

# Alps Chalets - Chalet Jacinthe des Bois

## Terms and Conditions

### **General :**

The following terms and conditions apply to all reservations. Reservations are confirmed and finalised on receipt of the cleared funds which form your deposit. By confirming your reservation you agree to comply with all of the following terms and conditions, and your reservation is considered a binding contract. In the event of any breach of these terms and conditions you may be required to check out immediately without refund or adjustment.

Alps Chalets reserve the right to refuse a reservation at their sole discretion.

Reservations are accepted up to one year in advance. Rates are subject to change without notice. Existing reservations will be honoured at the rate quoted at time of booking.

### **Responsible Person :**

The first named person on the booking form is deemed to be the party leader, and is the person ultimately responsible and liable for the entire reservation and all members of the party. This person must be 25 years of age or over.

The responsible person is obliged to indemnify the chalet owners for any costs incurred as a result of any act or negligence or omission of duty by any member of the party.

The responsible person is obliged to indemnify the chalet owners for any sum they, the chalet owners, are required to pay to any third party as a result of any act or negligence or omission of duty by any member of the party.

### **Deposit and Payment :**

A reservation deposit of one-half of the reservation total is required on all reservations at time of booking.

A Damage/Security Deposit of £50 per head (£600) is required for all reservations.

The reservation balance and the Damage/Security Deposit must be paid at least eight weeks prior to arrival.

If there is no damage to the chalet or its contents during your stay, and no additional cleaning or other charge is required, then the Damage/Security Deposit will be refunded in full within 30 days. Otherwise any residual amount will be refunded within 30 days with detail of deductions made.

### **Cancellation and Refunds :**

The reservation deposit is non refundable in the event of cancellation. The reservation balance, once paid is non refundable in the event of cancellation. The Damage/Security Deposit will be refunded in full within 30 days in the event of cancellation.

Failure to pay the reservation balance by the required date will be deemed to be cancellation by default.

There are no refunds for early check out.

Whilst such circumstance is not anticipated, the chalet owners reserve the right to cancel the booking in unavoidable and exceptional circumstances whilst making full refund of any monies paid, but not accepting liability beyond that.

We recommend that you have insurance cover for unavoidable cancellation.

### **Occupancy :**

Alps Chalets permits guests to occupy the accommodation for the period detailed in their Booking Confirmation together with the use of the furniture, fixtures and effects. Guests are required to use the

chalet for the purpose of a private holiday residence for up to the maximum number of twelve people. The property must not be used for any business activity or for illegal purposes.

Guests are required to follow "house rules" for their safety and convenience. Smoking is not allowed, and care should be taken in the prevention of blockages to the toilets and drainage system. Prices include the use of the chalet, its contents and grounds, water, electricity, heating, bed linen and towels.

Maximum occupancy limits are strictly enforced. If maximum occupancy is exceeded, you may be required to check out immediately without refund or adjustment. A child or baby counts as one person regardless of age.

### **Arrival and Departure :**

Earliest check in time is 16:00 local time. Guests requiring to check in after 20:00 must do so by prior arrangement.

Latest check out time is 10:00 local time. Guests requiring to check out before 07:00 must do so by prior arrangement.

### **Outdoor Shoes :**

It is important that, for your comfort and safety, a pair of slippers or indoor shoes is included in your packing as outdoor shoes are strictly forbidden inside the chalet other than in the immediate entrance hall.

### **Smoking :**

Alps Chalets operates a very strict no smoking policy. Smoking is not permitted inside the chalet or in the vicinity of entrance doors or windows. Guests may smoke in the grounds of the chalet providing the smoke does not enter the chalet, and that any residue of cigarette ends, cigars, matches, or tobacco are removed and disposed of safely in the appropriate refuse bins. The holiday of any customer or party in breach of this clause may be terminated immediately and without compensation and Alps Chalets will have no further obligation to them.

On post departure inspection of the property, Alps Chalets and the chalet owners reserve the right to retain in part or whole the Damage/Security Deposit for the property where there is evidence of a breach of this clause.

### **Fire Safety :**

For your health and safety, the burning of candles or other naked flames is not permitted in the chalet.

### **Cleanliness :**

Guests are expected to leave their accommodation in a clean and tidy condition.

Guests are responsible for disposing of their own refuse, and ensuring that the chalet dustbin is placed at the bottom of the driveway on every Monday, Wednesday and Friday evening for emptying.

