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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 (0)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 +33 (0)4 79 390 290. 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 (except for short stays, during winter only), 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, hammam, Jacuzzi).

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 your cancellation is notified more than 30 days before your arrival, the cancellation fee will be €75. 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 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 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 (depending on your dates of stay). 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 at home equipment which might be essential: 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 professional.

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 RESORT



### THE RESORT

**Height:** 3200 metres

**Atmosphere:** To summarize, Val Thorens is the highest resort of Europe among the largest ski area in the world. Ideal for skiers who are thrill-seeking, the resort of Val Thorens is also a resort that young people appreciate, where the après-ski is favored. It is an international resort where shopping, night life and a famous ski area await you, and it is lively, as many events are organized throughout the winter season. However, the resort offers snow activities for non-skiers and it is not recommended to young children, due to its height. The two residences Chalet des Neiges are five minutes' walk from the centre of the resort, which means that you will have the possibility to spend a quiet and lively holiday, at the same time.

**GPS coordinats:** Longitude 6.588836 / Latitude 45.321254

### USEFUL CONTACTS

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

Tourist Office of Val Thorens: +33 (0)4 79 00 08 08 or  
[valtho@valthorens.com](mailto:valtho@valthorens.com)

Ecole de Ski Français (French Ski School) : +33 (0)4 79 00 02 86  
Ski lift company SETAM (for all the inquiries regarding ski passes): +33 (0)4 79 00 07 08

Equipment rental Chalet des Neiges Ski Shop: +33 (0)4 79 22 90 57

Val Thorens' Spa (located in Chalet des Neiges Plein Sud) : +33 (0)4 79 22 99 62

Nursery Les Ouistitis : +33 (0)4 79 00 09 20

Medical centre Place Pécelet: +33 (0)4 79 00 00 37

Sport Centre Sogevab (wellness centre) : +33 (0)4 79 00 00 76

Road and traffic conditions: +33 (0)4 79 37 73 37

### ACCESS

**By car:** To reach Val Thorens, take the A43 motorway towards Chambéry/Albertville. After Albertville, continue on the N90 to Moutiers, then take the exit n°40 to Saint Martin de Belleville and follow the D117. To get to our residences, go up the resort by the only road of the resort.

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

- From Geneva airport: [www.altibus.com](http://www.altibus.com) +33 (0)4 79 683 296)
- From Lyon St Exupery airport: [www.altibus.com](http://www.altibus.com) (+33 (0)4 79 28 25 27
- From Grenoble airport: [www.bensbus.co.uk](http://www.bensbus.co.uk) and [www.altibus.com](http://www.altibus.com)

**By train:**

Thalys: [www.thalys.com/be/en](http://www.thalys.com/be/en) or Eurostar: [www.eurostar.com/uk-en](http://www.eurostar.com/uk-en)

From the train station of Moutiers, a shuttle Altibus will drive you to the resort: [www.altibus.com](http://www.altibus.com) (+33 (0)4 79 24 24 26).

If you are travelling with Eurostar, please note that special Eurostar shuttles are available at your arrival at the train station (schedules and rates on the website <https://www.altibus.com/en/>).

**By taxi:**

Alpes Savoie Tours: +33 (0)4 79 00 65 82 or +33 (0)6 07 22 53 32  
Allo 73 Taxi: +33 (0)6 59 81 04 25  
Hudry Thierry: +33 (0)6 82 11 95 86

**Car rental in Moutiers:**

Hertz : +33 (0)4 79 24 07 75

### PARKING

The resort of Val Thorens is pedestrian. Therefore, parking in the streets of the resort is forbidden. You can park in one of the 3 paying public car parks (approximately €95 per car and per week). All the Residences Chalet des Neiges have their own private car park. Please do not hesitate to book a parking place when making your reservation.

