

20 July 2020

Booking Conditions with My French Chalet LTD

Any contract between the client and My French Chalet shall be governed in all respects by English Law. Only English Courts shall have jurisdiction in relation to any claim or dispute arising out of or connected with any such contract. The client accepts to rent the property under the booking conditions detailed in this contract. This contract is drawn up between the parties stated herein and cannot be transferred to a third party without the express permission of My French Chalet.

If the client does not comply with any of the booking conditions, My French Chalet reserves the right to terminate the stay of the client and no refund will be given in this situation.

The client agrees to be a considerate tenant and to use the property correctly and accordingly. Any breakages, damage to the property or non-completed Exit Procedures (listed in the apartment in three places) will be deducted from this damage deposit, as well as administration costs charged at £30 GBP per hour. During the COVID-19 pandemic, we also require clients to clean the kitchen before departure.

The client must check all booking details are correct before arrival. Failure to note My French Chalet of any errors in the confirmation email or their Client Area is the liability of the client.

The booking will become effective on receipt of a 40% deposit. When payment of the deposit has been made, the balance is due 60 days before arrival. If the balance of the reservation is not settled on time, the reservation could get cancelled and the deposit will not be refunded. Payment must be done by bank transfer or credit card online in EUR or GBP only.

The client will be required to provide a GBP £400 or EUR €440 damage deposit 1-4 days before arrival in their Client Area. The amount is only pre-authorized and will be released up to 10 days after departure. In the case of long lets (> 28 days), the amount required is GBP £800 or EUR €880 and the deposit will be authorized. We do not take deposit in cash or cheque on arrival nor bank transfer/ virements before arrival (if you do the latter the cost to return will be GBP £30 OR EUR €33).

We advise all clients to arrive in the normal time slot of 17:00 to 21:00 hr to avoid any issues. My French Chalet offers a check-in by 'secure lock box' and not a 'meet and greet'. The client must CHECK-IN in their Client Area before arrival. Arrival time is between 17:00 and 21:00 hr and departure time by 10:00 hr. Arrival and departure time is possible outside of these hours but must be authorized by My French Chalet and payment is required. If the client arrives after 21:00 hr and the client has not completed CHECK-IN, then there could be a surcharge if My French Chalet is called out.

My French Chalet does not accept liability for any expenses occurred by the client arriving outside of key pickup time and under no circumstances will a late arrival or no show be entitled to a reduction in the rental.

The hire of linen is mandatory in all accommodation. If the client uses beds without linen, then they will be charged the dry-cleaning costs. The payment of tourist tax in Chamonix and Les Arcs is also mandatory and authorized by the resort Maires.

The client is unable to request a change of property during their holiday and if there are any problems about the condition of the property and any inventory discrepancy, the client must contact the My French Chalet in-resort team immediately not after departure.

My French Chalet has the right to cancel any reservation made by the Book Online site if a technical error has caused the price to be incorrect within 24 hours of the booking being made.

The property is non-smoking, some chalets do not permit pets (please see website advert) and maximum capacity must not be exceeded. Children under the age of six years are NOT to sleep in the upper bunk bed of any apartment.

My French Chalet will not accept liability for any entry or utility issues (such as electrics, gas, heating, water, telephone, swimming pool and Wi-Fi) when these are controlled by the building management or owner.

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My French Chalet will not accept liability for any act or default or omission on the part of the suppliers of any third-party service that we offer and over whom My French Chalet has no direct control or has information link to on this website.

For winter season rentals, the rental rate is based on a start date of the first weekend of Christmas week and an end date of the last weekend of the following Easter holidays. The rate will include all utility payments. Clients can arrive as early as 01 December and leave as late as 30 April, with no alteration in price. My French Chalet does not cover the Taxe de Sejour and clients must go to the tourist office to settle this. Rents and deposit must be paid in advance to arrival. All inventories must be checked on arrival and the apartments must be handed back in the same condition as they are received.

CANCELLATION

The client is required to take out the necessary insurance cover for all situations which may call on his liability.

In the unlikely event that My French Chalet must alter or cancel your holiday the client shall be offered comparable accommodation, reduced cost accommodation or a full refund - whichever the client would prefer, unless the cancellation or alteration is due to forces beyond the control of My French Chalet such as fire, floods, natural disaster, political unrest, riots, strikes, war or any other circumstances amounting to Force Majeure.

For cancellations received more than 2 months before arrival, deposit monies (40%) will be withheld by My French Chalet. For cancellations received within the 2 months before arrival, 100% of monies paid will be withheld by My French Chalet. Any monies due must be settled. Cancellation of a booking will only take effect when written or email notification by the client is received by My French Chalet. In the case that the client cancels the accommodation, and if My French Chalet refills the accommodation, My French Chalet will refund the client their monies less any loss in rent and a GBP £100 administration fee. If the client cuts short his stay, he will not be entitled to any reimbursement.

Exceptional COVID Related Cancellation

For bookings made before 31 Dec 2021, My French Chalet will refund 80% and for bookings made after 31 Dec 2021, My French Chalet will refund 50% of the total cost of any nights not used in the event of the following: border closure or resort closure in France only. We do not cover for travel (such as airline, boat, train cancellation), border or quarantine in the traveller country, or if the traveller should contract the disease. The refund will be exclusive of any bank charges and there will be a £50 GBP admin charge per transaction; as well as cleaning and linen costs should the cancellation occur < 5 day before arrival. If circumstances change which bring the above into effect, the client has 72 hours to cancel and claim the refund - to cause as minimal loss to our owners as possible. Please make sure you have the correct travel insurance in place.