



# « Les Chambres du Soleil »

## general terms and conditions of stay

Before booking, we ask you to consult our rental conditions 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, but we are obliged to respect the rules set out in our internal policy. We must be notified as soon as possible of any delays, cancellations or changes to schedules.

We thank you for your understanding.

### **Website :**

Use of the site implies full acceptance of the general conditions of use described below. These conditions of use may be amended or supplemented at any time, and site users are therefore advised to consult them regularly. All information on the site is given for information only, and is subject to change.

### **Booking conditions :**

The booking of a stay is firm and final after receipt of a deposit of 100% of the amount of the stay and our confirmation.

### **Means of payment :**

Cash, credit card, checks (for French residents) and ANCV checks.

There are no ATMs in the hamlet of Les Chapieux, nor in La Ville des Glaciers.

### **Payment :**

The deposit must be paid before the start of the stay.

Any extras (drinks, bed linen/towel hire, packed lunches, etc.) must be paid for at the end of the stay.

### **Cancellation policy :**

Any bank charges incurred by cancelling a stay are at the customer's expense.

No reimbursement will be made for any interruption to the stay.

All cancellation requests must be made in writing.

### If you cancel before D-31 :

refund of deposit paid (excluding handling fee of 20% of deposit)

### Cancellation between D-30 and D-day or in the event of no-show :

the deposit is retained in full.

### **Check-in and check-out :**

On the day of your arrival, your room or gîte will be available from 3:00 pm. However, if you plan to arrive earlier, please let us know and we will organize your arrival.

In the event of late arrival, please notify us by telephone or e-mail before 7 pm.

On the day of your departure, it must be vacated by 10:00 am. If you need to leave later, please let us know. We will do our best to accommodate you.

All our rooms and the gîte are non-smoking.

**Tourist tax :**

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

**Wifi :**

We do not have WIFI in our establishment.

**Animals :**

Pets are not allowed in our establishment.

**Parking :**

Free outdoor parking. For bicycles, we have a closed storage area for 4 bikes.

We wish you a pleasant stay in our establishment.

Céline COTE and Pierre ARPIN