



SKI IN, SKI OUT. LOCATED ON THE PISTE
HIGHEST HOTEL IN COURCHEVEL 1850

HOTEL COURCHENEIGE – SALES CONDITIONS

The below sales conditions are applicable to room rental and hotel services. They are valid for all bookings and hotel guests.

PRICES

The prices published on the hotel website, as well as in its brochures and advertisements, are, unless otherwise indicated, based on a stay of seven (7) nights, half-board, for two (2) persons in a double room.

The hotel reserves the right to modify the published prices for any other type of stay. The definitive stay price is the one indicated in the confirmation written and sent by the hotel.

Half-board includes breakfast and evening meal. The tariffs indicated by the hotel do not include the city tax. This tax is to be paid as a supplement, upon departure. For information, the city tax for the season 2009-2010 was €1.10 per person per night. The city tax may vary according to eventual legal dispositions undertaken. The hotel will automatically apply any modification to the city tax, and will not make any refund based on any such modification.

ROOM TYPES

The Hotel Courcheneige displays several types of room, according to availability at the time of reservation. The type of room is confirmed only upon the sending of the booking confirmation by the hotel, and depends on availability. If offered type of room is not available anymore at the time the client confirms the reservation, the hotel reserves the right to offer an alternative solution, and no claim for compensation may be made.

The Courcheneige hotel rooms are equipped with telephone, satellite television, and a bathroom or shower with toilet and hairdryer.

- **North-facing rooms:** rooms for two to four persons, oriented toward the Valley of Courchevel.
- **South-facing rooms:** rooms for two to four persons, with a balcony overlooking the hotel terrace.
- **East-facing rooms:** rooms for two to four persons. The “east-facing” rooms featuring a mezzanine have a balcony.
- **Junior suite:** large north-facing room for two persons.
- **Deluxe suite:** the newest creation of the hotel Courcheneige is a large north-facing suite for two persons, oriented toward the Valley of Courchevel, featuring a large terrace.
- **Suites:** large east-facing rooms for two persons with corner lounge.
- **‘Cabin’ rooms:** small north-facing single room equipped with a one-person bed and a shower room with toilet.
- **Extra bed:** an extra bed may be installed in some rooms. The request must be made upon booking, to allow the hotel to offer a suitable room. The hotel cannot guarantee that a suitable room will be available if the request is made at a later stage. The extra bed will be charged. For security reasons, only one extra bed OR one baby cot per room is allowed.
- **Baby cot:** a baby cot may be installed in some rooms. The request must be made at the time of booking, to allow the hotel to offer a suitable room. The hotel cannot guarantee that a suitable room will be available if the request is made at a later stage. Baby cots will be charged at fifteen (15) Euros per cot per night. For security reasons, only one extra bed OR one baby cot per room is allowed.

RESERVATION

A rate proposal sent by the hotel constitutes by no means an agreement, and is subject to availability.

Reservations will be considered definite and final upon reception, by the hotel, of a deposit paid by the client, equivalent to 30% of the total stay price. This deposit is non-refundable. It may not be exchanged or attributed to a later or alternative reservation.

Upon reception of the deposit by the hotel, a confirmation of the reservation will be sent to the client. Room numbers will not be confirmed at this stage, and will be decided upon at the discretion of the hotel.

PAYMENT

The balance of the total stay price, as well as all other services provided by the hotel (incidentals), do have to be paid upon departure at the latest. A credit card imprint will be required as a guarantee for each reservation. Should the client omit to pay the balance upon departure, the hotel reserves the right to charge the credit card provided as a guarantee with the unpaid amount; proof of payment will be sent to the address provided by the client upon arrival at the hotel.

The hotel accepts payments by bank transfer or by credit card (Visa, American Express, Eurocard or MasterCard) for a minimum amount of thirty (30) Euros. Cash is accepted within a limit € 3,000 (three thousand Euros). Foreign currencies are not accepted.

For any payment made by bank transfer, the hotel will take into consideration the net amount paid into its bank account (proof will be provided upon request), and does not take any responsibility for any bank charges or other charges relating to the transaction. The reservation will be considered definite after confirmation, by the bank receiving payment, of receipt of the transfer.

