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# Information and Services

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If you are looking for an accommodation for your stay in the mountains, if you are about to book at Chalet des Neiges, or just in search of some information in order to organize your stay once you have made your booking, then this document is made for you. It will enable you to find all the answers to your questions and all the information to get ready for your holidays.

However, if you still have a question, please do not hesitate to contact the Booking  
Department  
on + 33 4 79 390 290 or by email: [info@chaletdesneiges.com](mailto:info@chaletdesneiges.com)

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## THE BOOKING OF YOUR STAY

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- **How to book?**

The booking of your stay at Chalet des Neiges can either be made by sending an email on [info@chaletdesneiges.com](mailto:info@chaletdesneiges.com), or by contacting the booking department over the phone, on 0033 479 390 290. You also have the possibility to book directly online through our website [www.chaletdesneiges.com](http://www.chaletdesneiges.com), by clicking on the tab "BOOK".

By visiting our website, you will also be able to follow the offers and discounts provided by Chalet des Neiges throughout the year, and therefore book your stay at the best price, according to your needs.

- **Payment of your stay**

At the moment of the booking, a 25% deposit of the total amount will be required to confirm the reservation. The remaining balance of your stay should be paid 30 or 45 days prior your arrival (including the services added thereafter, such as ski passes, ski lessons, parking spaces...). Therefore, all the services booked will have to be paid before your arrival, and the services added after the payment of the balance of your stay will have to be paid straight away. For some special offers, the total amount of your stay could be required on reservation.

Credit cards (Visa and Mastercard), and bank transfers are the means of payment accepted for the payment of the deposit or of the balance of your stay. We do not accept American Express credit cards. You have the possibility to pay the balance of your stay with different credit cards (when several families/friends are staying in the same apartment and each one wishes to pay his share).

A reminder email will automatically be sent to you to remind you of the date by which you must pay the balance of your stay. You will then need to log in to your customer area to make this payment.

- **Requests concerning the apartment**

At the moment of the booking, you will be able to mention your wishes in terms of exposure, view, and location of the apartment, where you will be accommodated during your stay. We will indicate your preferences in your booking but we would like to draw your attention on the fact that we cannot guarantee the assignment of an apartment which complies with all your wishes. The assignment of the apartments is done a few days before your arrival by the manager of the Residence, who will take into consideration the requirements of all our customers. He will do his best

to satisfy your demand, according to our possibilities, and taking into account the constraints of our residences.

- **Rental conditions**

The rate of the apartment's rental includes the apartment's rental, bed linen, towels, beds made at your arrival (during winter only and for stays of more than 6 nights), water, electricity, heating, TV, telephone direct dial (calls excluded), and all the taxes (except the tourist tax, which will have to be paid at your arrival, on site). The booking of your stay also includes free and unlimited access (during opening hours) to the facilities available in each residence (indoor heated swimming-pool, sauna and hammam, fitness room).

For each booking file, there are €35 of booking fees which are not included in the price of the apartment.

A deposit of €500 to €1000 per apartment will have to be given at check-in time. It will have to be paid by bank card imprint only. This deposit will be given back to you on the day of your departure, if no damage and no breach of contract are recorded (missing or broken object, final cleaning not done or insufficient, loss of keys...).

- **Cancellation insurance**

Chalet des Neiges gives you the possibility to subscribe a €86 optional cancellation insurance. If you decide to subscribe this cancellation insurance, we will not have the possibility to suppress it thereafter. We will require the first names, family names and dates of birth of all the participants, who will be thus covered by this insurance.

The cancellation insurance guarantees the cancellation of your stay for any justified reason (disease, accident, death, lack of snow), before or during your stay. It includes especially the ski passes' and ski lessons' refund in case of cancellation of your stay, the ski equipment breaking, the third-party liability insurance. Please contact the booking department in order to get the specific and contractual conditions of cancellation.

