



GENERAL TERMS AND CONDITIONS OF SALE ALTITUDE RESIDENCES

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CONTACT DETAILS

Altitude Résidences can be reached at :

- Booking contact : +33 (0)4 79 06 31 43 – contact@altituderesidences.com – 134 Chemin de Crouze 73320 Tignes
- Marketing – Communication : +33 (0)4 79 06 00 00 – chloe@altituderesidences.com – 134 Chemin de Crouze 73320 Tignes
- Administration and invoicing : +33 (0)4 79 06 00 01 – sandra@altituderesidences.com – 134 Chemin de Crouze 73320 Tignes

You can find all our accommodation online:

www.altituderesidences.com – www.chaletsc2j.com

BOOKING

All bookings must be confirmed by payment of a deposit equal to 30% of the total cost of the stay. This amount will be deducted from the bill at the end of your stay. Your reservation will be valid upon receipt of the confirmation of your stay once the deposit has been received. Any delay in payment will automatically and unilaterally lead to cancellation of the booking. The balance must be paid no later than 30 days before the start of the stay. In the event of late booking, the full price of the stay is due at the time of booking. Our prices include the use of accommodation with all charges included (water, electricity, heating).

Accommodation prices do not include tourist tax, additional services or compulsory end-of-stay cleaning. These items can be paid at the same time as your balance.

PAYMENT METHODS

To confirm your booking, the deposit can be paid by bank transfer, cheque with photocopy of identity card, valid holiday vouchers (not all our establishments accept cheques, please confirm this method of payment with the booking office) or bank card via a secure link sent on request.

To pay for any additional services, tourist taxes, etc., the following methods of payment are accepted: cash (euros only), cheques, holiday vouchers (some of our establishments do not accept holiday vouchers, please confirm this method of payment with the reservation centre), bank cards (Visa, Mastercard, Carte Bleue).

By paying directly on our website with a bank card, you accept that we deduct from your card the amounts due (balance on D-30 and deposit).

Please note: the establishment does not accept American Express bank cards. The credit card used to make the reservation and valid identity papers may be requested on arrival. Failure to do so may result in you being refused access to your accommodation.

SERVICES

Included in the price of accommodation : sheets, pillowcases, duvet covers, towels (except for aquatic areas), cable TV, ski room with boot dryer (some of our establishments do not have a boots dryer, please check with the booking office), access to the wellness area (some of our establishments do not have a wellness area, please check with the booking office), 1 indoor or outdoor parking space per apartment (some of our establishments do not have a parking space, please check with the booking office), wifi access (subject to the station working properly).

No reimbursement will be made in the event of the malfunction of one or more of the above-mentioned services.

ARRIVAL

Keys/cards are handed over from **5 p.m.** on the day of arrival.

A security deposit of between €500 and €1000 (depending on the accommodation booked) per property will be required before or at the beginning of your stay.

In the event of late arrival, please let us know before 6 p.m. on the day of arrival so that we can arrange a late arrival.

DEPARTURE

The accommodation must be vacated **no later than 9 a.m.** on the morning of the day of departure. It must be returned in perfect working order. The security deposit will be returned to you after we have checked the flat, after deduction of any compensation for damage. We ask all our guests to respect the instructions given at the end of their stay, i.e. :

- Clean the kitchen and appliances and start the dishwasher before you leave.
- Empty and take out the rubbish in the sorting bins outside.
- Empty the fireplace if it has been used (if the accommodation has one).
- Put used sheets and towels in the bath.
- Separate tea towels and potholders from the rest of the linen.
- Fold up the cot and clean the highchair, if loaned.
- Leave the chalet/apartment tidy.

We reserve the right to debit part or all of your deposit if the above instructions are not complied with.

PRICES

The prices shown are in Euros and include VAT.

The prices of accommodation do not include tourist tax, any charges for your pet, any additional services.

Promotions and discounts are not retroactive under any circumstances.

Prices consider the VAT applicable on the day of the order and any change in the VAT rate will automatically be reflected in the prices indicated on the date of invoicing.

Any modification or introduction of new legal or regulatory taxes imposed by the competent authorities will automatically be reflected in the prices indicated on the date of invoicing.

INSURANCE

The civil and criminal responsibilities of everyone do not cease during a stay in the establishment. The customer is responsible for all damage caused by him/herself and undertakes personally, in the event of damage to the premises, furniture and objects made available, to bear the costs of repairing them.

PETS

Pets are accepted, but a supplement of €100 per pet will be charged for the entire stay.

Any animal not declared before or on arrival may result in a penalty of €50 in addition to the animal fee.

GENERAL CANCELLATION & MODIFICATION CONDITIONS

In the event of cancellation, you must notify us by e-mail. Within 72 hours of receiving your e-mail, our booking office will confirm your cancellation. After this period and without confirmation of receipt from us, please contact us on +33 (0)6 81 73 44 94 to ensure that your cancellation is considered.

Cancellation charges will apply depending on the date of the cancellation request :

- From booking to D-30 : We retain €100 booking fee.
- From D-29 to your arrival: We retain 100% of the total cost of your stay, including extra services.

In the event of a change, you must notify us by e-mail. Within 72 hours of receiving your e-mail, our booking office will confirm your change. After this time and without confirmation of receipt from us, please contact us on +33 (0)6 81 73 44 94 to ensure that your change is considered.

For all changes (flat, dates, residence, etc.), booking fees will be applied.

In the event of a no-show, we will withhold the following compensation: 100% of the total cost of the stay.

The residence may cancel any booking for which the balance has not been paid within 30 days of arrival, as no reminder will be sent by our services. The amount deposited at the time of booking cannot be claimed back.

FREQUENTLY ASKED QUESTIONS

As a reminder, the closure of ski lifts, the failure to provide a "health/vaccination pass" or the closure of aquatic areas due to a government decision are not

considered to be grounds for reimbursement or modification of the stay without administration fees.

Any equipment dysfunction (jacuzzi, sauna, hammam, heating, shoe dryer, Wi-Fi, etc.) does not give rise to a partial or full refund of the stay.

FORCE MAJEURE

Force majeure refers to any event external to the parties that is unforeseeable, insurmountable, and external to the parties, preventing either the customer or the establishment manager from fulfilling all or part of the obligations set out in the contract. Cases of force majeure or fortuitous events are those usually recognised by the jurisprudence of the French Courts and Tribunals.

Each party may not be held liable towards the other party in the event of non-performance of its obligations resulting from an event of force majeure. It is expressly agreed that force majeure suspends, for the parties, the performance of their reciprocal obligations and that each party shall bear the costs arising therefrom.

PARTIAL NULLITY

The nullity of one or more articles of these GCS shall not entail the nullity of the GCS. All the other stipulations will remain applicable and will produce all their effects.

APPLICABLE LAW AND LANGUAGE

The applicable law is French law. The authentic language is French.

The French language will prevail over any other translation in the event of a dispute, litigation or difficulty in interpreting or executing these conditions.