

## GENERAL TERMS OF SALE – ALL INCLUSIVE Offer 2024–2025 SEASON RATES

### INFORMATION FOR GUESTS

#### Check-in and Stay Conditions:

- **Check-in:** 5:00 PM. Early arrivals will be given priority.
- **Check-out:** 11:00 AM. In case of exceeding this time without an agreement with the management, a penalty will be charged.

During specifically designated "All Inclusive" offer weeks, room rates include half-board, based on one breakfast and dinner or lunch\* per person per day (beverages are not included), VAT and service, rental of ski equipment (skis/snowboard, boots and poles) for 6 days (from Sunday to Friday inclusive) and Three Valleys ski passes for 6 days (from Sunday to Friday inclusive). No discount will be made on the basis of non-use or partial use of ski passes or equipment included in these special offer rates. "All Inclusive" rates are on the basis of double occupancy and above only and may not be applied outside of the specifically designated "All Inclusive" weeks. The offer applies to bookings for a duration of seven nights, from Saturday to Saturday only, and may in no case be transferred to other dates, cancelled, or applied to shorter stays.

The local city tax is in addition.

Specific room numbers or exact location may not be guaranteed before the arrival date. The Hotel may require a minimum length of stay depending on the period.

\*Half-board is on the basis of daily breakfast and dinner. Dinner may be exchanged for lunch on advance request only and depending on restaurant availability. Any excess amount will be charged directly upon departure. Meals in the half-board package may not be deducted, reimbursed or exchanged.

### RESERVATION AND CANCELLATION POLICY

All bookings are confirmed by a **non-refundable** deposit equivalent to 50% or 100% (depending on the booking period) of the total cost of the stay.

The balance must be paid no later than 60 days before the date of arrival.

If the deposit or balance is not paid within the agreed time, the Courcheneige reserves the right to cancel the booking without refund.

- **From the time of booking to less than 60 days** before the date of arrival, 50% of the stay will be due and non-refundable.
- **Less than 60 days** before the date of arrival, the entire stay will be due and non-refundable.

Each reservation for a stay will be subject to the following conditions: in the event of modifications, a reduction in the duration of the reserved stay, a no-show, late arrival, or early departure, the amount corresponding to the total number of initially confirmed nights will be charged and become due (no compensation can be claimed by the customer).

The full prepayment for the stay will be retained and cannot be refunded or transferred for a future booking in case of partial or total cancellation of the reservation.

Furthermore, any unused services or facilities by the customer, regardless of the reason, will not be eligible for any reimbursement, even if the entire stay has not been completed.

Any cancellation must be communicated to the reservation department via email.

#### CANCELLATION INSURANCE:

We offer additional cancellation insurance, including coverage for cases related to Covid. Please inform us of your desire to subscribe to this insurance before confirming your stay. Please note that the insurance can only be purchased within 48 hours following the validation of the sale of the stay. We recommend that you subscribe to it.

#### METHODS OF PAYMENT

The deposit and the balance of the stay can be settled by credit card or bank transfer. Within the hotel, guests have the option to settle their bill in cash or by credit card. Accepted cards include Visa, Eurocard / Mastercard, and American Express.

#### ADDITIONAL CHARGES

**City tax:** 2.75 € per person per day (may change during the season depending on the city).

**Mandatory Christmas Eve & New Year's Eve dinner supplement:** 90 € per person (over 12 years old).

**Garage:** 25€ per day per vehicle 'subject to availability'.

**Pets:** Pets are accepted at a supplement of 25 € per day per pet.

**Ski storage:** Personal skis: storage, drying of your boots, skis on the piste, free of charge. Competitors' skis: 10 € per day.

#### HOTEL RESPONSIBILITY

The hotel cannot be held responsible for personal, economic, or weather-related events that may lead to a cancellation. We recommend that you take out travel insurance through your travel agency or insurance company.