- **Cancellation of your stay**

Any cancellation of a stay at Chalet des Neiges will generate a €75 cancellation fee, per apartment and per week. The cancellation will have to be notified by registered post with recorded delivery, or by email, and the date of reception will determine the date of cancellation. If you have booked your stay under "classic conditions" (excluding special offers), and your cancellation occurs more than 30 days before your arrival, the cancellation fee will be €75. If you cancel between 30 and 15 days before your arrival, the costs will be 50% of the price of the stay,

if you cancel 14 days or less than before your arrival, the costs will be 100% of the price of the stay.

If you have booked your stay with a special offer and you cancel more than 60 days before your arrival, the cancellation fee will be €75. If you cancel between 59 and 46 days before your arrival, the fee will be 50% of the price of the stay, if you cancel 45 days or less than before your arrival, the fee will be 100% of the price of the stay.

If you have taken advantage of the FLASH offer, 100% of the total amount of the stay will be requested at the time of confirmation. The booking will then be non-refundable and non-changeable.

Furthermore, please note that Chalet des Neiges will not be required to refund all or part of the stay to the tenant, in case of reduction in the length of the intended stay, for whatever reason. The cancellation insurance subscribed through Chalet des Neiges or the personal insurance of the tenant may apply in that case.

- **Changes of your stay once confirmed**

One of your children who breaks his arm, the children who finally decide to come with their friends, a wish to arrive one day earlier or to leave one day later? The Chalet des Neiges' team is always understanding and will always do its best to offer you the possibility to adapt your stay, according to your requirements. Therefore, it will be possible to offer you an upgrade, an early arrival, a late departure, if the planning enables it. Those changes will be done without any fees (other than the difference in the price due). Please do not hesitate to contact the booking department in order to solve these little changes, for which we will probably find a solution.

- **Ski passes, ski equipment and ski lessons**

Chalet des Neiges takes care of everything! On request, we can book your ski passes, at competitive rates. You will collect them upon your arrival, at the residence reception, when you will be given the keys of the apartment. You also

have the possibility to order ski lessons with the French Ski School ESF, through us (without discount). Those orders will have to be placed at the latest, 10 days before your arrival. Regarding ski equipment, we will send you the link of our partners and the discount code you will have to indicate to benefit from the special rate applied for all the Chalet des Neiges customers.

- **Tourist taxes**

The tourist taxes are not included in the price of the accommodation. They will be added at the moment of your stay and will have to be paid on site, according to the number of participants. They are established by the municipality and depend on the classification of the residence.

- **Length of the stay**

The stays at Chalet des Neiges are from Saturday to Saturday, whatever residence you are staying in. During low season, and depending on the availabilities, we offer stays with an arrival on a different day of the week or short stays (of 3 nights minimum). During high season, the apartments are rented from Saturday to Saturday. It is possible to arrive on a different day, on Sunday for example, but there will not be any change on the price of the stay. If you wish to arrive on Friday, if we do have availability, the extra night will be invoiced (by prorating the weekly rate).

- **How to communicate with Chalet des Neiges?**

Throughout the booking process and until your arrival on site, you will be connected to the Booking Department. All the exchanges are made by email or by telephone. Chalet des Neiges does not send any document by post. The Booking Department will be in charge of communicating all the important information (such as services added, exposure of the apartment...) to the receptions of the residences, in order to ensure that you have a pleasant stay.

## ***IN THE MOUNTAINS, BE PREPARED!***

You are about to reach the resort where you will spend an excellent holiday. Keep in mind that the weather in the mountains is very changing. Therefore, whatever weather is announced the day of your departure, do not leave equipment, which might be essential, at home: snow chains will necessarily have to be part of your luggage. Organize them so they can be used quickly and make sure that you also have water and gloves. Specific chaining areas will be available all along the way to the resorts. Please note that equipment very easy to use and which do not require much space, exist. We would advise you to check with a garage.

We draw your attention on the fact that **the access to the resorts is often forbidden by the police, to the cars which are not equipped with snow tyres and/or snow chains.**

## THE RESORTS



### THE RESORT

**Height:** 2000 metres

**Atmosphere:** The resort of les Arcs offers a huge ski area, in the heart of the Tarentaise valley, connected to the resorts of La Plagne, Peisey Vallandry, Montalbert, Champagny and Les Coches by the Paradiski area. The variety of its slopes is in tune with the diversity of the atmospheres offered by this resort, which is organized into four levels: Arc 1600 (family resort), Arc 1800 (young and sportive resort), 1950 (refined resort) and 2000 (sportive resort). By going to Arc 2000, you will therefore take advantage of not just one but 4 resorts very close to each other, and with very much to offer.

