



# Maison Cluaran

## TERMS AND CONDITIONS

If you have any questions about the information contained in either these terms and conditions or your booking confirmation email, please do not hesitate to contact us as soon as possible so that we can resolve your query.

Please refer to our website, [www.chaletchardons.com](http://www.chaletchardons.com) for detailed descriptions of your accommodation.

When you pay your deposit, it is deemed that you have read and agreed to our terms and conditions.

### 1.0 Making Your Booking

We can only liaise with one person / group leader for bookings, and it is agreed that person has authority to act on behalf of the group and has sole liability for payment

### 2.0 Your Deposit

To confirm your holiday, we ask for a deposit. However, if you book within 12 or fewer weeks of your arrival, we will ask you for the full cost of your holiday when booking. Your Deposit must be paid within 5 working days of you receiving formal confirmation of your booking from us. If we have not received your deposit in time, we reserve the right to pass the booking slot to the next enquiry on the waiting list.

### 3.0 Your Balance

The balance of the cost of your holiday is payable 12 weeks prior to arrival. We will contact you prior to this date to remind you that the balance is due. If the balance is not received by the due date, then we reserve the right to cancel the booking and retain your deposit.

### 4.0 Our Prices

All prices and payments will be in Euros and including VAT. Local tourist tax collected by the mayor's office is excluded and noted separately on our invoice

### 5.0 Check In/Check Out

Our property will be available to you after 3.00pm on the date of your arrival and we ask that it is vacated by 9.00am on the date of departure. We will request confirmation of your time of arrival at the time your final payment is settled. Reception host is available until 10.00pm daily. If you are to arrive later, we will need to make special arrangements.

If you are arriving before 3.00pm we can store your luggage while you explore and relax in our beautiful village.

### 6.0 Chalet Staff

Our chalet staff will meet you on arrival and check our property on your departure. They are the point of contact during your stay for emergencies and to assist if there are problems with our property. They are not full-time professional staff.

### 7.0 Benefits

We have partnerships in Venosc and the resorts which can offer discounts on equipment hire, storage and lift passes. We can discuss this with you at the time as they will be subject to availability. Any contract you make with our partners will be with them alone, and not Maison

Cluaran. You should therefore ensure that your travel insurance has adequate to cover any losses you may incur as a result of circumstances beyond the third-party suppliers' control.

### 8.0 Internet Access

We have free Wi-Fi, however we cannot guarantee its capacity or a continuous and uninterrupted connection. The name and pass codes are in your chalet book.

### 9.0 Smoking and naked flames

Smoking, Vaping and naked flames in our chalet are strictly forbidden, including candles, incense sticks, cigarettes, pipes, cigars etc.

### 10.0 Pets and animals

Our chalets are sold as 'Pet free'. Pets are strictly forbidden. Please do not invite any animal into our chalet

### 11.0 Your Safety

The safety and well-being of our guests is of paramount importance to us. Our property is required to meet French & European regulations and safety standards. We request that you and your party familiarise yourself with your accommodation and safety procedures and equipment as soon as you arrive.

We respectfully remind you that you and your party must hold valid winter / summer sports holiday insurance for your stay.

### 12.0 Brexit

If a Brexit creates difficulties requiring us to change our agreement with you then we reserve the right to do so. We will do our best to accommodate you but if we cannot agree any changes with us then we will refund you fully. These changes may include the following:

- Tax and tariffs increasing the rental cost
- Changes to our terms and conditions
- Major delays

### 13.0 Your Holiday

Your holiday is self-catering and self-organising. The services that form part of your holiday will be provided either directly by us or by independently contracted suppliers. Your rental only includes the use of the property for the designated period. Lift passes, equipment hire, airport transfers, food and beverages etc are not included.

### 14.0 Chalet Occupation

The number of people permitted to stay in your accommodation is strictly limited to  
Le Studio = 2 (4 people subject to rental supplement – Futon bed)

Maison Cluaran = 8 (10 people subject to rental supplement – Futon bed)

Please note that we cannot make refunds either for any unused part of your booked holiday accommodation or for services that we were contracted to provide.

