

Terms & Conditions

BOOKING AND CANCELLATION CONDITIONS:

To guarantee your reservation and compensate the hotel, a deposit of 100% of the total cost of your stay is required.

The reservation is considered firm and definitive upon receipt of the deposit.

In the event of shortened or cancelled stay, this deposit is acquired by the hotel (article 1590 of the French Civil Code).

In Case of a No Show or a cancellation within 15 days prior to the schedule arrival date, the full amount of stay is due.

In the event of a cancellation between 30 and 15 days prior to the scheduled arrival, 50% of the deposit will be refunded automatically once you have cancelled.

If there is a Booking Cancellation up to 30 days prior to the scheduled arrival date, a handling fee of 2% on the total amount of the reservation will be deducted from the automatic refund of the deposit paid by way of cancellation.

A stay booked at a promotional rate is non-cancellable, cannot be changed and not refunded.

We do recommend you, to take the cancellation insurance proposed on our website while making your reservation.

To cancel a booking done on our website, this will only be accepted if it has been cancelled online.

All other cancellations thus will only be accepted if received via email.

MEDIATOR and DISPUTE SETTLEMENT:

If you have not received a satisfactory response from the hotel within a month, you may refer the matter to the Mediator of Travel and Tourism, whose contact details and procedures are available on its website www.mtv.travel

Postal address: Médiation Tourisme et Voyage
BP 80 303 75 823
Paris Cedex 17

NOTA BENE:

HOTEL: Rooms are at your disposal as from 4 pm on the Arrival Day.
Rooms need to be vacated by the latest 11 pm on the Departure Day.

CHALET: Chalets are at your disposal as from 5 pm on the Arrival Day.
Chalets need to be vacated by 10 am on the Departure Day.

For Late departures after the time mentioned above, depending on the possibility and upon request, we do recommend you consult our concierge rates on our website.

For Late Arrivals: After 9 pm, it is crucial to inform the hotel.

No Reduction or Refund will be made for services not used during the stay.

We accept VISA and MASTERCARD Credit Cards. We no longer accept cheques.