**GPS coordinates :** Longitude 6.832527 / Latitude 45.570178

### PARKING

**Covered car parks:** Le Lac des Combes and Le Mont-Blanc (with extra cost). More info on <https://en.lesarcs.com/my-car-park/arc-2000>

Both car parks are equipped with charging points for electric vehicles.

### USEFUL CONTACTS

**Some contacts which might be useful to organize your stay:**

Tourist Office of Les Arcs-Bourg Saint Maurice:

00 33 479 07 12 57 or [contact@lesarcs.com](mailto:contact@lesarcs.com)

Ski lift company ADS (ski passes): 00 33 479 04 25 03 or

[contact.ads@compagniedesalpes.fr](mailto:contact.ads@compagniedesalpes.fr)

Ecole de Ski Français Arc 2000 (French Ski School): 00 33 479

07 47 52

Grocery delivery: Sherpa Arc 2000 - 04 79 07 28 12

Nursery Arc 2000: 00 33 479 07 64 25 or

[garderie2000@wanadoo.fr](mailto:garderie2000@wanadoo.fr)

Weather: 00 33 892 68 02 73

Road and traffic conditions: 00 33 479 377 337 or 00 33

820 207 309

### ACCESS

**By car:** To access the resort Arc 2000, take the motorway A43 to Albertville and then take the N90 towards Bourg-Saint-Maurice. Once in Bourg-Saint-Maurice, follow the road of Les Arcs (D119). You will only find one bifurcation on the road, follow Arc 2000.

**By plane:** You can take a shuttle from each airport to access the resort. Bookings and information:

- From Geneva airport: <https://www.altibus.com/en/> (00 33 479 68 32 96)
- From Lyon St Exupery airport: <https://www.altibus.com/en/arriving-by-plane/lyon-saint-exupery-airport> (00 33 479 68 32 96).
- From Chambéry airport: <https://www.altibus.com/en/> (00 33 479 68 32 96)
- From Grenoble airport: <https://www.bensbus.co.uk/> and <https://www.altibus.com/en/>

**By train:** From the bus station or the train station of Bourg-Saint-Maurice, take the funicular railway to Arc 1600 (with extra cost – departure each 20 minutes – 10-minute ride) then take the free shuttle to Arc 2000 (approximately 20-minute journey) 00 33 479 00 24 30.

You can also access the resort by taking a bus: <https://www.altibus.com/en/>

**Car rental** in Bourg-Saint-Maurice: Super U – 0033 4 79 07 24 11 - <https://www.ulocation.com/>

**By taxi:** <https://www.lesarcs.com/taxi>

In order to book a taxi from the airport where you will be landing, to Bourg Saint Maurice, please consult the airport website. Those shuttles mainly operate during winter.

*Please contact directly the airports or the bus stations for your travels during summer.*

## CIME DES ARCS\*\*\*\*

The Residence Cime des Arcs, which opened in December 2008, is our successful residence, as it is located on the slopes, on the main square of the resort, near the ESF (French Ski School) meeting points and the ski departure point. It is a 4-star residence and it offers 52 very bright apartments, which can accommodate from 2 to 12 people. All the apartments are modern, uncluttered, fully equipped and comfortable, and they have a view either on the mountain or on the resort. Ideal for families, the access to the slopes is surprisingly easy. The people who do not ski will benefit from the services of the residence and from an unobstructed view on the ski area and on the resort.

The residence offers services as mentioned: swimming pool, sauna, hammam, fitness room, bread and pastries delivery, covered private car parks. The Residence Cime des Arcs is located directly on the slopes, is ski-in, ski-out, and the nearest lifts are located less than 50 metres from the residence.

