin Alpin, in val d'Isère, we offer you the following terms and conditions in addition to the usual terms and conditions of sale valid for all other cancellations not related to this pandemic or not provided for below.

- COVID19 = 100% guaranteed cancellation
- We will proceed either by a refund, a credit note or a postponement depending on the case for future stays on this season or for stays started and which should be interrupted.
- The conditions of payment remain unchanged. (deposit at the time of booking if more than one month before arrival and all if less than 1 month before arrival. The balance 1 month before arrival date).
- Any request for cancellation must be made in writing with the reason and the supporting documents according to the list below and requires confirmation of this cancellation from The Chalets du Jardin Alpin.

List of cases that will be taken into account and that will result in a total refund: (and the justifications that we will ask for)

- closure of borders by the French government
- closure of borders by the government of the customer's country of origin or by a transit country (link to official information page)
- Country of origin government prohibits non-essential travel (link to official information page)
- Flight cancellations due to Covid-19 (mail or email from relevant airline).
- Closure of airports/stations in France or in the country of origin.(link to official information page)
- quarantine or fourteen imposed by France or the country of origin (link to official information page)
- in the event of a government decree requiring us to close the accommodation concerned
- Closure of the ski lift/ Lifts (according to the regulations set by the ski lift company).
- closure of accommodation following a COVID19 case

Note:

- the mailing address on your accommodation booking is valid
- If those conditions happen during your stay, the nights that have not been used will either be refund or you will get a credit.
- if you become ill during your stay, the usual cancellation conditions apply.

ENHANCED HEALTH MEASURES

See our chart « welcome and solidarity behaviour cart related to COVID-19 ».