“ALL INCLUSIVE” PROMOTIONAL WEEKS

The “all inclusive” offer is applicable to stays of seven (7) nights, from Saturday to Saturday, in one room and half-board, on a shared double-room basis. No discount will apply for persons wishing to occupy a double room alone. This offer is not valid for cabin rooms. Early departures, non-used ski passes, or non-use of rented ski material, are no reason for financial or material claim, or any form of reduction.

LATE ARRIVAL

Dinner is served at the hotel restaurant from 7.00pm to 10.00pm. Should the client arrive after 10.00pm, a cold meal will be served at the bar, with the condition that the hotel is informed at least 24 hours before the arrival date.

CANCELLATION POLICY

The amount paid to confirm the booking is a deposit. Each party can withdraw from the agreement. In the case of withdrawal on behalf of the client, he will lose the deposit; in the case of withdrawal on behalf of the hotel, the hotel will refund the client with twice the value of the deposit (Law of January 18th 1992, article L.114-1 of the consumption code).

Cancellation has to be done in writing via electronic or regular mail, mentioning the booking number. To be valid, this cancellation must be confirmed in writing by the hotel, via electronic or regular mail. If the client does not receive confirmation of his/her cancellation, we recommended to check with the hotel if the cancellation notification has been received, and to claim for a written confirmation. The hotel's confirmation sending date will be considered as the date of reference.

Cancellation of the reservation by the client is subject to the following penalties and fees:

- Over 45 calendar days before arrival: loss of the deposit of 30%
- Between 44 and 30 calendar days before arrival: loss of the deposit of 30% and additional charge of 10% of the total stay price as compensation and interest.
- Between 29 and 15 calendar days before arrival: loss of the deposit of 30% and additional charge of 30% of the total stay price as compensation and interest.
- Between 14 and 8 calendar days before arrival: loss of the deposit of 30% and additional charge of 50% of the total stay price as compensation and interest.
- Less than 8 days before arrival or in the case of “No Show”: 100% of the total stay price will be charged.

EARLY DEPARTURE

Early departure and non-use of services by the client, for whatever reason, will not be considered as valid ground for refund or reductions. The balance of the stay, incidental charges included, will be billed in its entirety.

Half-board begins with the dinner on the day of arrival, and ends after breakfast on the day of departure. Full board begins with the dinner on arrival day, and ends with the lunch on departure day. The non-consumption of one or several meals does not entitle the client to a refund.

ADDITIONAL SERVICES

The hotel can propose, at certain times and under certain conditions, following additional services:

- Ski passes reservation at the hotel reception: additional fee of six (6) Euros/pass.
- Free shuttle bus service between the hotel and the centre of Courchevel, according to the schedule available at the hotel reception (Saturday excluded). The hotel management might suspend this service discretionarily. In this case, the management will inform the clients through a written advice at the hotel reception. Any other shuttle bus requested will be subject to an extra charge.
- Parking slot(s) reservation in the hotel garage: seventy-five (75) Euros per vehicle per week. The client must book this service in advance, and provide the reception with his car registration plate number.
- Safety box: twenty (20) Euros per week and per safe. The client must provide the reception with an identity card or passport. The contents of the safe remain under the client's responsibility.
- Household pets (with the exception of birds, snakes, rodents and any other rare species) and guide dogs are accepted in the rooms for a supplement of fifteen (15) Euros per day and per animal (this supplement does not include any food or service for the pet). According to hygiene regulations, no animal will be allowed in the public areas of the hotel. Animals must be kept on a lead.
- Ski material reservation assistance: during "All inclusive" promotional weeks only, free of charge. The client must provide the hotel with necessary information. The hotel acting merely as an intermediary, and will take no responsibility in case of conflict between the client and the service provider. Any eventual dispute must be settled directly between the client and the company providing the service concerned.
- Skiing lessons at the ESF ski school booking assistance: free of charge. The client must provide the hotel with necessary information. The hotel acting merely as an intermediary, and will take no responsibility in case of conflict between the client and the service provider. Any eventual dispute must be settled directly between the client and the company providing the service concerned.

