

Your accommodation contract is made with La Giettaz Properties SARL ("The Company" or "We") and is made upon The Company's acceptance of the contract, i.e. when our booking confirmation invoice has been issued to you. Your acceptance of these terms is understood to be on behalf of all members of your party.

1. The Price of Your Holiday

What's Included:

- Accommodation for the number of nights stipulated at the time of booking
- All utilities – electricity, gas, water, etc – used during your stay
- Use of all on-site spa facilities
- Bed linen and towels
- Shuttle service to ski-lifts in village
- Welcome hamper on arrival
- Breakfast delivery of pastries and bread
- Internet access on site
- DVD/video game hire on request
- Baby equipment hire on request
- Daily apartment servicing (bed turn-down service and light cleaning)

What's Not Included:

- Travel to and from La Giettaz
- € 200 security deposit (payable on arrival and fully-refundable in the event of no damage/loss to any equipment)
- Ski-Lift passes
- Equipment hire
- Travel insurance: please ensure you have adequate winter sports cover!
- Local tax de séjour (price TBC but will not be more than 1 EURO per person per night)
- Extra services payable on site: babysitting (price TBC on arrival), grocery shopping (available Mondays and Wednesdays, cost € 25 per apartment plus cost of shopping), packed lunches and evening meals ready to heat in your apartment (price TBC on arrival)

Special Requests:

If you have any special requests for your accommodation, please let us know at the time of booking, and we will do our best to fulfil them. All requests are subject to availability and cannot be guaranteed.

2. Paying for Your Holiday

How to Pay

We accept payment via credit card, Paypal or direct bank transfer. Please ask for further details for your preferred method.

Deposit and Full Payment

We require a 10% deposit to secure your accommodation at the time of booking. This deposit is non-refundable and your accommodation cannot be guaranteed until it has been

received. The balance of your payment is due 28 days before the start of your holiday. If you book within 28 days of arrival, we require payment in full at the time of booking.

Breakage Deposit

When you arrive, we will ask you for a € 200 deposit to cover any breakages, loss or damage to equipment in your apartment during your stay. This deposit will be authorised from your credit card and it is fully refundable in the likely event of no problems. If anything is broken, lost or damaged while you are with us, please let us know immediately and we will do our best to fix the problem as soon as possible. Failure to let us know during your stay may incur additional costs if we have to replace items after you have left. Please note, complimentary dressing gowns are not to be removed from the premises and will be reimbursed from your deposit in this event.

3. Cancellations

If you have to cancel your holiday, please let us know as soon as possible. The following cancellation charges will apply:

If you cancel more than 28 days before arrival: loss of deposit

If you cancel between 14 and 28 days before arrival: we will retain 50% of the total cost

If you cancel less than 14 days before arrival: we will retain 100% of the total cost

Your insurance policy should cover you for cancellation charges under most circumstances. Please check with your insurance provider for further details.

Force majeure:

Occasionally, The Company may have to cancel or make substantial change(s) to your holiday, for reasons beyond our control, known as force majeure. This includes (but is not limited to) war or threat of war, terrorist activity and its consequences, industrial dispute, strike action, riot, fire, natural or nuclear disaster, adverse weather conditions, fuel shortages, technical problems relating to the property or any other unusual or unforeseen event.

In the extremely unlikely event of us having to cancel your holiday, we will refund in full all sums that have been paid and we will do our utmost to find you alternative accommodation in the local area.

4. Changes to Your Booking

If you wish to change the date of your holiday, please let us know as soon as possible and we will do our best to accommodate you. If the cost of your holiday increases as a result of the new dates, the extra charge will be added to the total balance of your holiday. If you make changes less than 28 days before arrival, the standard cancellation terms, as outlined above, may apply. Holidays may not be moved to another season.

5. Behaviour and Regulations

We reserve the right to terminate the contract of any guest(s) whose party make-up or behaviour, in the opinion of the Management, interferes or may interfere with the general comfort or safety of other guests. In the event of this happening, the contact will be cancelled immediately. If the guest(s) is already on the premises, they will be given 24 hours to leave. No refunds will be made.

In order to protect our guests and staff, anyone found to have an infectious or contagious disease may be requested to leave the premises immediately. No refunds will be made.

6. Availability of Facilities

All facilities offered at the time of booking are done so in good faith. In the unlikely event of any facility not being available, we will advise you of any changes prior to booking, and will make all reasonable endeavours to advise guests who have already booked of any changes made thereafter. If you wish to cancel your holiday as a result of these changes, please let us know as soon as possible. Depending on the circumstances, the full cancellation charges may not apply in this event.

Please note, we obviously cannot guarantee snow in the local area and any bookings cancelled by guests due lack of snow will be subject to the standard cancellation terms as outlined above. If there is not enough snow in the local area, it may be possible for us to extend our shuttle service to an area with better conditions, although there may be a supplementary charge for this. If the local Ski-Lift is not in operation, we will endeavour to extend the shuttle service to the nearest available lift, although again please note there may be a supplementary charge for this.

7. The Company's Commitment to You

We accept liability for the proper performance of this accommodation as sold to you. We provide accommodation on the premises and contract for the provision of other services through suppliers who we have taken reasonable care to ensure are reputable, safe and efficient businesses. We will monitor the performance of both our own service and that of our suppliers and ensure they meet our high standards. If you are not happy with any aspect of the service provided either by us or by one of our suppliers, please contact us as soon as possible and we will do our utmost to fix the problem as soon as possible.

If the contact we have with you is not performed or is performed improperly by us or our suppliers, we will pay you appropriate compensation if this has materially affected your enjoyment of your holiday. However, we will not be liable where any failure in performance is due to: you or other members of your party; a third party unconnected with the holiday contract; unusual or unforeseen circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

In the event of any of the above problems, we will provide you with such prompt assistance as is reasonable under the circumstances.

Our liability shall be limited to a maximum of twice the total cost of the holiday.

8. Arrivals and Departures

Your apartment will be ready from 4pm on the day of your arrival. On your day of departure, we ask that you vacate your apartment by 10am, in order to give us enough time to clean it before the next arrivals. If you wish to arrive earlier or depart later, please let us know as far in advance as possible, and we will do our best to accommodate you.

9. Parking

Each apartment has one designated parking space. If your party is travelling in more than one car, please let us know prior to arrival so that we can make suitable arrangements.

10. Website and Brochure Accuracy

The Company takes every care to ensure that all the information and prices provided on our website and on all other promotional material are accurate but at times there may be circumstances which dictate otherwise. All photographs and plans are intended as a guide only.

Please note that prices may change at any time, and may go down or up. Please contact us for a full quote.

11. Reproduction of Material

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