



Terms and conditions of rental and cancellation

RENTAL conditions

- All reservations made must be confirmed within 4 days By a deposit of **30%** of the amount of the stay.
- On receipt of the deposit, we send you by email your reservation.
- The balance must be paid at the end of the stay.
- 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.

During winter,

Ski passes at promotional rates for certain periods are payable 7 days before your arrival.

They 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.

CANCELLATION conditions



Cancellation linked to the Covid pandemic situation

If French government measures related to the coronavirus did not make it possible to:

- Open the residence or continue its activities
- Authorize travel for tourist purposes

The cancellation conditions would be:

- **More than 30 days before arrival =** The 30% deposit is **refunded - 30 €** for administration fees
Or * kept in the form of a **credit valid for 18 months**
- **From 30 days to arrival =** The deposit of 30% will give rise to a **CREDIT valid for 18 months**
- In the event of a break in stay, the balance will be calculated based on the number of days worked.

Nota :

- For our customers residing in foreign country, we invite you to take note of the travel restrictions in force before booking.
Travel may only be permitted under certain circumstances for tourist travel.
- If you contracted the covid before or during your stay, the cancellation costs will be covered by your personal insurance.



For any others causes of Modification and Cancellation charges applied by Renardiere Residence are:

- **A + 30 days of arrival =** * Deposit of 30 % are **refunded - 30 €** 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 =** The stay will be invoiced in its entirety.