

# BOOKING, CANCELLATION AND SALES CONDITIONS

## WINTER 2021-2022

 **30% DEPOSIT REQUESTED UPON RESERVATION**

 **FREE CANCELLATION AND REFUND UP TO D-30 DAYS BEFORE ARRIVAL (Except 10€ handling fee)**

 **BALANCE PAYMENT REQUESTED UPON ARRIVAL**

**Cancellation before D-30 = Free, except 10€ handling fee**

Cancellation between D-30 and D-16 = The 30% deposit paid will be kept.

Cancellation between D-15 and D-8 = 50% of the stay amount will be charged.

Cancellation between D-7 and D-0 = 100% of the stay amount will be charged.

No-Show = 100% of the reservation amount including booked options will be charged.

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## RESERVATION MODIFICATION

In case of modification of the number of persons or the duration of the stay, the above scale applies pro-rata to the cancelled or reduced portion of the stay. For modification made once on site the stay originally booked must be paid in full.

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**FREE CANCELLATION FOR THE FOLLOWING REASONS:**  
**(Except 10€ handling fee - A proof will be requested)**



**Border Closures in France or in your country of origin.**



**Lockdown, Curfew, Travel bans or national movement limitations.**



**Mandatory quarantine on arrival or when you return home.**



**Airport Closures, cancellation of your flight by the airline.**



**Closure of the hotel, the ski lifts and/or the resort.**

**WE ADVISE YOU TO SUBSCRIBE A CANCELLATION INSURANCE IN ORDER TO COVER « CLASSICAL » CANCELLATION REASONS + INDIVIDUAL REASONS LINKED TO COVID MENTIONED BELOW AND NOT COVERED BY THE HOTEL FREE CANCELLATION PROGRAM:**

**We invite you to check with your travel insurance or your credit card company. Some cards include travel insurance.**

**You can also buy cancellation insurance with the hotel at the rate of 4,9% of the amount of your stay (Safebooking by Gritchen insurance)**

**✓ EXAMPLES OF REASONS COVERED WITH SAFEBOOKING INSURANCE**

			
I have to <b>quarantine</b> because of a positive COVID 19 test	I have to <b>cancel my trip</b> because I am in a hospital due to COVID 19	I have to <b>cancel</b> because a member of my family (see description) is in hospital due to COVID 19	I have to <b>cancel my trip</b> because I am a contact case and I have to quarantine and get tested
			
I have to <b>cancel my trip</b> because I am a contact case and I have to wait for my PCR test results	I have to <b>cancel my trip</b> because I am sick, and my doctor has confirmed that I am not able to travel	I have to <b>cancel my trip</b> because I have been tested positive to COVID 19	I have to <b>cancel my trip</b> because a relative is highly ill from COVID 19 and has died or is in hospital
			
I have to <b>cancel</b> because I have been requisitioned by the authorities in order to fight against COVID 19			

## **RESERVATION AND BALANCE PAYMENT ON SITE:**

Your reservation will be valid once your payment card has been checked and the deposit requested paid. Balance payment of the stay will be requested upon arrival. Once the room has been reserved, the customer is reminded, in accordance with article L. 121-21-8 12° of the French Consumer Law, that he does not have the right of withdrawal provided in article L. 121 -21.

**ARRIVAL:** On arrival day, your room will be available from **15:30**. In all case, we will do everything we can to make your room or apartment ready as soon as possible. **Reception closes at 22:00**, if you need, **we can organise a late arrival. Contact us imperatively** as soon as possible: info@hotel-lescotes.com or +33 (0)45 079 0996. - **A car park is available outside the hotel.**

**DEPARTURE:** On departure day the room must be vacated **before 10:30 am**. In case the keys are given back late, a late departure fee could be charged.

**PETS:** Only one small animal below 12 kg is allowed in your room with an extra cost. If you choose our self-catering offer a mandatory daily cleaning cost will replace Pets extra costs. For hygiene reasons, access to the restaurant and swimming pool are prohibited. You are responsible for any damages made by your animal.

**TOURIST TAX:** Tourist tax is not included in our rates. Cost: € 1.50 per night per person, under 18 free.

**MEANS OF PAYMENT:** We accept payment in Euro, Cash or Cards (Visa, MasterCard, American Express). We do not exchange foreign currencies.

**NO SMOKING:** Our rooms are non-smoking. You can smoke on the balconies of the rooms with the windows closed. In the event of non-compliance with this instruction, the costs of cleaning and deodorizing the room will be invoiced to you 250 €.

**BREAKAGES:** Damages, Breakages caused by the guests, their relatives or their pets will be charged directly by the hotel to the guest even if noticed after departure. As well as extra cleaning if the room has not been left in an unacceptable state. If the room cannot be sold after your stay, next guests' accommodation costs will be charged, if necessary, until the room is ready for sales again.

**NOISE AND VALUABLES:** Please respect the tranquillity of the hotel and its guests; any NOISE should STOP between 22:30 and 7:00. If guests do not respect that rule, they will be requested to leave the hotel immediately. Jewellery, cash, securities and valuables worth 1000€ or over have to be deposited in the safe at the hotel's lobby. Otherwise, hotel management accepts no responsibility in case of loss or theft.

**DISPUTES:** In the event of a dispute between the professional and the consumer, the latter will endeavour to find an amicable solution. In the absence of an amicable agreement, the consumer has the possibility to refer free of charge to the consumer mediator to which the professional belongs, namely the Association of European Mediators (AME CONSO), within one year of the complaint. Written to the professional. Referral to the consumer mediator must be made: either by completing the form provided for this purpose on the AME CONSO website: [www.mediationconso-ame.com](http://www.mediationconso-ame.com); or by letter addressed to AME CONSO, 11 Place Dauphine - 75001 PARIS.

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