



## General conditions of stay « Les Chambres du Soleil »

We ask you to consult our rental conditions before making any reservation and draw your attention to the fact that respecting all schedules will improve the quality of our service. Our hotel is committed to providing you with the best possible service, however, we are obliged to respect the rules set out in our internal policy. Any delay, impossibility to respect the schedules, cancellation, modification, must be announced to us as soon as possible. Thank you for your understanding.

### Website :

The use of the site implies full acceptance of the general conditions of use described below. These conditions of use may be modified or completed at any time, so users of the site are invited to consult them regularly. All the information indicated on the site is given as an indication, and is likely to evolve.

### Booking conditions :

The reservation of a stay is definitive after reception of 30€/person/night of the total amount of the stay and our confirmation.

### Means of payment :

Cash, checks (for French people). Please note that we do not accept credit cards. There is no ATM in the hamlet of Les Chapieux, nor in La Ville des Glaciers.

### Payment :

Payment of the balance is made at the end of your stay.

### Cancellation policy :

We charge a handling fee of 10 euros for any cancellation, modification or postponement of a stay. The bank charges following the cancellation of a stay are charged to the customer. Any interruption of the stay, will not give place to any refunding. Any request for cancellation must be made in writing. Apart from the clauses stated below, no refund of deposit will be made.

Cancellation of your stay following the COVID 19	Cancellation of your stay for another reason
<ul style="list-style-type: none"> <li>• in case of a positive PCR test or "contact case" of one of the participants of the stay (upon</li> </ul>	<ul style="list-style-type: none"> <li>• Death of a relative</li> <li>• Professional reason</li> <li>• Illness (other than Covid-19), injury</li> </ul>

<p>presentation of a positive PCR test or certificate of isolation)</p> <ul style="list-style-type: none"> <li>• in case of travel restrictions on the territory or quarantine imposed on people entering the territory by the government</li> <li>• In these two cases, we offer you the postponement of your stay (according to availability) or the cancellation and the reimbursement of the deposit paid (except for the booking fee: 10 euros).</li> </ul>	<ul style="list-style-type: none"> <li>• If you cancel before D-31 : reimbursement of the deposit paid (except for the 10 euros administration fee)</li> <li>• Cancellation between D-31 and D-day or in case of no show: the full amount of the deposit is kept.</li> </ul>
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**Warning:** Physical distance, the need to wear a mask on site, your health condition or anxiety about traveling in these covid times are not considered valid reasons to claim cancellation without charge but personal circumstances. In such cases, check whether you are covered by your insurance (e.g. "means of payment" insurance) for this type of risk.

**Welcome and departure:**

On the day of your arrival, your room or gite will be available from 3:00 pm.  
 If however you think you will arrive earlier, please let us know, we will organize your arrival.  
 In case of late arrival, thank you to warn by phone or email before 7 pm.  
 On the day of your departure, it must be vacated by 10:00 am.  
 However, if you have to leave later, please let us know. We will do our best to accommodate you.  
 All our rooms and the gite are non-smoking.

**Tourist tax:**

The tourist tax is a local tax that we pay to the town hall of Bourg-Saint-Maurice.  
 We have included it in the rental price.

**Wifi:**

We do not have WIFI in our establishment.

**Animals :**

Animals are not allowed in our establishment.

**Parking :**

Free outdoor parking. For bicycles, we have a closed room that can accommodate 4 bikes.

We wish you a pleasant stay in our establishment.

Céline COTE et Pierre ARPIN