

## INFORMATION FOR GUESTS – 2020-2021 SEASON

### RATES

Room rates include half-board, based on one breakfast and dinner or lunch\* per person per day (beverages are not included), VAT and service. The local city tax and Christmas and New Year's Eve Dinners of 24 December 2020 and 31 December 2020 are in addition.

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 or applied to shorter stays.

\*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.

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.

### RESERVATION AND CANCELLATION POLICY

All reservations must be confirmed with a first deposit representing 40% of the total stay price. In case of partial or total cancellation more than 30 days prior to the arrival date, the 40% deposit payment will not be refundable.

The remaining balance of the stay must be paid 30 days prior to arrival. In case of partial or total cancellation 30 days or less prior to the arrival date, the full prepayment will not be refundable.

**For reservations from 26 December 2020 to 1 January 2021 inclusive, and from 13 to 19 February 2021 inclusive:**

- In case of cancellation, the 40% deposit payment may be transferred to alternative stay dates within the winter 2020/21 season, upon request and according to hotel availability, until 45 days prior to the arrival date.

**For reservations from 19 to 25 December 2020 inclusive, from 2 January to 12 February 2021 inclusive, and from 20 February to 9 April 2021 inclusive:**

- In case of cancellation, the 40% deposit payment may be transferred to alternative stay dates within the winter 2020/21 season, upon request and according to hotel availability, until 30 days prior to the arrival date.

During the cancellation period or during the stay, in case of modification, reduction of the number of nights, no-show, late arrival or early departure, the total number of nights originally booked will be totally due and billed. The full prepayment is non-refundable and may not be returned nor transferred to other stay dates.

Cancellations must be made in writing, in the form of a letter, fax or email addressed to the reservations department.

### METHODS OF PAYMENT

Guests may settle their account with cash, by credit card (Visa, Eurocard / MasterCard and American Express), or by bank transfer.

### HOTEL RESPONSIBILITY

The hotel is not liable for any personal, economic events or bad weather conditions that might be responsible for a cancellation. We strongly recommend subscribing to a Travel Insurance policy.

### ARRIVAL - DEPARTURE

We kindly inform you that check-in time is 5:00pm, and check-out time is 11:00am.

### MISCELLANEOUS INFORMATION

Complimentary access to WIFI in rooms and public areas.

Parking available for a supplement of 20 Euros per day. Pets are accepted for a supplement of 20 Euros per day.