### DIFFERENT TYPES OF APARTMENTS

Type	Description
<b>2 rooms</b> 2/4 people - 32 m <sup>2</sup>	1 double bedroom + living-room with sofa bed and balcony + fully equipped kitchen 1 bathroom + 1 toilet
<b>2 rooms + cabin</b> 4/6 people - 38 m <sup>2</sup>	1 double bedroom + 1 cabin with bunk beds + living room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 1 toilet
<b>2 rooms + cabin comfort</b> 4/6 people - 45 m <sup>2</sup>	1 double bedroom + 1 cabin with bunk beds + living room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 1 shower room with an Italian shower + 1 toilet - <i>adapted for disabled people</i>
<b>3 rooms</b> 4/6 people - 45 m <sup>2</sup>	1 double bedroom + 1 twin bedroom + living room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 1 shower room + 1 toilet
<b>3 rooms duplex</b> 4/6 people - 55 m <sup>2</sup>	1 double bedroom + 1 twin bedroom + living room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 1 toilet
<b>3 rooms + cabin</b> 6/8 people - 60 m <sup>2</sup>	1 double bedroom + 1 twin bedroom + 1 cabin with bunk beds + living room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 1 shower room + 1 toilet
<b>4 rooms</b> 6/8 people - 89 m <sup>2</sup>	1 double bedroom + 2 twin bedrooms + living room with sofa bed and balcony + fully equipped kitchen + 2 bathrooms + 2 toilets
<b>4 rooms duplex</b> 6/8 people - 62 m <sup>2</sup>	1 double bedroom + 1 twin bedroom + 1 family room with 4 singles beds under the roof + living-room with balcony + fully equipped kitchen + 1 bathroom + 1 shower room + 1 or 2 toilets
<b>4 rooms + cabin</b> 8/10 people - 83m <sup>2</sup>	1 double bedroom + 2 twin bedrooms + 1 cabin with bunk beds + living-room with sofa bed and balcony + fully equipped kitchen + 1 bathroom + 2 shower rooms + 2 toilets
<b>5 rooms + cabin</b> 10/12 people - 128 m <sup>2</sup>	2 double bedrooms + 2 twin bedrooms + 1 cabin with bunk beds + living-room with sofa bed and balcony + fully equipped kitchen + 2 bathrooms + 1 shower room + 2 toilets
<b>5 rooms + cabin with sauna</b> 10 people - 120 m <sup>2</sup>	2 double bedrooms + 2 twin bedrooms + 1 cabin with bunk beds + living-room with balcony + fully equipped kitchen + 2 bathrooms + 2 shower rooms + 2 toilets + a private sauna

## THE RESIDENCE

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**Access:** At your arrival in the resort of Arc 2000, please take the road until the top to « Place Basse ». Once arrived at the top, you will find a bifurcation and a signpost. Turn left, pass under the residence Club Med and then follow the signpost « Cime des Arcs » by taking the road which keeps left. The residence is at the end of this road.

If you have booked a parking space, you will be able to access the covered park, which entrance is the same as the one of the car park of the Residence Chalet des Neiges La Source des Arcs\*\*\*\*\*.

If you haven't booked a parking space, you will still have the possibility to enter the car park to unload your luggage, as near as possible to the elevator which will lead you to the reception of the residence.

**Accessibility for disabled people:** Several apartments are fully adapted to welcome disabled people (shower room with an Italian shower, wide doors, elevator to access the different floors from the car park). We only draw your attention to the fact that, as the resort of Arc 2000 is pedestrian, it might be difficult to move outside the residence. Please note that the ESF (the French Ski School) offers tailor-made ski lessons.

**Allergies:** There is carpet on the floor of the bedrooms and there is parquet flooring in the living-rooms. The pillows and the duvets are anti-allergic.

**Balcony:** All the apartments of the residence have a balcony, with different exposures and views.

**Coffee maker:** All the apartments are equipped with a traditional filter coffee maker (the filters are not supplied).

**Ski lockers:** Each apartment has its own ski locker, closed with the key of the apartment, and located in the ski room nearby the reception. The ski lockers are equipped with shoe dryers. A direct access to the outdoors will enable you to leave the residence skis on, as the residence is directly located on the snow front. The ski room is closed from 7.30 PM to 8.30 AM.

