

20 July 2020

Booking Conditions with My French Chalet

The client accepts to rent the property under the booking conditions detailed in this contract.

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.

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 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 has to 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.

COVID-19 Related Cancellation

For all bookings made after 01 June 2020 and with arrival date 01 December 2020 to 30 September 2021, My French Chalet will refund 95% of any nights not used in the event of the following - border closure in France, resort closure in France, quarantine in France > 3 days required; border closure in client source country, resort closure in client source country, quarantine in client source country > 3 days required; airline cancellation due to COVID-19.

We do not cover for airline cancellation outside of COVID-19 or if the traveller should contract the disease. We also do not cover if any of the above scenarios are already in place at the date and time of your booking. In the event the holiday is cancelled within 5 days of arrival or the holiday has been started, we will not cover the changeover costs of cleaning and linen.

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 preceding arrival, 100% of monies paid will be withheld by My French Chalet. 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 by the property owner.

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.

The client will be required to provide a GBP £400 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 longer lets > 28 days, the amount required is GBP £800 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 £20).

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) will be deducted from this damage deposit, as well as admin costs charged at £30 GBP per hour.

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

www.myfrenchchalet.com

20 July 2020

The client must CHECK-IN in their Client Area before arrival. Arrival time is between 17:00 and 21:00 hr and departure time up to 10:00hr. My French Chalet can arrange early entry and late departure at a charge, but this must be authorized. If the client arrives after 21:00 hr and the client has not provided their damage deposit and this not CHECK-IN, then there could be a surcharge if a staff call-out is required. After office closure the assumption is everybody is in. My French Chalet does not accept liability for any expenses occurred by the client arriving outside of key pickup time unless specifically notified by client prior to arrival. Under no circumstances will a late arrival be entitled to a reduction in the rental.

The property is non-smoking, animals are not allowed in the property unless specifically permitted 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 My French Chalet apartments.

The client must pay for linen as part of their holiday cost. The hire of linen is mandatory in all accommodation and must be equal to the number of beds being used by the clients. If the client uses beds without linen, then they will be charged the dry-cleaning costs. The client must pay Tourist Tax in Chamonix and Les Arcs authorized by the resort Maire.

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 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.

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.

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 and not in line with the prices listed on our public site within 24 hours of the booking being made.