

## HOTEL LA POMME DE PIN SALES CONDITIONS

The sales conditions outlined below are applicable to room rental and hotel services. They are valid for all bookings and hotel or restaurant guests.

**Before confirming your reservation, we invite you to get in touch with your insurance companies regarding your cancellation policies.**

### PRICES

The prices published on the hotel website, as well as in its brochures and advertisements, are, unless otherwise indicated, based on a stay of one (1) week, half-board or Bed & Breakfast, for two (2) persons in a double room.

The hotel reserves the right to modify the published prices for any other type of stay. The definitive stay price is the one indicated in the confirmation written and sent by the hotel.

All our prices are VAT included, in Euros and valid for the season 2017-2018.

The tariffs indicated by the hotel do not include the city tax. This tax is to be paid as a supplement, upon departure. For information, the city tax for the season 2017-2018 will be €1.90 per adult per night. The city tax may vary according to eventual legal dispositions undertaken. The hotel will automatically apply any modification to the city tax, and will not make any refund based on any such modification.

### ROOM TYPES

The Hotel La Pomme de Pin proposes several types of room, according to availability at the time of reservation. The type of room is confirmed only upon the sending of the booking confirmation by the hotel, and depends on availability. If the type of room proposed is not available at the time the client confirms the reservation, the hotel reserves the right to offer an alternative solution, and no claim for compensation may be made.

The rooms in the hotel La Pomme de Pin are equipped with telephone, satellite television, and a bathroom or shower with toilet, hairdryer, and safety deposit box.

- **Double rooms 26m<sup>2</sup>:** East-facing room for two people, equipped bathroom with bath and separated toilets. Except in the disabled room (n°106).
- **Double superior rooms 36m<sup>2</sup>:** East-facing room for two or three people with sofa bed, equipped bathroom with bath and separated toilets.
- **Suite 45m<sup>2</sup>:** North-facing room for two or three people with two sofa beds in the lounge separated, situated on the first floor of the building, equipped two bathrooms one with bath, one with shower and separated toilets.
- **Family 58m<sup>2</sup>:** for four people, two separated rooms, lounge area with sofa and flat screen television situated on the 4th floor of the building. Bathroom with bath and separated toilets.
- **Extra bed:** an extra bed may be installed in some rooms. Request has to be made when booking, to allow the hotel to offer a suitable room. The hotel cannot guarantee that a suitable room will be available if the request is made later. Extra bed, one hundred and thirty Euros (130) per day in half-board, will be charged. Due to security reasons, only one extra bed OR one baby cot per room is allowed.
- **Baby cot:** a baby cot may be installed in some rooms. Request has to be made when booking, to allow the hotel to offer a suitable room. The hotel cannot guarantee that a suitable room will be available if the request is made later. Due to security reasons, only one extra bed OR one baby cot per room is allowed.

Please lock away your valuables (jewels, mobile phone and tablet) as we are not responsible for their loss if left in the room. There is a Safety box in your room. The hotel is not insured for the valuables put inside the room's safety box.

## **PETS**

The hotel, restaurant, terrace, spa is not permitted to pets.

## **NON-SMOKING POLICY**

In accordance with Decree no. 2006-1386 of 15 November 2006, **smoking is strictly forbidden in the public areas of the hotel and in the rooms.**

We remind you that vaping is also not allowed in the public areas of the hotel and in the rooms.

Smoke detectors are in place and smoking in our building will result in a fine of one hundred and fifty Euros (150).

## **RESERVATION**

A rate proposal sent by the hotel constitutes by no means an agreement, and is subject to availability. Reservations will be considered definite and final upon reception, by the hotel, of a deposit paid by the client, equivalent to 40% of the total stay price. This deposit is lost if you cancel your booking. It may not be exchanged or attributed to a later or alternative reservation.

Upon reception of the deposit by the hotel, a confirmation of the reservation will be sent to the client. Room numbers will not be confirmed at this stage, and will be decided upon at the discretion of the hotel.

## **PAYMENT**

The balance of the total stay price, as well as all other services provided by the hotel (incidentals), have to be paid upon departure at the latest (except for the weeks from 30<sup>th</sup> of December 2017 to 06<sup>th</sup> of January 2018, and from 10<sup>th</sup> of February to 17<sup>th</sup> of February 2018). A credit card imprint will be required as a guarantee for each reservation. Should the client omit to pay the balance upon departure, the hotel reserves the right to charge the credit card provided as a guarantee with the unpaid amount; proof of payment will be sent to the address provided by the client upon arrival at the hotel.