## THE RESIDENCE HERMINE\*\*\*\* VAL THORENS

### DIFFERENT TYPES OF APARTMENTS

Type	Description
<b>3 rooms</b> 4 people - 45sqm	1 double bedroom + 1 twin bedroom + living-room with balcony + fully equipped kitchen 1 bathroom + 1 shower room + 1 separated toilet
<b>3 rooms with mezzanine</b> 6 people - 60sqm	1 mezzanine of 15 m <sup>2</sup> with double bed + 2 twin bedrooms + living-room + terrace + fully equipped kitchen 1 bathroom + 1 shower room + 1 separated toilet
<b>4 rooms</b> 6 people - 72sqm	1 double bedroom + 2 twin bedrooms + living-room with balcony and fire place + fully equipped kitchen 1 bathroom + 2 shower rooms + 2 toilets (among which one is separated)
<b>5 rooms on one level or duplex</b> 8 people - 95sqm	1 double bedroom + 3 twin bedrooms + living-room with balcony and fireplace + fully equipped kitchen 1 bathroom + 3 shower rooms (or 2 bathrooms and 2 shower rooms) + 2 separated toilets
<b>6 rooms Comfort</b> 10 people - 115sqm	5 twin bedrooms + living-room with balcony and fireplace + fully equipped kitchen 1 bathroom + 5 shower rooms + 2 separated toilets
<b>7 rooms duplex</b> 12 people - 135sqm	1 double bedroom + 5 twin bedrooms + living-room with balcony and fireplace + fully equipped kitchen 1 bathroom + 4 shower rooms + at least 2 toilets

### THE RESIDENCE

**Access:** At your arrival in Val Thorens, go up the resort by the only road. In front of the hotel Le Tango, turn right and follow the sign indicating Chalet des Neiges. The residence is located in the Gebroulaz area. It is accessible by car. If you have pre-booked a parking space, you will then have the possibility to park your car in the private car park of the residence.

**Allergies:** There is carpet on the floor of the bedrooms and there is either parquet flooring or tile flooring in the living-rooms. The pillows and the blankets are anti-allergic and they do not contain feathers.

**Balcony:** All the apartments have a balcony.

**Coffee maker:** The apartments are equipped with a traditional filter coffee maker with a filter known as « immortal » (in plastic and reusable).

It is possible to rent a Nespresso coffee machine on request at the reception of the residence, **depending on availability**.

**Ski lockers:** Each apartment has its own ski locker, on the ground floor of its building, locked with the key of the apartment. The ski lockers are equipped with shoe dryers, which work by night, except for one apartment.

**Heating:** All the apartments have underfloor heating. The bathrooms with a bath are equipped with heated towel rails and hair dryers.

**Fire place:** The 4 room, 5 room and 7 room apartments have a fireplace. You will be offered the first bag of wood at your arrival, on request at the reception. You will have the possibility to order a new bag of wood for €10. Please refer to the reception.

**Safe:** The apartments are equipped with a safe with code.

**Freezer:** The apartments are equipped with freezing compartments integrated to the fridges and some of them have a separate 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 stew pot, a colander, a salad serving set, a can opener, a corkscrew, a whisk, a cutting board, a tea pot, a peeler, a juicer, baskets, a cheese grater, a measuring cup, a kettle, a toaster, a coffee maker (non-exhaustive list).

**Oven / microwave:** All the apartments are equipped with an oven and a microwave. Oven dishes are provided but potholders are not provided.

**Internet:** The WiFi access is free in all the apartments (unlimited number of devices connected), and at the reception of the residence.

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

**Laundry:** A washing machine and a dryer are available free of charge. The laundry room is opened during the opening hours of the reception. For more information, please ask the reception.

**Linen:** Beds are made at your arrival (except for short stay), 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 (€5 per set of 2 towels). Please note that tea towels, napkins and tablecloths are not provided. The towels provided do not include the ones for the swimming pool. You will have the possibility to take an additional set of towels (€5 per set).

**Bedding:** Generally, each apartment has a double bedroom (bed 200 x 160cm) and the other bedrooms are twin bedrooms (two single beds side by side, separated – 200 x 80cm). The beds have duvets. It is not possible to replace the double beds by single beds.

### Swimming pool:

- The swimming pool is open from 10.00 AM to 7.45 PM, from Sunday to Friday. It is closed on Saturday.
- 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 consumption of food and beverages is prohibited, and will be penalised by a deduction from the deposit.
- The swimming pool is between 1.20 meters to 1.80 meters deep, about 10 meters long and about 5 meters wide.
- The jacuzzi can accommodate 5 people, the hammam 6 people and the sauna 10 people.
- The average temperature of the pool's water is usually 27 degrees Celsius.
- In the swimming pool area, you will find closed changing cabins but there are no safe lockers.
- We do not provide life belts for the youngest. 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.