ACCOMMODATION

Rooms are available from 5.00pm on arrival day. They must be vacated at 11.00am at the latest on the day of departure. Should the client wish to keep his room after 11.00am on the day of departure, a request at the hotel reception should be made at least 24 hours in advance. A late check-out will be granted only if hotel availability allows it. Departures between 11.00am and 1.00pm will be charged at 50% of the price of the following night. Departures after 1.00pm will be charged at 100% of the price of the following night.

Room keys must be returned in good condition at the hotel reception on the day of departure. Lost or damaged key will be charged at fifty (50) Euros.

Rooms are given to clients clean and in good shape. The client should immediately advise the reception if any damages are seen.

Reparation or replacement of damaged furnishings (beyond normal use) will be charged to the client.

LUGGAGE

An open and unsupervised luggage storage area is available on departure and arrival days. Items of luggage left in this area remain under the owner's responsibility. The hotel is not responsible in case of theft, loss or damage to any items left by clients in the public areas of the hotel. Animals, inflammatory objects and dangerous items will not be accepted in the luggage storage area. The hotel retains the right to refuse any item of luggage in its storage area if it seems necessary to protect the hotel security. Any luggage of any person not staying at the hotel Courcheville will not be accepted in its luggage storage area.

FOOD AND DRINKS

According to hygiene rules, it is not allowed to bring food or beverages from outside the hotel. Any breach of this rule entitles the hotel to charge the client ninety Euros (€90) for the bactericide disinfection of the room.

We kindly request that our patrons consume alcoholic beverages at the bar and restaurants only.

NON-SMOKING POLICY

In accordance with Decree no. 2006-1386 of 15 November 2006, **smoking is strictly forbidden in the public areas of the hotel**. We also kindly ask our clientele to avoid throwing their cigarette stubs over the window or balcony.

To ensure all our guests a high level of comfort, hotel rooms are non-smoking areas. Any breach of this rule entitles the hotel to charge the client fifty Euros (€50) for the special cleaning of the room.

CHILDREN POLICY

Adults responsible for children shall warn their charges not to enter rooms and corridors reserved to the staff. Children under 12 years old are not allowed to use the elevator without a responsible adult. Any inconvenience caused by a child engages the referent adult's responsibility. The responsible adult will pay for any order passed by the child placed under his/her custody.

INSURANCE

The hotel subscribes to and maintains a valid insurance policy for Civil Responsibility, which guarantees corporal damage and the materials provided to guests within the hotel, and this for the total duration of the client's stay. It is recommended that clients take out any other insurance necessary for their personal cover, before, during and after their stay. "Snow" insurance may be taken out upon purchase of ski passes or directly at the Ski Lift ticket offices.

RESILIATION CLAUSE

The reservation contract may be cancelled by the hotel, in full right, without payment of compensation or interest to the client, in the case of an event constituting a major force, or in the case that it is impossible for the hotel to operate in conformation with normal hotel standards, for any reason beyond the hotel's responsibility, notably in the case of late opening or non-opening of the resort (natural catastrophe, road closure), as well as in the case that the client's payment is terminated.

GRIVELERIE

Grivelerie is the fact of a client requesting a service or a product, which he/she knows he/she cannot / will not pay for, for instance:

- 1: to order drinks or food in a place selling drink and/or food
- 2: to book and occupy one or several rooms in a hotel (for a stay up to 10 days)
- 3: to request fuel tanking at a fuel station
- 4: to use a taxi

Grivelerie is punished with 6-month detention and with amend of seven thousand five hundred (7,500) Euros.

REFUND AND COMPLAINTS POLICY

By confirming his/her booking, the client accepts the hotel's sales conditions and internal regulations. If any breach or damage is established after client's departure, financial compensation will be charged on the client's credit card.

Any dispute relating to the interpretation or the fulfilment of the reservation contract which could not be solved amicably will be presented before the Court of Albertville.