



General Terms of Sale

Arrival and departure

We guarantee the availability of your room from **3pm**. Please let us know if you arrive late (after 7pm) or arrive in the morning.

Rooms must be vacated **by 11 a.m.** Schedule that may be changeable on request and on availability.

Rates

The service and the T.V.A. are included in the rates. The residence tax of **1.50 euros per day/adult** (from 18 years old) is charged in addition. This tax is subject to updating.

Quote

A quote cannot be used as a confirmation of a booking. The stay and availability will be reconfirmed at the time of the booking which must be accompanied by the payment of deposit. A credit card number will be required to validate the booking

Booking conditions

Any booking is considered final upon receipt of a payment of:

Winter rate

- **50% of the total amount** of the booking for a room at the time of the booking
- The balance must be settled **15 days prior to arrival**

Summer rate

- **No deposit at the time of booking for a room**
- The balance must be settled **15 days prior to arrival**

The deposit paid as a reservation guarantee is acquired at the hotel as a decree under the provisions of Article 1590 of the Civil Code, including in the event of cancellation or abbreviated stay. The deposit will be deducted at the end of the stay if it has been fully filled and respected.

Booking is only guaranteed with credit card. Credit card is always required at the time of booking

Cancellation or modification

Customers are advised to purchase insurance from their insurance company to cover the cost of cancellation or interruption of stay.

Winter rate

- ✓ Cancellation **without charge up to 30 days** prior arrival, the deposit paid is refundable
- ✓ Cancellation **between 30 days and 15 days before the arrival: 50% of the total amount**, the deposit paid is non-refundable
- ✓ Cancellation **between 15 days and the day prior arrival: 100% of the total amount**, the sums due will be automatically deducted from the credit card

○ Summer rate

- ✓ Cancellation **without charge up to 15 days** before arrival, the deposit paid is refundable
- ✓ Cancellation **between 15 days and the day of arrival: 100% of the fees**, the sums due will be automatically deducted from the credit card

For customers who cannot arrive on the scheduled day, they will be charged **100% of the nights involved**..

For guests wishing to leave before the end of their stay, they will be charged **100% of the nights concerned**..

If the event that the stay is interrupted, for whatever reason is independent of the hotelier, the guest will not be able to claim any refund.

Any cancellations will have to be confirmed in writing (mail, e-mail).

Special Policy COVID-19:

We guarantee you a free refund of your booking if a government measure* forces you to be mobile:

- Closing national or regional borders
- Quarantine in the place of residence or return
- Confinement
- If travellers test positive for Covid-19 less than 72 hours before arrival provided the positive test result is provided on behalf of the travellers. **

***For any measure that would not be in effect at the time of booking**

****If the booking is for several rooms, the cancellation will only apply to the rooms of the family concerned (parents and children)**

RESPONSABILITE

Hotel responsibility: On request we can put your valuables in our safe, our company cannot be held responsible in case of loss or theft.

Customer responsibility: In case of missing items or deterioration in the hotel room, the amount of repairs will be charged to the customer at the end of his stay. In the case of inappropriate customer behaviour or wilful deterioration, the management of the establishment may terminate the stay immediately, without refunds or compensation. The refurbishment costs will be due by the customer.

SECURITY

- Internal regulations: Each customer is responsible for any nuisance caused or damaged. If the tranquillity, integrity or safety of people living or working in the estate is compromised, we could terminate the stay immediately without compensation. The client must avoid any act of recklessness or negligence. In particular, he must be careful not to leave the chamber unattended, and to lock in his absence in order to avoid any intrusion. In general, the client must use his accommodation and the furniture that fills it in conditions of normal use. Under no circumstances will the liability of our company be recognized in the circumstances below- Stolen or deteriorated items: The liability of our company cannot be recognized in any case in case of theft or deterioration of property belonging to the guests, which occurred in the room, or in the hotel car park. The guest is solely responsible for his belongings and personal belongings during his stay in the hotel On request we can put your valuables in our safe.

For security reasons it is forbidden to cook in the rooms of the Hotel

For our guests, the chalet-hotel Gai Soleil must remain the background to an unforgettable stay that leaves them totally satisfied. This is why we thank you for notifying us as soon as possible of any complaints you may have during your stay, so that we can find a solution as soon as possible.

Valerie and David Krommenacker-288 Rent Road-74170 Les Contamines-Montjoie

Tel: 04.50.47.02.94- www.gaisoleil.com- contact@gaisoleil.com

RCS ANNECY 819 789 934