

Alpine Adventure: Covid-19 policy

Exceptional booking terms and conditions

Effective from 1 September 2021 until further notice

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.

For new bookings, made after 1 September 2021

A **25% deposit** will be taken to confirm your booking and your holiday balance is due **10 weeks** prior to arrival (as normal).

If, between your balance payment date and your scheduled arrival in resort, there is:

- a Covid-19 related closure of all mountain lifts on the French side of the Portes du Soleil ski area; or
- a blanket travel ban imposed in France or the country of residence of your group leader, which prevents travel to resort within the time frame prescribed in the booking; or
- a blanket requirement for all persons to self-isolate (quarantine) for a period of 3 days or more in the country of residence of the group leader on return from France

we will accept a cancellation by you and provide you, with one of the following alternatives:

- A credit-note for 100% of the amount paid to us which can be used to cover a booking to start at any time up to 18 months after the first day of the original booking; or
- A refund of all the money paid by you, except for the non-refundable deposit of 25% of the total cost of your booking, which covers the administrative costs and fixed overheads associated with providing your holiday

If you choose not to travel for any other reasons 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.

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.
- 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.