

# INFORMATION FOR GUESTS - 2023-2024 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 2023 and 31 December 2023 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, cancelled, or applied to shorter stays.

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 reservations must be confirmed by a first payment of a deposit equivalent to 50% of the total amount of the stay. Then, the balance of the stay must be paid 30 days before the date of arrival.

*In low and mid-season:	between 60 days and 31 days, 50% of the total amount of the stay will be due.
	less than 30 days the entire stay will be due.

\*In high season: less than 60 days the entire stay will be due.

Additional cancellation insurance can be included on request (including Covid cases)

During the cancellation period and/or during the stay, in case of modification, reduction of the number of nights reserved, noshow, late arrival or early departure, the total number of nights previously confirmed will be due and charged. The total prepayment of the stay will be retained (neither returned nor transferred to another stay) in the event of partial or total cancellation of the reservation.

Any cancellation must be notified to the reservations department by email.

### 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.

### **MISCELLANEOUS INFORMATION**

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