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# HÔTEL ALPINA \*\*\*

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Lodge | Restaurant | Chalets Adelphine | Appartements | Spa

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## GENERAL CONDITIONS OF SALE

### **1- Prices**

The Alpina Hotel reserves the right to modify its offers and prices online at any time. All stays are invoiced on the basis of the rates in force at the time the reservation is made. Prices are inclusive of all taxes and are expressed in Euros. They are per person and per day, unless otherwise stated. They do not include tourist tax or additional services.

### **2- Tourist tax**

Tourist tax is not included in the rates. The amount of this tax is 1.50€ per night (over 16 years old) and is set by the commune. We are in charge of collecting it from our guests and paying it back to them.

### **3- Deposit and interruption of stay**

At the time of booking, a 50% deposit of the total amount of the stay will be requested. Any reservation will only become effective upon receipt of the deposit, which is deductible at the end of the stay when the stay has been completed in its entirety. If you interrupt your stay, the deposit will not be refunded. The balance is payable on departure.

### **4- Changes to the booking by the vendor or the client**

Exceptionally, if the accommodation provider is obliged to modify one of the elements of the rental contract, the client may, after being informed, either

- either accept the modification proposed by the vendor
- or cancel the contract and obtain a refund of the sums paid

If the client wishes to modify his reservation, once it has been confirmed, we will do our utmost to satisfy him.

The client must notify us by letter, fax, e-mail or telephone call as soon as possible.

### **5- Unused services**

In the case of full or half board, meals not taken are not subject to any reduction or refund.

## **6- Half board**

Our half-board rate is an indivisible package including dinner, accommodation and breakfast.

## **7- Cancellation conditions**

### **Special provisions during the COVID-19 health crisis**

#### **Cancellation conditions :**

First of all, the Tourism Code protects the consumer, and if a national confinement, a ban on movement or an administrative closure of our establishment were to occur, the sums paid by way of deposit would be carried over to a new stay of your choice, then reimbursed after 18 months if this one is not carried out. If you do not accept this deferral, we will refund you.

However, you are not covered if you or a member of your family tests positive. If you wish to protect yourself from this risk, we offer you a cancellation insurance.

We advise you to take out this cancellation insurance for 3.90% of your stay. It is available either on our website when you buy online or when you confirm your booking with us. A secure payment link will be sent to you systematically.

In case of cancellation by the client, the following fees will be retained, if you have not taken out cancellation insurance:

<b>From 60 to 30 days before arrival or abandonment of stay</b>	<b>50% of the amount of the stay (amount of the deposit paid)</b>
<b>From 29 to 15 days before arrival</b>	<b>60% of the total amount retained</b>
<b>From 14 to 8 days before arrival</b>	<b>70% of the total amount withheld</b>
<b>From 7 to 2 days before arrival</b>	<b>80% of the total amount withheld</b>
<b>From 1 day and no show</b>	<b>90% of the total amount withheld</b>

Hotel Alpina reserves the right to cancel a reservation within 24 hours of making the online reservation, without charge. In this case, the client's card will not be charged.

## **8- Cancellation insurance**

When sending the confirmation letter, we will send you a link to the possibility of taking out cancellation insurance. This is optional. If you wish to take out this insurance, it will cost you 3.50% of the total amount of the stay booked. Thanks to this option, and in case of cancellation on your part, it guarantees you the reimbursement of the sums paid as a deposit. (see contract)

It also protects you against a positive test of the Covid-19, which could prevent you from leaving.

## **9- Specific request**

If you have a specific request such as: a particular floor, a particular room number or a certain exposure..., you must specify it when you make your reservation.

## **10- Arrival and departure times**

The rooms are available to the client from 2 p.m. onwards. On the day of departure, they must be vacated between 10 a.m. and 11 a.m. at the latest. In case of late arrival, the guest must inform the hotel reception as it closes at 23:00. Arrangements will be made to welcome you after this closing time.

## **11- Accommodation**

All the accommodation presented to customers complies with French safety standards and is regularly inspected. They are equipped for tourist stays.

In the description, the number of beds in each room is systematically specified. Under no circumstances may the accommodation be occupied by a greater number of people than indicated in the contract.

In the event of a breakdown in the equipment, the accommodation provider undertakes to remedy the situation as quickly as possible but no compensation may be claimed.

The hotel provides guests with a relaxation area with a swimming pool, sauna, hammam and jacuzzi. In the event of a breakdown in one of these facilities, the hotel owner will do his utmost to shorten the inconvenience but no compensation may be claimed. Guests must first ensure that they are in good physical condition and health and are fit to use the facilities. They must also ensure that they are aware of the instructions for use and safety. Children are the responsibility of their parents. The Alpina Hotel declines all responsibility for damage, loss or injury and reserves the right to deny access to these facilities to any person who refuses to comply with the operating and safety rules.

**Our hotel is non-smoking.**

## **12- Complaints**

Any possible complaint during the client's stay must be reported immediately to the management, in order to solve the problem as quickly as possible, thus allowing you to spend a pleasant moment in our establishment.