



Terms and conditions of rental and cancellation

RENTAL conditions

- All reservations made must be confirmed within 48 hours by a deposit payment link by email of **30%** of the amount of the stay + the amount of the Cancellation insurance if you have taken it out.
- On receipt of the deposit, we send you by email your reservation.
- **The balance must be paid 14 days before your arrival day / payment by link.**
- Arrivals are from **3.30 pm** - Departures until 10 am
- In case of late arrival after 8 pm, please inform us to give information about the keys.
- Changes to our services due to government restrictions will not imply a price change or cancellation of stay.

During winter,

Ski passes at promotional rates for certain periods are non-refundable, non-modifiable even in the event of an exceptional closure of the ski area. In the event of definitive closure of the ski area due to a pandemic, the days not skied will be refund. The closure of the ski lifts does not give rise to a refund / cancellation of the stay.

1/ CANCELLATION conditions

Modification and Cancellation Charges applied by Renardiere Residence are:

- **A + 30 days of arrival =** Deposit of 30 % are refunded **– 50 €** booking fee
Or kept in the form of a **credit valid for 18 months**
- **From 30 days to 14 days inclusive =** Deposit of **30 % is kept**
- **Less than 14 days before arrival =** The stay will be invoiced in its entirety
- **Stay modified or shortened stay during holidays** The stay will be invoiced in its entirety.

2/ CANCELLATION Insurance Option **5 %**

of the amount of your holidays (except local tax)

*Risks epidemics * Ski pass included

If you have subscribed to the Gritchen / Mutuaide Cancellation insurance when making your reservation.

- 1 - Cancel your reservation with La renardière
- 2 – Inform Gritchen insurance in writing within 5 days : www.declare.fr disaster@declare.fr with your insurance contract number.

Cancellation linked to exceptional situation

If French government measures related to epidemic or others did not make it possible to:

- Open the residence or continue its activities
 - Authorize travel for tourist purposes
- The cancellation conditions would be established according to the measures linked to our activity.