



Val d'Arly Tourist Office general terms and conditions for booking

By registering for a holiday, the client accepts these general terms and conditions, in accordance with decree no. 94-490 of 15 June 1994 pursuant to article 31 of the Law of 13 July 1992 fixing the conditions for carrying out activities relating to the organization and sale of travel or holidays. These general terms and conditions apply to individual clients only. The terms and conditions of sale to groups will be specified in a specially-drafted contract.

Article 1: In accordance with the Law of 13 July 1992, the Val d'Arly Tourist Office Central Booking Service may book and sell all types of leisure and accommodation services of general interest in its sphere of operation. It facilitates searches by members of the public by offering them a choice of services. To support this work it has Prefectural Authorization no. IMO73120014, has taken out a business liability insurance policy no. 4891644504 with AXA France IARD, 26 Rue Drouot – 75009 PARIS, and has a financial guarantee with Crédit Agricole des Savoie – PAE Les Glaisins – 4 Avenue du Pré Félin – 74940 ANNECY LE VIEUX.

Article 2: Concluding the booking contract

2-1. Booking contract not including any extra services apart from accommodation The contract will be confirmed on receipt of the deposit by the Central Booking Service, i.e. 30% of the cost of the stay plus a booking fee and cancellation insurance where relevant. The payment must be accompanied by the signed booking voucher. The balance must be paid 28 days prior to arrival. The Central Booking Service will not send out a reminder. Both payments must be made out to “Régie de recettes de l’OTI du Val d’Arly”. If you book this type of holiday less than 28 days prior to arrival, you must pay the full cost of the holiday at the time of booking. The accommodation provider will send you a holiday rental contract containing his own rental terms and conditions. — **The following types of payments are accepted for this contract:** bank cards (CB, VISA, MASTERCARD) and bank transfers.

2-2. Contract including an extra service as part of an inclusive package (ski package, equipment hire, etc.) The contract will be confirmed on receipt of the deposit by the Central Booking Service, i.e. 30% of the cost of the stay plus a booking fee and cancellation insurance where relevant. The payment must be accompanied by the signed booking voucher. The balance must be paid 28 days prior to arrival. The Central Booking Service will not send out a reminder. Both payments must be made out to “Régie de recettes de l’OTI du Val d’Arly”. If you book this type of holiday less than 28 days prior to arrival, you must pay the full cost of the holiday at the time of booking. — **The following types of payments are accepted for this contract:** bank cards (CB, VISA, MASTERCARD) and bank transfers.



2-3. In both cases, if the deposit is not paid, the pre-booking is automatically cancelled without notice.

Article 3: Cancellation insurance NB: NO REFUND PROVIDED FOR IN CASE OF CONTAINMENT OR CLOSURE OF BORDERS

The Central Booking Service will offer you cancellation or curtailment insurance in accordance with the clauses in the contract at a cost of 3.15 % of the total cost of your stay. This is optional. You may consult and download the cancellation insurance conditions online :

<http://www.valdarly-montblanc.com/assurance-annulation>

Article 4: Cancellation conditions All cancellations must be notified to the Central Booking Service by letter sent by recorded delivery. A lack of snow, poor snow cover on the slopes (downhill, cross-country, snowshoes) or bad weather are not reasons for obtaining a refund on a holiday or a service.

4-1. If you are booking accommodation only or an All-Inclusive holiday WITH cancellation insurance, the sums paid are refunded by the cancellation insurance as long as the reason for the cancellation is covered by the insurance policy in particular the risks associated with Covid 19. To benefit from the cover, you must send the documents supporting the reasons for the cancellation to the Tourism Office of Val d'Arly **within five days of becoming aware of the need to cancel**. The claim must be accompanied by a photocopy of the booking contract concerned, signed by both parties or with proof of their agreement, and the re-hire contract for the premises rented for the period set out in the initial booking contract. **In the event of a claim relating to the holiday cancellation or curtailment guarantee, the purchaser agrees to give the insurer's doctor access to the medical file; otherwise the guarantee may not be brought into play.** The amounts paid will be refunded on the cost of the rental (excluding the booking fee and the cancellation insurance premium).

4-2. If you are booking accommodation WITHOUT cancellation insurance, the amount retained will be calculated as follows: - Cancellation more than 29 days prior to arrival: deposit + booking fee retained - Cancellation between 28 days and 15 days: 50% of the cost of the holiday + booking fee retained - Cancellation between 14 days and the arrival day: 100% of the cost of the holiday + booking fee retained

4-3. If you are booking an All-Inclusive holiday WITHOUT cancellation insurance, the amount retained will be calculated as follows: - Cancellation more than 29 days prior to arrival: deposit + booking fee retained - Cancellation between 28 days and 15 days: 50% of the cost of the holiday + booking fee retained - Cancellation between 14 days and the arrival day: 100% of the cost of the holiday + booking fee retained

Article 5: In the event of late arrival or cancellation during the holiday — You must inform the Central Booking Service **if you are going to arrive late**. No reduction will be granted. — No refund or reduction will be given if **the holiday is curtailed**, or if there is a reduction in the number of people compared to the initial contract, unless you have taken out cancellation insurance. In this case, the cancellation insurance contract and terms and conditions will prevail.