**Heating:** All the apartments have underfloor heating.

**Fire place:** There isn't a fire place in the apartments.

**Safe:** The apartments do not have a safe.

**Freezer:** The apartments 2 rooms for 2/4 people are equipped with standard freezing compartments integrated to the fridges. All the other apartments have a fridge/freezer.

**Kitchen equipment:** In addition to the basic dishware, and for your information, in the kitchen you will find: pots, oven dishes and/or microwave dishes, pans, a pie dish, a table mat, a salad spinner, a colander, a salad serving set, a can opener, a corkscrew, a whisk, a ladle, a cutting board, a tea pot, a peeler, a juicer, a cheese grater, a measuring cup, a kettle, a toaster, a coffee maker (non-exhaustive list). In order to clean the apartment, we provide you with a broom, a short handled-brush, a bucket and a mop, a sweeping and a vacuum cleaner.

**Oven/ microwave:** All the apartments, with the exception of the 2-roomed apartments, are equipped with an oven and a microwave/grill. The 2-roomed apartments are equipped with a microwave/grill oven. The potholders are not provided.

**Internet:** The WiFi access is free in all the apartments and at the reception of the residence.

**Guests:** The equipment provided is for the maximum number of participants per apartment (for example, 8 people for an apartment 4 rooms 6/8 people). However, exceptionally, we can lend you equipment if you wish to welcome guests.

**Laundry:** The residence has two washing machines and two tumble dryers available 24 hours a day. Laundry is not provided. For further information, please contact reception.

**Linen:** During winter, beds are made at your arrival (except for short stays), bed linen is therefore included, as well as bath towels (a large towel and a small towel per person). You will have the possibility to ask for a clean set of towels during the week of your stay (with extra cost at the reception desk). Please note that napkins and tablecloths are not provided. The towels provided do not include the towels for the swimming pool. You will have the possibility to take an additional set of towels and bathrobes (with extra cost at the reception).

**Bedding:** Generally, each apartment has a double bedroom and the other bedrooms are twin bedrooms (two single beds next to each other, sometimes side by side). It is not possible to change the distribution of the beds in the bedrooms. The beds are equipped with duvets. If your children wish to sleep in the same bedroom, we can exceptionally provide an extra mattress, depending on the fittings and on the design of the apartment.

**End of stay cleaning:** Our cleaning teams can clean your apartment at the end of your stay, if you do not wish to do it.

The rates are as follows: €63 per apartment 2/4 people, €73 per apartment 4/6 people, €90 per apartment 6/8 people, €100 per apartment 8/10 people, €115 per apartment 10/12 people and €120 per apartment 10 people with sauna.

We will however ask you to unmake the beds, to take out the garbage, to empty the dish washer and to put the dishes away.

**Number of participants:** The apartments cannot accommodate more participants than the number originally expected and indicated at booking. The children below 3 years old are not taken into account among the number of participants, if they sleep in baby cots. Any maximum capacity exceeded (not counting the children below 3 years old), will generate additional fees. The manager of the residence

#### Swimming pool:

- The swimming pool is open from Sunday to Friday (closed on Saturday), from 10.00 AM to 7.45 PM (attendance peaked between 5.00 PM and 7.00 PM).
- We wish to remind you that bathing suits must be worn at all times, in all the wellness area (even in the sauna). Swimming shorts are allowed for men. Swimming caps are not mandatory.
- The pool has a capacity of 45 cubic metres.
- The average temperature of the pool's water is usually 28 degrees Celsius.
- In the swimming pool area, you will find lockers to store your belongings, and changing cabins.
- We can provide life belts for the youngest (**subject to availability**). The pool games are authorised if they do not bother the other swimmers and if they do not disturb the tranquility of this relaxing place.
- The swimming pool is not supervised. The children who use it are under the entire responsibility of their parents. All minors are not allowed to use the swimming-pool area unless they are accompanied by an adult. The use of the sauna is not recommended for children under 15 years old.
- The terrace of the swimming pool is only opened during summer.

