

RULES OF PROCEDURE OF THE CHALET HÔTEL L'ÉTAPE

The present conditions specify the conditions applicable to the services of the hotel and the internal regulations of the Hotel L'Étape in order to make your stay more pleasant.

Access to the rooms

Rooms are available from 12:00 and must be vacated by 09:30 at the latest. Beyond this time, the hotel reserves the right to charge you an extra night. All arrivals must be made before the closing of the gondola, that is to say before 16H30. During the winter season, the deadline extends until 19H15 with the night service. This is done every Friday, Saturday and every day of the week during the school holidays of the winter season only. Please note that reception is not open 24/7. If you cannot arrive between these times, please contact us on the day of your scheduled arrival. Although the usual arrival is from 12h00, we will have the pleasure of taking care of your luggage until your room becomes free.

Breakfast

Breakfast is served in the dining room on the 1st floor between 08H20 and 10H00.

Obligations

- Smoking in rooms is strictly prohibited.
- The hotel room is not intended for laundry or meals (except in the large Chalet).
- All activities around the hotel (swimming, zipline, tobogganing...) are your own responsibility.
- By booking, you assume full responsibility for all persons in your group. All damage caused by cigarettes or other reasons, except for normal wear and tear, will be charged. Keys and ski passes lost or not returned at your departure will be charged 25 euros.

Valuables

The hotel is not responsible for lost or stolen items. Please ensure that you have locked your room before leaving.

Pets

Pets are not allowed in our establishment.

Booking conditions

Any reservation, to be firm and definitive, must be guaranteed by a deposit corresponding to 30% of the total amount of your stay.

Cancellation or modification of reservation

If you need to cancel or change your booking after confirmation, a cancellation fee will apply:

The hotel does not charge up to 2 months before arrival.

A month before arrival, the hotel reserves the right to charge the equivalent of 50% of the deposit paid and below the month before arrival, the entire deposit will be charged.

If you shorten your stay once you arrive, it will be charged at the normal rate unless the room can be resold.

As part of the half-board, meals not taken will not be deducted.

For all inclusive packages, unused ski passes will not be deducted (except in case of non-operation of the facilities).

Supplements

- Tourist tax: €0.80/person/euro, children under 18 are exempted

Equipment

- Free WIFI and a computer at your disposal
- TV lounge, dining room

Rental of the chalet (6-8 places)

(see Regulation opposite)

Upon arrival, you will be asked for a deposit of 200 euros. This deposit will be returned if the cottage is returned in the state of the day of your arrival, All claims concerning the condition of the Chalet and its equipment must be made within 24 hours of your arrival. After this time, no claim will be accepted.

The day of your departure

The Check-out of the Chalet must be done by 09:00 am. If the cleaning is not done as agreed, it will be charge 150 euros.

Supplements

(subject to availability)

- Breakfast: Based on current rate Dinner: Based on current rate
- Rental of sheets and towels for the Chalet: 10 €/pers/stay

We thank you for your understanding and wish you a pleasant stay.

Chalet Hôtel L'Étape