Article 6: Special clauses for furnished accommodation



6-1. Information relating to the occupancy of the accommodation — The signature on the booking contract is not transferable. In no circumstances may the accommodation be rented out to third parties, except with the prior agreement of the Central Booking Service and/or the accommodation provider. — The service includes the provision of the accommodation for the number of people and the period defined in the contract, heating (during the winter season), hot and cold water and electricity (unless stated otherwise in the booking document). — The accommodation is provided for the capacity shown in the description (the owner therefore has the right to refuse to let the accommodation if it is over-occupied). It is furnished accordingly and includes bed-covers, bolsters or pillows, crockery, cutlery and kitchen equipment. — The following are not included in the rental charge: the supply of sheets and household linen, firewood where relevant and telephone charges, unless stated to the contrary. — When you arrive, you must pay the owner the charges not included in the price (tourist tax where relevant). — Arrival and departure times are specified in the accommodation provider's rental contract. However, if no such times are mentioned, you may contact the accommodation provider to find out. Unless the accommodation provider has given his consent, you may not occupy the accommodation outside the stated times. You must inform the accommodation provider if you are going to arrive late, so that he can leave the keys for you. — The tenant who signs this contract may in no circumstances claim any right to remain on the premises at the end of the rental period. — Any tenant who wishes to bring a pet must have obtained the agreement of the Central Booking Service and the accommodation provider before signing the contract. He must provide an up-to-date vaccination certificate on his arrival. — If there are any problems with the accommodation during the holiday, the accommodation provider is the only person authorized to answer questions or deal with requests of any kind. In no circumstances may the Central Booking Service intervene.

6-2. The tenant must ensure that the rental period runs smoothly and peacefully, and that the premises are used for the purposes for which they are intended. — An inventory will be taken in the presence of the tenant and the owner (or his representative) at the start and end of the holiday. This inventory will act as the only reference in the inventory of a dispute over the state of the premises. On the day of departure, the inventory will take place between 8 am and 10 am, unless agreed otherwise with the owner. — **A security deposit** must be paid directly to the owner. This will be returned on the day of departure or within 1 week unless the inventory shows that repairs need to be carried out. In this case, the security deposit will be returned within 3 months at the latest. The tenant must demand documentary proof of the costs that he is required to pay. — **In the event of an early departure** that prevents the inventory from being taken on the tenant's day of departure, the owner will return the security deposit within a period not exceeding 2 weeks. — **The tenants are responsible for cleaning the premises** during the rental period and prior to their departure. If the apartment is left in a dirty condition, a deduction will be made from the security deposit.

Article 7: Special clauses for hotels, guest houses and "tables d'hôtes"

— If you are staying in a hotel or guest house, the price indicated is for the room, room and breakfast, half-board or full board or per person, depending on which service you have booked.



- If you are staying at a hotel, you must cover the cost of drinks and other expenses incurred.
- The 30% deposit and the tourist tax is to be paid at the tourist office at the time of booking.
- The balance of the stay is to be paid to hotel, guest houses or “table d’Hotes” at the time of your arrival
- If there are any problems with the accommodation during the holiday, the accommodation provider is the only person authorized to answer questions or deal with requests of any kind. In no circumstances may the Central Booking Service intervene. — You must compensate the accommodation provider for any loss, theft or damage resulting from your actions.

Article 8: Special clauses for All-Inclusive bookings — the prices shown are for All-Inclusive packages; no reduction will be given if you do not use the services provided. — No refund will be given **if the number of people as shown in the initial booking is reduced** less than 28 days before the arrival date. — **The “non-skier” prices** proposed as part of the All-Inclusive packages apply only to those packages. These services cannot be sold outside an All-Inclusive package. — **For the All-Inclusive “ski” packages**, a maximum of one non-skier may take part in the holiday.

Article 9: Client insurance and public liability The Val d’Arly Central Booking Service informs its clients that they are bound to take out insurance against the risks inherent to their occupation, i.e.: — Theft, loss or damage to their personal effects and any damage that they may cause to the furniture and fittings in the rental property, and any damage that they may cause to any of the buildings as a result of possible negligence. — Please note that clients’ personal effects, luggage, objects, furniture, securities and vehicles are not guaranteed against theft, loss or damage, regardless of the cause. — The parties therefore agree that the Central Booking Service bears no responsibility in this matter and that it is up to the client to take out the insurance he considers necessary to cover his personal property.

Article 10: Tourist tax Accommodation-only bookings and All-Inclusive holidays: **tourist tax is not included** in the cost of the holiday, unless stated otherwise. It must therefore be paid directly to the owner. The rate is decided by the Tourist Office management committee, depending on the accommodation ranking.

Article 11: Disputes It is agreed that any disputes will be referred to the High Court in Albertville.