



VAL D'ISERE RESERVATION GENERAL SALES CONDITIONS

1/ RESERVATIONS:

VAL D'ISERE RESERVATION will send you an option contract detailing the different services reserved, the price of the holiday as well as the date on which the option expires.

The descriptions and pictures are not contractual.

Please verify that the description of the services reserved correspond to those required and confirm by mail your reservation with VAL D'ISERE RESERVATION with a deposit of 25% (for an apartment) or 30% (for an hotel) of the total amount must be paid within 5 days after the booking request.

The confirmation of the reservation, which resumes the essential elements, such as the identification of the service and the price, will be sent to you, by e-mail for a maximum deadline of 1 working day. All our offers are subjected to availability.

VAL D'ISERE RESERVATION reserves itself the right to correct any price error on its web site and/or on the reservations/option showing an erroneous price. In such circumstances, VAL D'ISERE RESERVATION shall propose you, if possible, to keep your reservation and to pay the rectified price or to accept an alternative proposed by VAL D'ISERE RESERVATION or to cancel your reservation without penalty. VAL D'ISERE RESERVATION is not obliged to supply services with an incorrect or inferior price, even if you received a confirmation of reservation via e-mail.

If no deposit is received before the option expires, then the option will automatically be cancelled. The outstanding amount is due 30 days before arrival. For last minute bookings (under 7 days before arrival), only payment by credit card will be accepted.

A local tax is applicable in the city. It is not always included in reservation and must be paid to the host at your departure. For accommodation rentals, a breakage deposit will be required on key collection. If there is no breakage deposit provided, the accommodation provider may not allow you to enter the accommodation. The breakage deposit will be returned at the latest 1 month after your departure and after any extra services have been paid and after the deduction of any money charged for damage caused.

VAL D'ISERE RESERVATION reserves the right to cancel any reservation if VAL D'ISERE RESERVATION has good reasons for believing that it is fraudulent. In this case, VAL D'ISERE RESERVATION will try to get in touch with you by using the phone number and the e-mail address which you will have communicated on your reservation form.

If VAL D'ISERE RESERVATION is not capable of getting in touch with you, the reservation will be cancelled without commitment of responsibility of VAL D'ISERE RESERVATION.

In an effort to reduce the effects of the credit card fraud, VAL D'ISERE RESERVATION reserves the right to control and can ask you to transmit by mail or by e-mail a documentary evidence of your mailing address, electricity charges, your bank receipt with noticed of the debit or any other document giving evidence of your place of residence as well as a copy of the credit card and the recent statements made before your reservation.

2/ MODIFICATION OR CANCELLATION:

Any confirmed dossier changes must be notified in writing. All changes to one of the services in the file will be charged at 15€ TTC. For any reservation cancelled, the fees applied are those resulting from the cancellation policy of the provider. These rules are available on request.

A/ Cancellation by the client

All full cancellation of a confirmed file must be notified to VAL D'ISERE RESERVATION by registered letter or by email, the date of receipt counting as the cancellation date.

B/ Interruption of the holiday:

If the holiday is cut short, the client will not receive any repayments unless he has bought a cancellation insurance which covers the client's particular case.

3/ PROBLEMS:

All problems concerning a holiday must be sent to VAL D'ISERE RESERVATION by registered mail no later than 8 days after the end of the holiday. If a client does not take advantage of one or several services included in the package, no reimbursement or any other sort of compensation will be offered by VAL D'ISERE RESERVATION. In the case of a dispute, only the Tribunal de Grande Instance d'Albertville (Magistrate's Court) is competent to judge the affair. (73200)

4/ SKI PASSES:

For any purchase of lift tickets, the 1st day of validity of the title will be requested. Without a response from the customer, a title starting the day after the customer's arrival will be ordered.

Ski passes are sold by default without insurance. It is possible to add the "Carré Neige" insurance at the applicable rate on request when booking lift tickets

According to agreements the ski pass Val d'Isère / Tignes will only be valid subject to the opening of the link between the ski areas of Val d'Isère and Tignes.

Ski Passes are sold with discount until -40% on the Public Rate. In case of bad weather conditions, no refund will be possible.

For any other information, please contact us directly.

Special Cancellation policy Summer 2021

Book your vacations with peace of mind !

This summer, enjoy the pure mountain air and the sublime landscapes of Val d'Isère

The accommodation providers in Val d'Isère make every effort to welcome you in good conditions, respecting the health and safety measures.

- Reception conditions:

We will protect your safety by cleaning and disinfecting with even more attention than usual, before your arrival, the surfaces most frequently touched, inside the accommodation, as in the common.

We are committed to respecting the barrier measures upon your arrival and during your stay.

We will provide you with hygiene kits so that you can take care of yourself and ... of us during your stay!

- Relaxation of cancellation conditions for Val d'Isère Central Reservation: COVID19 = 100% refund guaranteed SUMMER 2021

Very precise list of all the cases included for the total refund (minus any bank charges): (in blue the supporting documents that we will ask for)

- Closure of borders by the French government
- Closure of borders by the government of the client's country of origin or by a transit country (link to the official information page)
- The government of the country of origin prohibits non-essential travel (link to the official information page)
- Flight cancellations due to covid-19 (mail or email from the airline concerned)
- Closure of airports / stations in France or in the country of origin (link to the official information page)
- Mileage limitation for travel around your home
- Quarantine (or any other period of confinement) imposed by France or by the country of origin (link to the official information page)
- In the event of a government decree requiring us to close the accommodation concerned
- Closure of the Ski Resort and / or ski lifts linked to Covid19

Important:

The customer must inform the hôtel/agency, upon confirmation of the reservation, the name and permanent address of all participants in order to activate these cancellation conditions.

Note:

- The postal address (or addresses) of residence of the customer (s) given at the time of the reservation will be used for the cancellation policy of the Covid.
- If you become ill during your stay or just before your arrival, the usual cancellation policy applies (please use your personal insurance)
- Customers still have the possibility to postpone the deposit and amounts for another stay in our resort.

Summer and winter, head for the mountains!

Val d'Isère is waiting for you!