**End-of-stay cleaning:** The end-of-stay cleaning is included in the price of the apartment.

However, we will ask you to unmake the beds and gather all the bed linen in one of the bathrooms, to take out the garbage, to empty the dishwasher 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. The residence manager reserves the right to refuse the access to the apartment if the maximum capacity is exceeded (not counting the children below 3 years old).

**Parking:** Val Thorens is a pedestrian resort, and therefore it is forbidden to drive a car in the resort during the week. The traffic is authorised on Saturdays, for arrivals.

We offer parking places and the rate varies from €95 to €125 per car and per week, depending on the period. Since the number of parking places is limited, we invite you to book your parking place in advance. The private car park of the residence is unattended. The maximum height of the car park is 2.10 meters. The parking places are about 2.70 meters wide. Please inform the reception upon arrival if you have a roof box: not all the parking places are high enough for cars equipped with roof boxes. The roof box will be stored between the wall and the car, unattended. The parking places are available from 11.00 AM the day of your arrival, and until 10.00 AM the day of your departure. The reserved place can be located 200 meters far from the residence.

- 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.

**Diverse loans:** Depending on availability, the residence can lend you: baby cots, high chairs, raclette machines, fondue machines, board games, extension cables, multi-sockets, DVD players, irons, ironing boards. Please report to the reception of the residence during opening hours, to ask for this equipment.

**Household products:** A cleaning kit is offered at your arrival. This kit includes dishwashing detergent, a bin bag, a dishwasher tablet, product to wipe the floors and a sponge. Toilet paper is not provided (except from the first roll in each toilet).

**Fitness room:** The residence does not have a fitness room but you will have the possibility to use the fitness room of the Residence Chalet des Neiges Plein Sud, located 300 meters far from the residence.

**Sauna:** The sauna, hammam and jacuzzi of the residence are open from 4.00 PM to 7.45 PM.

**Spa:** The residence doesn't have a Spa

**Technical information:** The residence is made of two buildings, side by side. The apartments can be on one floor or duplex, attic apartments or not. Only one of the buildings is equipped with an elevator.

**Television / Wii & PS3:** The televisions of the apartments are equipped with LCD screen televisions with HDMI plugs and it is possible to connect video games consoles such as Wii and PS3 on the LCD screens. You will have the possibility to borrow a DVD player from the reception (depending on availabilities), but please note that we do not lend DVDs.

The « Canal + » bouquet is available in all the apartments, as well as some foreign channels such as CNN, BBC...

**Transport:** The resort is served by regular free shuttles. You will find the map and the detailed timetables of the shuttle on the following website: <https://www.valthorens.com/en/sejour/infos-pratiques/navettes-gratuites/>. The stop Les Névés is the closest stop to the residence. Please note that there are no shuttle services between this stop and the residence, located 3 minutes' walk from there.

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



## SKIING

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**Access to the slopes:** From the reception, it is possible to walk to the Plein Sud slope (about 200 meters) along the road to the Les Airelles residence. The return journey can be made via the Plein Sud slope and a 3-minute walk.

**Ski passes:** You will have the possibility to purchase the ski passes from the SETAM's company. The ski pass cashiers are located "Place Peclot" area, in the building "Le Forum". They are open from 8.45 AM to 4.30 PM (until 7.00 PM on Saturdays). An automatic cashier (also allowing recharging) is available at the same location from 7.00 AM to 11.00 PM, every day.

**Equipment rental:** The nearest ski shop is located in the residence Hermine, in front of the reception. In the Chalet des Neiges ski shop, as a customer of the residence, you will benefit from reduced rates. If you book your ski equipment through Chalet des Neiges, you will have the possibility to pick it up in this ski shop, the Saturday of your arrival until 8.00 PM or on Sunday morning from 8.00 AM.