For the weeks from 30<sup>th</sup> of December 2017 to 06<sup>th</sup> of January 2018, and from 10<sup>th</sup> of February to 17<sup>th</sup> of February 2018, we require the balance of the total stay 6 weeks before the arrival date. We will send you a reminder email 7 days before the deadline to remind you this payment. Without any payment, your reservation will be cancelled and you will not be able to recover the amount originally paid.

For last minute booking, we require the full stay payment by credit card before the arrival date. Without any payment, the booking will not be confirmed and will be cancelled.

The hotel accepts payments by bank transfer or by credit card (Visa, American Express, Eurocard or MasterCard valid at least 8 days after the end of the stay) for a minimum amount of thirty Euros (30). Cash is accepted within a limit € 1,000 (one thousand Euros). Foreign currencies are not accepted.

For payments made by bank transfer, the hotel will take into consideration the net amount paid into its bank account (proof will be provided upon request), and does not take responsibility for any bank charges or other charges relating to the transaction. The reservation will be considered definite after confirmation, by the bank receiving payment, of receipt of the transfer.

## **“ALL INCLUSIVE” PROMOTIONAL WEEKS**

The “all inclusive” offer is applicable to stays of seven (7) nights, from Saturday to Saturday, in one room and half-board, on the basis of double occupancy and above. The ski passes are available from Sunday to Friday included only. The ski passes are personal. No reduction will be made for persons wishing to occupy a double room alone. This offer is not valid for single occupancy. Early departures, non-used ski passes, are no reason for financial or material claim, or any form of reduction. Insurance is not included for the ski passes.

## **LATE ARRIVAL**

Dinner is served at the hotel restaurant from 7.00pm to 9.30pm. In case of late arrival after 9.30 pm, we can propose you a light meal upon arrival or a lunch in our restaurant during your stay instead of this missing dinner, if you requests it 24 hours in advance.

## **HIGH SEASON BOOKINGS**

For New Year's Eve week (30/12/2017 to 06/01/2018), and Half Term (10/02/2018 to 17/02/2018). A deposit of 40% is required to confirm the reservation, and the full prepayment (60%) is due 6 weeks prior arrival. If you would like to cancel a reservation for these periods, a full refund will be operating prior 1st of September 2017. After this date, the normal cancellation policies will be applied.

## CANCELLATION POLICY

The amount paid to confirm the booking is a deposit. Each party can withdraw from the agreement. In the case of withdrawal on behalf of the client, he will lose the deposit; in the case of withdrawal on behalf of the hotel, the hotel will refund the client with twice the value of the deposit (Law of January 18<sup>th</sup> 1992, article L.114-1 of the consumption code).

Cancellation has to be done in writing via electronic or registered mail, mentioning the booking number. To be valid, this cancellation must be confirmed in writing by the hotel, via electronic or regular mail. If the client does not receive confirmation of his/her cancellation, we recommend that he/she check with the hotel if the cancellation notification has been received, and request a written confirmation of receipt. The date on which the hotel confirmation is sent will be considered as the date of reference.

Cancellation of the reservation by the client is subject to the following penalties and fees:

- At any time after deposit paid: loss of the 40% deposit.
- Between 30 and 15 calendar days before arrival: loss of the deposit 40%, and additional charge of 30% of the total stay price as compensation and interest.
- Between 14 and 7 calendar days before arrival: loss of the deposit 40%, and additional charge of 50% of the total stay price as compensation and interest.
- Less than 7 calendar days before arrival or in case of "No Show": 100% of the total stay price will be charge.

**Once begun, all stays will be charged on the basis of the confirmed reservation.**

## DEPARTURE

**Early departure by the guest and non-use of services by the client, for whatever reason, will not be considered as valid ground for refund or reductions. The balance of the stay, incidental charges included, will be billed in its entirety.**

Half-board begins with the dinner on the day of arrival, and ends after breakfast on the day of departure. Full board begins with the dinner on arrival day, and ends with the lunch on departure day. The non-consumption of one or several meals does not entitle the client to a refund.

## ADDITIONAL SERVICES

The hotel can propose, at certain times and under certain conditions, following additional services:

- Ski passes reservation at the hotel ski shop: additional fee of six (6) Euros/pass.
- Parking lot(s) in the hotel garage: fifteen (20) Euros per vehicle per day or Hundred and Twenty (120) Euros per week per vehicle. The client must book this service in advance, and provide the reception with his car registration plate number. If the parking of the hotel is full, the hotel will park the guest's car into a public parking lot near the hotel, the rates apply will be the same as the hotel ones.
- Skiing lessons at the ESF ski school booking assistance: free of charge. The client must provide the hotel with all necessary information. The hotel acting merely as an intermediary, and will take no responsibility in case of conflict between the client and the service provider. Any eventual dispute must be settled directly between the client and the company providing the service concerned.