Guests are asked to strip their beds and place the sheet, duvet cover, and pillow slips neatly on the floor at the foot of each bed. Towels and bathmats should be left neatly on the floor of each bathroom.

Guests will be liable for any extra cleaning costs or refuse disposal costs incurred at the rate of £30 per hour.

### **Behaviour :**

All guests have a duty to act and behave with due care and consideration inside the chalet and within the chalet grounds, and in a manner that will not affect or disrupt the enjoyment of other guests, the local residents or have a negative effect on the reputation of the chalet.

Please have fun, but no noisy parties or other disturbance will be permitted. Noise should be kept to a minimum between 10pm and 8am. Excessive noise or disruptive behaviour will result in the chalet rental being immediately terminated, and no refund will be due.

**Children :**

Families with children are welcomed. No matter how much care is taken, the chalet can never be completely childproof. Alps Chalets and the chalet owners will not be held responsible for any accidents occurring within the chalet or the chalet grounds, even with regard to children's equipment provided by the chalet. It is the parent's responsibility to ensure their children are safe and supervised at all times.

**Animals :**

There are no animals or pets permitted at the chalet.

**Damage :**

Guests have a duty to act with due care and consideration to the property and its contents. Any damage or breakages must be notified to the chalet contact immediately. All breakages or damage must be paid for at the replacement value of the damaged item. All damage costs must be paid prior to departure. Any damage not notified will be recorded at the point of post departure inspection, and monies will be retained from the Damage/Security Deposit to cover all costs. The party leader, (responsible person), will personally be held liable for the full amount of any costs in excess of the Damage/Security Deposit. It is a requirement that you have insurance cover providing adequate cover for this eventuality.

**Chalet Security and Safety :**

All guests have a duty to ensure that the chalet is properly secured at all times. The party leader, (responsible person), assumes ultimate responsibility for any damage or property stolen as a result of that negligence.

Alps Chalets and the chalet owners will not be held responsible or accept any liability for any theft or loss of personal possessions, documents or personal equipment from the chalet under any circumstance.

Alps Chalets and the chalet owners will not be held responsible or accept any liability for any accidents, personal injury, or death occurring in the chalet or the chalet grounds under any circumstance.

It is a requirement that you have insurance cover providing adequate cover for any of these eventualities, and indemnify Alps Chalets and the chalet owners from any claim.

**Website :**

All descriptions on this website are given in good faith and are believed to be correct. Whilst every care is taken to ensure that the information provided on this website is correct, it should not be relied on exclusively and may be subject to alteration at any time without notice.

Once a reservation has been made the price cannot be altered. However until then, the prices that appear on the website are guide prices only, and Alps Chalets reserves the right to alter these, even after providing a quotation, until the time of confirmation of a reservation.

**Access :**

The owners, Alps Chalets staff, and agents thereof, reserve the right to gain access to the chalet at any time for any reasonable purpose.

**Services :**

Additional services arranged on your behalf by Alps Chalets over and above the provision of the chalet are provided by third party independent suppliers, and your contract is with them. These suppliers provide their services in accordance with their own terms and conditions. Some third party terms and conditions may limit or exclude that service provider's liability to you. Copies of these third party terms and conditions should be requested directly from the supplier concerned if required. Alps Chalets, and the chalet owners cannot accept any liability or pay any compensation with regard to any third party service.

**Maintenance / Repairs :**

Alps Chalets, the chalet owners, and their agents do everything necessary to keep all equipment in the chalets in good working order. However, it is impossible to guarantee that all appliances, facilities, public utilities, etc. will be in working order at all times. We endeavour to correct reported problems, within the realms of our control, as quickly as possible. No refunds will be granted for maintenance problems, including power/cable outages.

**Force Majeure :**

Alps Chalets, and the chalet owners cannot accept any liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

**Terms of Contract :**

These conditions and any contract to which they apply are governed in all respects by the law of the country determined by Alps Chalets or the chalet owners.

For the avoidance of doubt in the event of any conflict the provisions of these Terms and Conditions prevail, and the decision of the chalet owners is final and binding in all matters at all times.

Whilst every effort is made to ensure as full and accurate representation of the Chalet as possible, none of the details constitute a warranty, either express or implied. Any warranty, express or implied, is disclaimed to the full extent allowed by the law. Nor is any representation made, express or implied, as to fitness of purpose. The chalet owners reserve the right to alter any details for any reasons as may be deemed necessary.

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