**Diverse loans: Depending on availability**, the residence can lend you: baby cots, high chairs, raclette machines, fondue machines, stone-grills, cookers, blenders, multi-sockets, irons, drying racks. This equipment will have to be asked at the reception of the residence, during opening hours.

**Household products:** A cleaning kit is offered at your arrival. This kit includes a sponge, a kitchen bin bag, a small bottle of dishwashing detergent and a dishwasher tablet. Toilet paper is not provided (apart from the first roll).

**Fitness room:** The fitness room of the residence is opened every day, from 8.30 AM to 7.30 PM. You will have the possibility to train on 2 exercise bikes and on a multi-function machine. You also have a sauna in the fitness room.

**Sauna and hammam:** The residence has a sauna and a hammam in the swimming-pool area. The sauna and the

reserves the right to refuse the access to the apartment and to refuse the handover of the keys if you are too many people.

**Parking:** The Residence Cime des Arcs has its own private car park, in the basement of the residence. The rates of the parking places vary from €95 to €120 per car, for a week, (depending on the period of the stay), and it is highly recommended to book it in advance, at reservation (places are limited). This car park is accessible and secured 24 hours (entrance through digital code, video surveillance). The height of this car park is 2.35 metres at the lowest point and 3.00 meters on most of the space. The cars with roof boxes will not have to remove them. The parking places are available from 10 AM the day of your arrival and until the end of the day of your departure.

hammam are open from 1.00 PM to 7.45 PM from Sunday to Friday.

**Spa:** The residence does not have a Spa.

**Technical information:** There is an elevator in the residence, which goes from the car park to the upper floors.

**Television / Wii & PS3:** The apartments are equipped with LCD screens. We do not lend DVD players or DVDs.

The « Canal + » bouquet is available in all the apartments. Some foreign channels are also available.

**Selective waste-sorting:** The residence practices the waste-sorting. Please, feel free to ask for more information on site.

**Transport:** The free shuttle, which operates between Arc 1600 (at the arrival of the funicular railway from Bourg-Saint-Maurice) and Arc 2000, stops less than 5 minutes from the residence. The residence does not offer people or luggage transfer.



## SKIING

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**Access to the slopes:** The residence is ideally located in the resort as it is situated directly on the ski front and on the main square of the resort. To access the slopes, you can either use the ski-room located on one side of the residence, or you can put on your skis in front of the residence and easily reach the first slopes. You will need less than one minute to get to the first ski lifts (Lanchettes ski lift).

**Ski passes:** You will have the possibility to purchase the ski passes from the ADS' company, which offices are situated next to the ski shop, in front of the residence, on the main square. They are opened from Monday to Saturday from 8.45am to 2.00pm. Automatic cashiers are available at the same place (buy, collect and top up ski passes), everyday from 8.00am to 8.00pm.

Chalet des Neiges offers you the possibility to book your ski passes in advance to avoid queuing at the ski lift office. To do this, we will need to know the type of ski pass you require, as well as the payment, no later than 10 days before your arrival date. Your ski passes will then be delivered to you together with your flat keys at check-in.

**Equipment rental:** There are several choices of ski and snowboard equipment rental shops in the immediate vicinity of the La Cime des Arcs residence. A promotional code will be given to you in your booking documents for booking on the websites of our partner shops. You will have to collect your rented equipment directly at the shop where you have booked.

**Ski school:** The ESF ski school meeting point is located on the main square of the resort.

For more information :

- Slope map and information on the ski area: <https://www.ski-school-arc2000.co.uk/arc-2000/> ou <https://paradiski.com/en/>
- Ski passes : <https://en.lesarcs.com/ski-pass-1> ou [info@ski-lesarcs.com](mailto:info@ski-lesarcs.com) - +33 4 79 04 25 03
- Ski rental shops:
  - Skimium Les Gentianes : <https://www.skimium.co.uk/resort/arc-2000/store/gentianes-sports> - +33 4 79 00 91 76
  - Intersport Place Olympique : <https://www.intersport-arc2000.com/en/> - +33 4 79 07 29 27
  - Taj-I Mah Ski Shop (« Premium » selection) : <https://www.tajimahskishop.com/en/> - +33 4 79 09 2000
- ESF ski school : <https://www.ski-school-arc2000.co.uk/arc-2000/> - +33 4 79 07 47 52

## THE LITTLE ONES

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**Nursery:** The nursery of the resort is located in the building Lac des Combes, 5 minutes far from the residence (<https://www.assogarderie2000.com/en/>). The residence offers neither a mini-club nor a playroom.

