



GENERAL CONDITIONS OF SALE

Season 2019-2020

PREAMBLE

These general conditions apply to all hotel LE BLIZZARD 5* guests, for the reservation of rooms and suites and all the services performed by the hotel.

Every booking implies that the customer agreed upon the present general conditions of sale.

GENERAL GUEST OBLIGATION

The customer agrees to use all the facilities of the hotel with due precaution and discernment in accordance with the present conditions of sale. The guest cannot accommodate other people than those provided at time of reservation, without the express consent of the hotel management.

RESERVATION

CONFIRMATION OF OPTION

In order to confirm a reservation, a deposit will be required as follows:

During the « High Season » weeks (from 20/12/19 to 07/01/20 inclusive and from 07/02/20 to 22/02/20 inclusive)

- 50 % of the total amount for all stay of more than 2 nights
- 100% of the total amount for all 1-night stay

For the rest of the season

- 30 % of the total amount for all stay of more than 3 nights
- 50 % of the total amount for all 2-night stay
- 100% of the total amount for all 1-night stay

The deposit will be deducted from the bill at the end of the stay.

CANCELLATION

It is reminded to the client, in accordance with Article L. 121-20-4 of the Consumer Code, it does not have the right of withdrawal as provided in Article L. 121-20 of the Code of consumption, since the services are provided on a date or at specified intervals.

All cancellations must be sent by e-mail or fax. Only the date of receipt by LE BLIZZARD 5* is valid.

- **At least 45 days before arrival (60 days during the “high season” weeks)**, the full deposit is reimbursed with a deduction of 50 € per room for management fee.
- **Less than 45 days before arrival (60 days during the “high season” weeks)**, the deposit is kept in full (not refundable), whatever the reason for the cancellation. No other fees will be applied. An invoice can be provided for the guest personal insurance.

MODIFICATION

All modification (change of dates, shorten stay, etc.) must be sent by e-mail or fax. Only the date of receipt by LE BLIZZARD 5* is valid.

- **At least 45 days before arrival (60 days during the “high season” weeks)**, a fixed price of 50 € per room is charged for management fee.
- **Less than 45 days before arrival (60 days during the “high season” weeks)**, modification is no longer possible. The amount of the stay as specified in the booking confirmation will be due in full.

NO-SHOW

In case of a no-show, the booking is automatically cancelled. The full amount of the reservation initially booked will not be due but the deposit paid is kept. The deposit is non refundable or cannot be postponed for another stay.

EARLY DEPARTURE

Any stay, once started, must be paid in full.

In case of early departure, the amount of the stay as specified in the booking confirmation will be due in full.

ARRIVAL AND DEPARTURE

Rooms are ready at 3 pm on your arrival day, and must be released by 12 noon on your departure day.

An early or late check-in should be mentioned before arrival.

A late check-out after 12 noon, **on previous request and depending on availability**, may result additional charges.

ROOM ALLOCATION

The hotel promises to do his best to respect all the guests' preferences, but cannot guarantee, under any circumstances, a particular room number, floor or decoration style.

NON-SMOKING

All our rooms are strictly non-smoking. We request our guest to smoke only outside on the balcony; a pocket ashtray is available in the room. If smells of cigarettes and/or damages due to tobacco consumption are inflicted in the room, the hotel may reserve the right to invoice the cost of the cleaning service.

RESTAURANT

LE BLIZZARD 5* run 2 restaurants:

- « Le Blizzard », for the most exigent palate, proposes traditional French Cuisine (for lunch and dinner)
- « La Luge » is devoted to Savoyard specialties and grill (dinner only)

Our sister property, the Hotel Village LA MOURRA 5*, located at 400 meters, offers a restaurant and a bar:

- "La Mourra" offers Japanese influenced cuisine (dinner only)

BREAKFAST

Breakfast is served buffet-style in our restaurant "Le Blizzard" from 7 to 10.30 a.m., or in the room with supplement. Untaken meals are not refundable.

We do not offer the half board package. Therefore, should you wish to have dinner in one of our restaurants, we highly recommend that you reserve a table well in advance (subject to availability).

WELLNESS CENTRE AND SPA "BY CLARINS"

Our Wellness Centre is an area of more than 200m² that includes:

- heated outdoor swimming pool and hot tub, on a solarium terrace facing mountains
- sauna, steam room, large Jacuzzi
- training room fitted with high-performance equipment
- relaxation room with an herbal teas bar

Our registered physiotherapists offer a large range of massages (after-ski, reflexology, thaï, ...), on request and on supplement.

Free Pilates and yoga collective's lessons are performed during mornings, on previous reservation.

Spa "By Clarins": our beauticians propose our clients a full range of "Clarins" personalized massages and treatments.

The Wellness Centre is a place dedicated to relaxation. We highly advise our guest to respect calm and discretion. The entrance is authorized for children of less than 16 y.o, only under the surveillance and responsibility of at least one adult.

OTHER INFORMATION

Animals are accepted in the room with a supplement of 30 € per day, per animal (does not include meals). They are forbidden in our Spa and both restaurants.

The hotel does not have any extra bed.

Baby cot (up to 3 years old) can be added for free in all our rooms.

Rates do not include the visitor's tax. This is to be paid extra, at the time of departure.