

# Chalet 3 Valleys

St Laurent de la Cote,  
73440 St Martin de Belleville  
FRANCE



## Terms & Conditions - Self Catered rentals

Please read these terms & conditions carefully. Your booking and payment for a holiday constitutes acceptance of them.

### CONTRACT

The contract for a short-term holiday rental shall be made between the client and Mark and Janet Whyman, operators of Chalet3Valleys. The Contract is only effective once the transaction has been approved via email or by telephone, the required payment has been received and written confirmation has been sent to the client. An email being sent to the clients email address will be taken as written confirmation.

### PAYMENT

A deposit of £600 (or Euro equivalent at the prevailing exchange rate) is payable at the time of booking. We will hold this as a refundable security deposit when you pay for your self catered holiday rental. This is held in case of breakages, loss or damage to our property together with any excess cleaning or refuse disposal required after occupancy. We don't charge for minor accidents, so don't worry, but do tell us so we can sort them out for our next guests. Inconvenience to future clients may attract a higher charge.

Full payment for your rental at the rate stated in your quotation is due 8 weeks prior to arrival. For bookings made less than 8 weeks in advance, the total amount is payable at the time of booking. If payment is not received as stated above, your holiday will be regarded as having been cancelled by you. Payments can be made by bank transfer, cheque or by prior agreement by credit card. Payment must be made in Sterling or Euros (at the prevailing exchange rate).

### CANCELLATION

If you wish to change your booking we will endeavour to try to accommodate you, but we cannot guarantee we will be able to do so. If you decide to cancel your holiday, you should let us know immediately. Any cancellation made by the client for whatever reason shall be in writing or by email. If you cancel more than 8 weeks before the start of your holiday you will only lose your deposit. However, if you cancel between 8 and 4 weeks before the start of your holiday, the cancellation charge would be 40% of the total cost, and if you cancel 2 to 4 weeks before, this would rise to 70% of your holiday cost. If you cancel within 2 weeks of the start of your holiday, the charge is the full cost of your holiday. If we have to change your holiday we will let you know as soon as we can. If this change does not suit you, we will refund all amounts you have paid. We will not be held liable for any changes caused by actions outside our control or by force majeure. The client is advised to have holiday cancellation insurance in place.

### ARRIVAL & LEAVING

You can arrive at Chalet3Valleys from 1700hrs on the arrival day and you must vacate the property by 1000hrs on the rental end date.

### CARE OF PROPERTY

The Client is responsible for ensuring that all members of his/her party behave in a responsible manner in both relation to the property and being considerate to neighbours. Chalet3Valleys is in a French village, your neighbours live there and their property and persons should be treated with courtesy and respect. If you cause any damage to the chalet, fittings or equipment you will be liable for the cost of repair or replacement. If your behaviour or that of any member of your party seriously impairs the enjoyment of other guests, we reserve the right to refuse to further accommodate the guilty party and contractual obligations to that individual(s) will cease. We do ask clients to report accidental breakages or repairs requires to us on +33 6 77 97 48 68 immediately. Faults or failure with any

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equipment within the property unreported by previous visitors should also be reported immediately in order that steps can be taken to remedy any problems. We aim to ensure that Chalet3Valleys is maintained to a high standard. In the event of a breakdown, a repair/replacement shall be found/fitted as soon as is practicable. We cannot be held liable for a breakdown of any facility which is beyond reasonable control (e.g. breakdown or failure of any electrical equipment, facility or plumbing) or from any misuse or negligence of the client using the equipment.

### WHAT IS INCLUDED

Free WiFi, provision of electricity for heating and hot water. The property has a wood burning stove as a secondary form of heating, we supply logs. The chalet is let with bedlinen and towels. Local tourism tax is included in your rental charge.

### WHAT IS NOT INCLUDED

Lift passes and ski / equipment rental, insurance, personal laundry, and travel including shopping errands, travel from your home, transfers to the resort, transfers to the slopes. We strongly recommend that you bring appropriate transport.

### PETS

Pets cannot be accepted due to allergies experienced by some clients and to maintain cleanliness.

### SMOKING POLICY

Clients are reminded that Chalet3Valleys is non-smoking. All traces of smoking materials must be removed from patios/gardens etc by the hirer by the end of occupancy.

### NUMBER OF GUESTS

In all cases the number of persons occupying a property must be as set out in the booking. Additional persons of any age up to the maximum number of 14, must be notified in advance and approved with payment in advance of their arrival. In any case numbers of guests must not exceed 14.

### PERSONAL INJURY & LOSS OF CLIENT PROPERTY

The client or members of his/her party cannot hold the owners or agents responsible for injury sustained or the loss or damage to any belongings during their stay. The proprietor accepts no liability for accident, injury, loss or damage sustained by any residents, their family, visitors, animals, vehicles or personal effects however caused.

You must have adequate and appropriate travel insurance which will cover accidental damage to the property. It is recommended that you carry your EHIC card where applicable and arrange for winter sports insurance at the appropriate level for the activities you are planning.

### CIRCUMSTANCES BEYOND OUR CONTROL

If for any reason our chalet is not available or has been rendered unsuitable for holiday letting on the date booked, we will endeavour to inform you at the earliest opportunity and offer alternate dates, or offer a refund of all monies paid by the client. Once alternative dates have been accepted or payment made there shall be no further claim against the owner. Your stay at our property should be an enjoyable experience, nevertheless, should you have cause for complaint, please advise us immediately. Regrettably, therefore, it is unlikely that complaints can be accepted and investigated at the end of the hiring period or after the client has departed. We do welcome all feedback as it helps us to maintain standards.

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### CLEANING

The chalet must be left as you found it, clean and organised with all refuse and personal client property removed. Leave the fire with the doors shut, to avoid risk of accidental combustion we will undertake all ash removal and setting of a new fire.

Where additional cleaning or refuse removal is required a standard charge of £100 will be levied from your deposit.