**Baby equipment:** It is possible to borrow a baby cot or a high chair (with prior request when making your booking and depending on availabilities). We recommend that you bring a comfortable small mattress and bed linen for the baby cot. Please note that the baby cot will not fit in the bedroom of the smallest apartments (2-roomed apartments and 2-roomed + cabin apartments). The baby cot will therefore be placed in the living room or in the hallway of the apartment.

**Baby equipment rental:** You will have the possibility to rent a « sledge pushchair », very suitable for use with babies, and sledges for children, through our partner Skimium les Gentianes (located in front of the residence).

**Babysitting:** Please do not hesitate to ask for information at the reception of the residence, on site.



## CATERING

**Breakfast / Bread delivery:** In winter, we can offer you a service of bread delivery for breakfast: please order your bread and pastries at the reception, in the evening, before 7.00 PM, and they will be delivered to your apartment in the morning, between 7.30 AM and 8.00 AM.

**Half-board:** The restaurant Le Savoy, located in the residence Chalet des Neiges La Cime des Arcs\*\*\*\*, suggests to loyal guests, formulas with discounts. Information and reservation: 0033 4 79 07 73 00 - <https://maisonfalcoz.com/le-savoy/>

## USEFUL INFORMATION

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**Shops:** As the resort is pedestrian and as the residence is located on the main square, the shops are easily accessible. We would advise you to make a stop on the road at Albertville (Intermarché), at La Bâthie (Super U) or at Bourg-Saint-Maurice (Super U, Intermarché), for the weekly shopping. You can also do your shopping on the internet, in advance, and pick it up the day of your arrival, at the "drive" terminal of the supermarkets which offer this service (Intermarché Albertville, Super U la Bâthie, Super U Bourg-Saint-Maurice). Furthermore, you also have the possibility to contact the mini market Sherpa in Arc 2000 to +33 (0)4 79 07 28 12 for grocery delivery.

**Doctor:** The nearest doctor's office is located in Arc 2000. You can see a doctor without an appointment (00 33 479 00 44 43) but home visits are not possible. The nearest pharmacy is located in the commercial gallery at Arc 1600 (00 33 479 07 77 34).

**Pets:** The nearest veterinary office is the vet office Saint Bernard, in Bourg Saint Maurice, near the Lidl store (0033 4 79 07 04 93).

**Car:** The nearest petrol station is located in Bourg-Saint-Maurice. Therefore, we advise you to fill the tank of your car before heading up to the resort.

**Luggage transfer:** The residence Chalet des Neiges does not offer any service of luggage or people transfer to the residence. However, the Chalet des Neiges' team will be happy to help the disabled people. Please do not hesitate to specify it, at the time of booking.

**Equipment storage:** During summer, it is possible to store your mountain bikes in the apartments, on the balconies or in the linen room. For more information, please ask the reception of the residence.

## ARRIVALS / DEPARTURES

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### Check-in:

- The day of your arrival, the apartments are available from 5.00 PM.
- At your arrival in Arc 2000, you can reach the residence by following the signs and then head to the reception of the residence. If you have booked a parking place in advance, you will then have the possibility to park your car in the car park of the residence. Please report to the reception before reaching the car park.
- The Chalet des Neiges' team will do its best to make your stay as pleasant as possible. This is the reason why we invite you to present yourself to the reception upon arrival. Your apartment might already be available, even if it's not 5.00 PM yet. You will then be handed over the key of the apartment against a deposit from €500 to €1000. This deposit will have to be left by credit card imprint only.