### 15.0 Your Insurance

It is an express condition of your booking with us that that you and the members of your party have adequate travel insurance offering cover for all the activities you undertake



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in resort, including cancellations, airport delays, equipment hire, inadequate spotting conditions etc. We will not accept any liability for loss or damage incurred by any of your party traveling to and staying with us as a result of them not having adequate insurance.

## 16.0 Your Travel

All travel arrangements will be made by you. You agree that all modes of travel to, from and within our resort may be subject to delays and cancellation and additionally you accept that we are not responsible these.

## 17.0 Alterations and cancellations made by you

If you wish to change your booking, we will do our best to accommodate you, subject to availability. All request of this nature should be in writing. There may be extra charges incurred due to differences in the advertised prices and administration costs (€ 50). Please ensure you have appropriate insurance cover

If you cancel your holiday the cancellation charges below are payable from the date we are informed of your cancellation and are calculated to cover the cost of processing your cancellation and to compensate us for the risk we take that we may not be able to resell your booking.

Where cancellations are made more than 12 weeks before your intended arrival date you may be liable to forfeit your deposit. We will do our best to try to resell your booking to another person in which case we may be able to refund it.

Cancellation charges	
More than 12 weeks before your arrival date	25% of the total
12 to 6 weeks before your intended arrival date,	75% of the total
Less than 6 weeks before your intended arrival date	100% of the total.

## 18.0 Events out-with our control

If your holiday is impacted by strikes, riots, political unrest, hostilities, war, terrorist activity, industrial disputes, fire, flood, extreme weather, transportation problems, airport closures, or any other event out-with our or our control, we will not be liable to you for any loss, damage, costs or expenses incurred by you or your party. You are reminded to take out adequate travel insurance in this respect.

## 19.0 Alterations by us

We will not change you holiday unless our accommodation becomes unusable or unsuitable through fire, earthquake, malicious damage or any event out with our control. It is a highly unlikely scenario, however if it occurs, we will do our best to find you alternative accommodation or refund you fully. We do not accept any responsibility whatsoever for loss and expense of any kind incurred by you in this respect.

## 20.0 Your Conduct

Please remember that you are on holiday with others around you who are also on holiday. We would never want to hinder your fun and enjoyment; however, it is expected that you will do so with consideration of others,

and not at the expense of others comfort and enjoyment in our village.

We are proud of our chalets and we are sure you are proud of you own homes. Please make yourself at home and treat our chalet with respect, remembering there are many more people coming to stay after you. Please leave our chalet as you find it. Your insurance deposit will cover you for accidental breakage. Reasonable wear and tear is accepted as not your responsibility.

## 21.0 Lost Property

If you leave anything in our property, we will contact you and arrange its return. We will advise you of the postage cost and return to you on receipt of payment.

## 22.0 Early/Late Season/Off Season

At the beginning and/or end of the season, some facilities in resort such as lifts, bus services, ice rinks, swimming pools etc. may not be available.

If you are an off-season holiday (creative retreat, chillax) then we assume you will have chosen this specifically for the silence and tranquility, and know the recreational facilities will be very limited. Provisions and necessities for your stay are always readily available in Bourg d'Oisans, 15 minutes' drive from Venosc (supermarket, shops, markets, petrol, banks, medical facilities etc.)

## 23.0 Complaints

We want you to have the best holiday possible. In the unlikely event of something being not to your liking, we would like to resolve this resolve it as quickly possible, so please contact our hosts immediately.

## 24.0 Passports and Visas

Subject to Brexit, UK residents require a current passport for any holiday outside the UK. If you are traveling on a non-British passport, you may require a visa to visit France so please check with your relevant authorities before leaving on your holiday.

## 25.0 Data Protection

We will not share your personal information with anyone. We will securely store your identification information unless you request otherwise. We will not store, nor will we ask for your bank details, credit card details or passport details.

## 26.0 Legal

We do not make any warranties, guarantees and/or representations, express or implied, as to the accuracy or validity of the information contained the information, we provide you. Nor do we make any warranties, guarantees and/or representations as to the nature or standard or otherwise of any services offered by us. We do not accept liability for any indirect or consequential loss of any kind in contract arising out of your use of or reliance on the information provided to you, or the performance / non-performance of any services by us.

Our liability shall be limited in respect of direct loss (save in the case of personal injury or death) to a maximum of the price of your rental.