## ACCOMMODATION & LATE CHECK OUT

Rooms are available from 4.00pm on the day of arrival. They must be vacated at 12.00am at the latest on the day of departure. Should the client wish to keep his room after 12.00am on the day of departure, a request at the hotel reception should be made at least 24 hours in advance.

A late checkout will be granted only if hotel availability allows it.

- Departures between 12.00am and 2.00pm will be charged at 50% of the price of the following night.
- Departures after 2.00pm will be charged at 100% of the price of the following night.

Room electronic keys must be returned on the day of departure, in good condition. Loss of or damage to a key will be subject to a charge of fifty (50) Euros.

Rooms are made available to clients after assurance that all the furnishings are in perfect working condition and state of cleanliness. The client should immediately inform the reception if this is not the case.

If the room furnishings are damaged, beyond normal wear, the hotel reserves the right to charge the client with the eventual repair and replacement costs.

## **LUGGAGE**

An unsupervised luggage storage area is available on departure and arrival days. If you need, a porter is available.

Items of luggage left in this area remain under the entire responsibility of the luggage owner. The hotel is not responsible in case of theft, loss or damage to any items left by clients in the public areas of the hotel. Inflammatory objects and dangerous items will not be accepted in the luggage storage area. The hotel retains the right to refuse any item of luggage in its storage area if it seems necessary to protect the hotel security. Any luggage of any person not staying at the hotel La Pomme de Pin will not be accepted in its luggage storage area.

## **FOOD AND DRINKS**

According to hygiene rules, it is not allowed to bring food or beverages from outside the hotel. Any breach of this rule entitles the hotel to charge the client ninety Euros (€90) for the bactericide disinfection of the room.

We kindly require that our patrons consume alcoholic beverages at the bar and restaurants only.

If you wish to drink your own bottle of champagne, wine, alcohol at the bar or at the restaurant, or in any public area, corked fee will be charge fifty-five (55) Euros per bottle.

Drinks acquired outside of the hotel are not authorized, either in the public areas of the hotel or in hotel rooms.

## **CHILDREN POLICY**

Adults responsible for children shall ensure that the children under their charge do not enter rooms and corridors reserved to the staff. Children under 12 years old are not allowed to use the elevator without a responsible adult, and elevator will not be used as a playground area. Any inconvenience caused by a child engages the referent adult's responsibility. The responsible adult will pay for any order passed by the child placed under his/her custody.

The Children under 14 years old are not allowed to use the fitness center, or the spa facilities without a responsible adult.

## **INSURANCE**

The hotel subscribes to and maintains a valid insurance policy for Civil Responsibility, which guarantees corporal damage and the materials provided to guests within the hotel, and this for the total duration of the client's stay. It is recommended that clients take out any other insurance necessary for their personal cover, before, during and after their stay. "Snow" insurance may be taken out upon purchase of ski passes or directly at the Ski Lift ticket offices.

We remind you than all your valuables left in the safety deposit box, are not insured by the hotel. The hotel cannot be responsible.

## **RESILIATION CLAUSE**

The reservation contract may be cancelled by the hotel, in full right, without payment of compensation or interest to the client, in the case of an event constituting a major force, or in the case that it is impossible for the hotel to operate in conformation with normal hotel standards, for any reason beyond the hotel's responsibility, notably in the case of late opening or non-opening of the resort (natural catastrophe, road closure), as well as in the case that the client's payment is terminated.

## **GRIVELERIE**

"Grivelerie" is the term used for a client requesting a service or a product, which he/she knows he/she cannot / will not pay for, for instance:

- 1: ordering drinks or food in a place selling drink and/or food
- 2: booking and occupying one or several rooms in a hotel (for a stay up to 10 days)
- 3: requesting fuel tanking at a fuel station
- 4: use of a taxi

"Grivelerie" is punished with 6-month detention and a fine of seven thousand five hundred (7,500) Euros.

## **TREATMENT OF PERSONAL INFORMATION**

The Hotel La Pomme de Pin and its operator company Management Plus Hotel have computer treatments for managing its customer files and reservations only.

Under the Data Protection Act of 6 January 1978, you have the right to access and rectify information concerning you , that you can exercise by writing to Headmaster - Hotel La Pomme de Pin – Les Chenus 73120 Courchevel 1850 or email [pommePIN@manplus.com](mailto:pommePIN@manplus.com)

You can also, for legitimate reasons, oppose you against the processing of data.

## **REFUND AND COMPLAINTS POLICY**

By confirming his/her booking, the client accepts the hotel's sales conditions and internal regulations. If any breach or damage is established after the client's departure, financial compensation will be charged on the client's credit card.

Any dispute relating to the interpretation or the fulfillment of the reservation contract, which could not be solved amicably, will be presented before the Court of Albertville.