### Ski school:

- The kindergarten of the French Ski School (ESF) is located "Rue du Soleil" in residence Montana.
  - The ESF ski school meeting point is located on « Rond Point des Pistes », on the snow front. The ESF offices are located in « Maison de Val Thorens », in the same building as the tourist office.
- \* **GOOD TO KNOW:** Chalet des Neiges will be able to book your ski passes at reduced rates (depending on the period of your stay) and we will send you the link and the promotion codes of our partners for the ski equipment rental. If you wish to, we can also book the ski lessons for you. You will receive an email with all the documents regarding those services, at the latest one month prior your arrival.

For more information :

- Ski lift map and information about the skiing area: <https://www.les3vallees.com/en> and <https://www.valthorens.com/en/ski/domaine-skiable/>
- Ski passes: <https://ski.valthorens.com/en/rates/ski-pass-rates/> - +33 (0)4 79 00 07 08
- Chalet des Neiges ski shop: <https://ski-hire-sport2000.co.uk/stores/868-chalet-des-neiges-ski-shop> / +33 (0)4 79 22 90 57 - [cdnskishop@icloud.com](mailto:cdnskishop@icloud.com)
- ESF (French Ski School): <https://www.ski-school-valthorens.co.uk/> - +33 (0)4 7 00 02 86

## THE LITTLE ONES

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**Nursery:** The ESF nursery welcomes the children between 3 and 35 months. The ESF nursery is located in Rue du Soleil. From 3 years old, they will be able to enrol the Piou Piou club. The residence does not offer any nursery service. Please note that the resort of Val Thorens carries the « Famille Plus » label. By clicking on the following website <https://www.valthorens.com/en/sejour/famille/>, you will find all the services offered to families.

**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 for the baby cot. Due to the layout of some apartments, the baby cot will not fit into the bedroom and will have to be installed in the living-room.

**Babysitting:** The reception will be able to provide you a contact list that will be useful for your child care. The tourist information center also provides a babysitting list.

## CATERING

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

**Savoyard meals:** Please note that we can offer a delivery service of: raclette cheese, pork products, and raclette machine (potatoes not included) or fondue cheese and fondue machine.

**Food pack:** A delivery of « food packs » (shopping prepared and delivered to your apartment or pre-made meals delivered to your apartment) is possible. Information and reservation on the website <http://www.offcourses.eu/>.

## USEFUL INFORMATION

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**Shops:** You will find many supermarkets and food stores in the resort (Sherpa in the commercial gallery Peclet, Spar in rue du Soleil, Spar in commercial gallery Caron, Carrefour Montagne Peclet...). However, we would advise you to make a stop on the road at Albertville (Intermarché), at La Bâthie (Super U) or at Moutiers (Carrefour Market), 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). Some supermarkets (Carrefour Montagne, Sherpa) will offer to take your remote shopping order (on the website, by email or on the phone), prepare your shopping and deliver it to your holiday location (more information by contacting them).

**Doctor:** You can contact the Medical Centre of Place Pécelet (+33 (0)4 79 00 00 37), for medical emergencies and for nursing care.

**Pets:** In case of need, please contact the 3 Vallées veterinary clinic located in Moutiers (+33 (0)4 79 24 01 76).

**Car:** We advise you to fill the tank of your car in Moutiers (Carrefour market, Casino) before heading up to the resort of Val Thorens. You will also find a petrol station in Les Ménuires.

**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:** The residence provides a ski room for the sport teams accommodated in the residence during competitions in the resort. For more information, please report to the Booking Service.

## 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 the resort of Val Thorens, 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, in order to get the gate code and the number of your parking place.
- 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 report 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 of €500/apartment up to 6 people and €1000/apartment from 8 people. 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 service, 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 at the luggage storage of the reception (subject to availability), open during the same hours as the reception: from 7.30 AM to 8.00 PM on Saturday. This service is offered on Saturday only and the place remains locked. The same applies if you wish to make the most of your last ski day, the Saturday of your departure.

#### **Departure and check-out organisation:**

- You are invited to report to the reception of the residence, the Friday between 4.30 PM and 8.00 PM, in order to pay all the expenses of the week (bakery, wood, cleaning, telephone...). The bakery invoice will have to be paid in cash. You will also have to set up an appointment for the departure inventory, which will take place on Saturday morning.
- On Saturday morning, the apartment should be clean and tidy, the luggage should be out of the apartment, at the appointment time for the departure inventory. When everything is OK (potential remaining 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 under the metal gate 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

