

BOOKING, CANCELLATION AND STAY CONDITIONS

 **30% DEPOSIT REQUESTED UPON RESERVATION**
 **BALANCE PAYMENT REQUESTED 15 DAYS BEFORE ARRIVAL**

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✗ FREE CANCELLATION UP TO D-31 DAYS BEFORE ARRIVAL

= refund of the 30% deposit, except for a €15 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 modifications made on site, the stay originally booked must be paid in full.

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CANCELLATION INSURANCE

We strongly recommend that you purchase cancellation and trip interruption insurance or check the travel insurance included with your payment card or with your regular insurer. **You can also purchase cancellation and trip interruption insurance, GRITCHEN SAFEBOOKING, through the hotel** at a rate of 4.9% of the total stay amount. This insurance covers standard reasons for cancellation, excess or lack of snow, as well as those related to COVID-19: download the insurance conditions here.

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ARRIVAL

On the day of arrival, your room will be available **from 15:30**. In any case, we will do everything we can to have your room or apartment ready as soon as possible. **Reception closes at 22:00**. If needed, **we can organize a late arrival**. Please contact us as soon as possible at info@hotel-lescotes.com or +33 (0)4 50 79 09 96. **A free car park is available outside the hotel.**

DEPARTURE

On the day of departure, **the room must be vacated by 10:30 a.m.** at the latest.
We can store your luggage if you are leaving later in the day.
In case of late key return, a late departure fee may be charged.

RESERVATION AND PAYMENT OF THE BALANCE OF THE STAY: Your reservation will be confirmed after the validity of your bank card has been verified and upon receipt of the required payments. The balance of the stay must be paid 15 days before arrival (excluding tourist tax). Once the room is reserved, in accordance with Article L 221-28 of the Consumer Code, the client does not have a right of withdrawal for accommodation and catering services.

PRICING: The prices issued are determined by a dynamic pricing management practice. They may therefore depend on several parameters such as (non-exhaustive list): the booking date, the stay date, the time between these two dates, etc.

TOURIST TAX: It is not included in our rates. Cost: €1.50 per day and per person, then €1.70 from 1st January 2025, free for children under 17.

PAYMENT METHODS: A bank card will be required as a guarantee upon your arrival, and depending on the situation, an amount may be blocked as a guarantee until your departure. We accept payments in Euros, cash, cheques, credit cards (CB, Visa, Mastercard) (American Express for deposit only) // We do not provide currency exchange services.

PETS: Only ONE pet weighing up to 12 kg is allowed in your room with an additional charge. In a self-catering option, the pet fee is converted into a mandatory daily cleaning service. For hygiene reasons, pets are NOT allowed in the restaurant or by the pool. You are responsible for any damage caused by your pet.

NO SMOKING: Our rooms are non-smoking. You may smoke on the room balconies with the window door closed. If this rule is not respected, a cleaning and deodorising fee of €250 will be charged.

DAMAGE: The hotel reserves the right to charge for repairs for any damage caused, as well as any additional cleaning operations if the room is not left in an acceptable condition upon departure. If the room cannot be re-rented under normal conditions after your departure, the costs of relocating subsequent guests will be charged to you.

NOISE AND VALUABLES: For the tranquillity of the hotel and its guests, all noise must cease between 10:30 PM and 7:00 AM. Any guest not complying with this rule will be required to leave the hotel immediately. Jewellery, cash, securities, and valuables worth €1,000 or more must be deposited in the hotel reception safe. Otherwise, the 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. If an amicable agreement cannot be reached, the consumer has the option to refer the matter, 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 initial complaint to the professional. The 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; or by letter addressed to AME CONSO, 197 boulevard Saint-Germain, 75007 PARIS.

**Hôtel Les Côtes - 265 chemin de la Salle - 74110 MORZINE - www.hotel-lescotes.com -
info@hotel-lescotes.com +33450790996 - LES COTES SARL au capital de 1 362 000 €
Siret 809 766 819 00019 RCS Thonon-les-Bains –
Code NAF 5510 Z – VAT Number FR71 809 766 819**

PROTECTION IN CASE OF EXCEPTIONAL SITUATION

**CANCELLATION BECOMES FREE AT ANY TIME FOR THE FOLLOWING REASONS ONLY:
(Excluding a €15 handling fee - A proof will be required)**



**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.**



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



FOR ALL OTHER CANCELLATION REASONS AFTER D-31, FEES APPLY
You can also purchase cancellation and trip interruption insurance, **GRITCHEN SAFEBOOKING**, through the hotel at a rate of 4.9% of the total stay amount. This insurance covers standard reasons for cancellation, excess or lack of snow, as well as the COVID-19 related reasons listed below: (download the insurance conditions here)

✓ EXAMPLES OF REASONS COVERED WITH SAFEBOOKING INSURANCE



I have to quarantine because of a positive COVID 19 test



I have to cancel my trip because I am in a hospital due to COVID 19



I have to cancel because a member of my family (see description) is in hospital due to COVID 19



I have to cancel my trip because I am a contact case and I have to quarantine and get tested



I have to cancel my trip because I am a contact case and I have to wait for my PCR test results



I have to cancel my trip because I am sick, and my doctor has confirmed that I am not able to travel



I have to cancel my trip because I have been tested positive to COVID 19



I have to cancel my trip because a relative is highly ill from COVID 19 and has died or is in hospital



I have to cancel because I have been requisitioned by the authorities in order to fight against COVID 19