

## Alpine Adventure: Covid-19 policy

### Exceptional booking terms and conditions

Because of the uncertainty that Covid-19 currently presents we have introduced some temporary changes to our booking terms and conditions. These may be revised at any time in response to the rapidly changing situation.

We are offering greater flexibility for Summer 2020 and Winter 2020/21 bookings:

#### Summer 2020

*For new bookings at any of our chalets before October 2020:*

A 25% deposit will be taken to confirm your booking.

Your holiday balance will not need to be paid until **2 weeks** prior to arrival.

If, before your balance payment date, you are forced to cancel your holiday as the result of a new wave of COVID-19 and

- the FCO/French Government advises against travel to Morzine or France  
or
- Europeans borders are closed for non-essential travel  
or
- Quarantine measures are in place

we will offer the option to either transfer your holiday to dates later this year; use your deposit against a future holiday with Alpine Adventure or (if neither of these options are possible) give you a full refund of the deposit paid.

If you choose not to travel for any other reasons our standard terms and conditions will apply, and your deposit will be retained.

Note that if your original flight is cancelled, but other travel options are available, you will not be able to receive a full refund if you choose to cancel.

Once your balance is paid (2 weeks prior to arrival) the holiday is no longer refundable.

As always, we advise taking out adequate travel insurance to cover your holiday against unforeseen events.

## **Winter 2020/21**

*For new winter bookings made between 1 June and 30 September 2020.*

A 10% deposit will be taken to confirm your reservation.

You can amend or cancel your booking and receive a full refund any time before 30 September 2020.

We hope that by September will have a clearer picture about the likelihood of another outbreak of COVID-19 and what restrictions may be in place over the winter. We will update our Terms and Conditions at this time to take account of any new information and contact you to confirm whether you want to proceed with your holiday.

On 1 October, a further 15% will become due (taking the total deposit to our usual 25%). At this point, the 25% deposit will become non-refundable and our standard Terms and Conditions will apply.

As always, we advise taking out adequate travel insurance to cover your holiday against unforeseen events.

## **Your commitment to us**

Please act responsibly and not to travel if you are suffering from / suspect that you have been exposed to a COVID-19 infection. If you become unwell whilst on holiday or shortly after returning home, please let us know so that we can take the necessary precautions to keep our chalets safe for everyone. If you need medical help or advice whilst on holiday let us know and we can put you in touch with local medical professionals.

## **Cleaning and sanitisation procedures**

*We have introduced the following additional measures to protect our guests and staff during these unusual times:*

### **Your arrival**

A self-check-in procedure will be in place at all of our self-catered properties. This will limit any unnecessary person-to-person contact. You will be provided with a keycode to access your holiday accommodation and a comprehensive “welcome” information pack will be sent to you electronically. You will be able to contact us by email or phone if you have any questions.

### **Revised check-in / check-out times**

We have revised our check-in / check-out times to allow extra time for cleaning and sanitisation. You will be able to check-in to your accommodation any time after 17:00 on your arrival day and will be asked to check-out at 09:00 on your departure day.

Usually our arrival / departure times are very flexible but sadly we will have to enforce these stricter rules at the current time.

### **Our staff**

PPE equipment (e.g. face masks, gloves, gowns, indoor closed toe shoes) will be worn by members of staff when inside the chalet.

### **Cleaning and Sanitisation**

In addition to our usual stringent cleaning procedures we have introduced the following:

- The windows and doors in our properties will be opened fully during the cleaning process to allow them to fully air.
- Disinfectants and anti-viral sprays will be used to clean all surfaces. Cleaning liquids will contain at least 70% alcohol.

- Any high-touch items will be disinfected. This includes (but is not limited to) items like handrails, remote controls, light switches, thermostats, plus sockets, dining table chairs, appliances, door & window handles, key pads for entry to chalets, taps and flushes, hair dryers, cots and high-chairs.
- We will not be offering any mid-stay cleans while guests are in the property.
- All non-essential items (cushions, bed throws, information packs and leaflets, board games, children's toys, non-essential kitchen equipment etc) will be removed from the chalets during the period of COVID.
- Hand sanitizer will be available at each property and we ask you to use this on before entering to the building. We will also provide liquid hand soap, antibacterial wipes and cleaning products which we encourage you to use during your stay.
- Prior to your departure you will be asked to strip the linen from your beds and put this, plus your used towels, into the laundry bags provided. This will mean that our staff do not need to touch these used items.