- At check-in, you will be asked to show your voucher (received by email when paying the balance of your stay), to the reception. Before handing you the key of the apartment, we will ask you to pay the tourist taxes and all the services which have not been paid yet (parking place, ski passes...).

**Late arrival:** If you think you will arrive late to the residence, please notify it to the booking department which will take good note of it. In this case, an envelope with your name on it will be left at the reception: inside it, you will find the key of your apartment. If you have booked a parking place in advance, you will also find the code to access the car park in the envelope.

**Luggage storage:** If you wish to enjoy the day of your arrival to go skiing, you can leave your luggage in the luggage storage of the reception (subject to availability), opened during the same hours as the reception: from 7.00 AM to 9.00 PM, on Saturdays. This service is offered on Saturday only. Please note that the place is on self-service all day long. The same applies if you wish to make the most of your last ski day, the Saturday of your departure. The luggage storage is unattended.

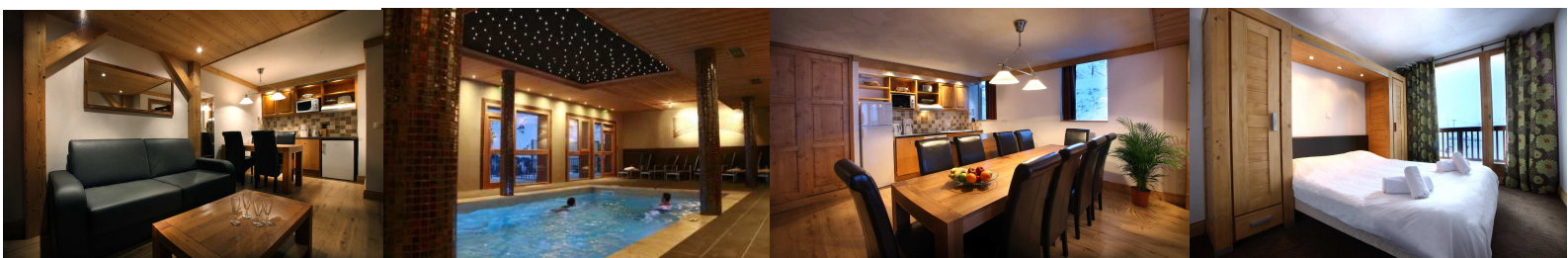
**End cleaning of the apartment:** Before leaving your apartment and contacting the reception to ascertain the state of the apartment, we will ask you to:

- Wash and tidy the dishes
- Kitchen: Clean the entire surface of the kitchen (hobs, sink, worktop, table, coffee maker)
- Empty the dishwasher
- Empty and clean the fridge
- Clean the oven
- Sanitary facilities: Clean the entire surface of the bathrooms and the toilets
- Bedrooms: unmake the beds leaving the under-sheets, the blankets, the pillows on the mattresses – collect all the dirty linen outside the apartment
- Empty the bins
- Vacuum and wipe all the floors
- Get rid of the possible waste on the balcony

If you do not wish to do all the end of stay cleaning, we can do it for you. In this case, please refer to the paragraph « End of stay cleaning » above.

**Departure and check-out organisation:**

- You are invited to report to the reception of the residence, the Friday at the end of the day, in order to pay all the expenses of the week (bakery, cleaning, telephone...). The bakery invoice will have to be paid in cash.
- On Saturday morning, when the apartment is cleaned and when the luggage is out of the apartment, we will ask you to contact the reception so that a member of our team can come to ascertain the departure inventory. When everything is OK (potential balance paid, keys returned and state of the apartment approved), we give you back the deposit that was left at the beginning of your stay. Any lost key will be charged €75 (deducted from the deposit).
- The apartment has to be left on Saturday morning at 10.00 AM maximum.
- If you wish to leave on Friday evening or during the night from Friday to Saturday, we will kindly ask you to notify it to the reception beforehand, to report on Friday at the end of the day to pay the expenses of the week and to return at that time the additional keys in order to keep only one set, that you will leave in the letter box of the reception at your departure. Any non-returned key will be charged. The deposit will be released during the week following your departure.



## MAP TO ACCESS THE RESIDENCE

