

## Internal Regulations of Chalet Hotel L'Étape

**These terms specify the conditions applicable to the services provided by the hotel and the internal regulations of Chalet Hotel L'Étape, with the aim of making your stay more enjoyable.**

### Room Access

Rooms are available from 12:00 p.m. and must be vacated no later than 9:30 a.m. Beyond this time, the hotel reserves the right to charge an additional night. All arrivals must take place before the gondola closes, i.e. before 4:30 p.m. During the winter season, arrivals may be extended thanks to the night service (hours and information: +33 (0)4 50 47 02 05). Please note that the reception desk is not open 24/7. If you cannot arrive within these hours, please contact us on the day of your scheduled arrival. Although the standard check-in time is from 12:00 p.m., we will be pleased to store your luggage until your room is ready.

### Meal Times

- **Breakfast:** served in the dining room on the 1st floor between 8:20 a.m. and 10:00 a.m.
- **Dinner:** served in the dining room on the 1st floor at 7:30 p.m.

### Obligations

- Smoking is strictly prohibited in the rooms.
- Hotel rooms are not intended for laundry or for taking meals (except in the main Chalet).
- Any activities around the hotel (swimming, zip line, sledding, etc.) are under your sole responsibility.
- By confirming your booking, you assume full responsibility for all members of your group. Any damage caused by cigarettes or other reasons, except for normal wear and tear, will be charged.
- Lost or unreturned keys and ski passes will be charged at €25.

### Valuables

The hotel declines any responsibility for lost or stolen items. Please make sure to lock your room before leaving.

### Pets

Pets are not allowed in our establishment.

### Reservation Conditions

All reservations, in order to be firm and final, 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 modify your reservation after confirmation, cancellation fees will apply:

- No fee will be charged up to 2 months before arrival.
- One month before arrival, the hotel reserves the right to retain 50% of the deposit paid.
- Less than one month before arrival, the full deposit will be retained.

If you shorten your stay after arrival, the full rate will be charged unless the room can be resold.

For half-board stays, meals not taken will not be refunded or deducted.

### Ski Passes

For any complaints concerning ski passes, please contact the ski lift company's customer service via their online form.

### Additional Charges

- Tourist tax: according to the current rate per person per night (children under 18 are exempt).

### Facilities

- Free Wi-Fi and a computer available for guest use.
- TV lounge, dining room.

### **Chalet Rental (6 Guests)**

Upon your arrival, a security deposit of €220 will be required. This deposit will be refunded provided the chalet is returned in the same condition as on the day of your arrival.

Any complaints regarding the condition of the chalet or its equipment must be made within 24 hours of arrival.

After this period, no claims will be accepted.

---

### **Departure Day**

The chalet must be vacated by 9:00 a.m. If cleaning is not carried out as agreed, the deposit will not be refunded.

---

### **Additional Services**

(Subject to availability)

- **Breakfast:** according to the current rate
  - **Dinner:** according to the current rate
  - **Rental of bed linen and towels for the chalet:** €12 per person per night
- 

We thank you for your understanding and wish you a most enjoyable stay.

**Chalet Hotel L'Étape**