



Information and Services

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

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THE BOOKING OF YOUR STAY

- **How to book?**

The booking of your stay at Chalet des Neiges can either be made by sending an email on info@chaletdesneiges.com, or by contacting the booking department over the phone, on 00 33 479 390 290. You also have the possibility to book directly online through our website 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), 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/or 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 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.

- **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 RESORT



THE RESORT

Height: 1330 metres

Atmosphere: The resort, ideal for children, is particularly popular with families. Entirely pedestrian, it provides security and serenity from the youngest to the eldest. The ski area is large and it offers a range of varied slopes, to suit skiers of all standards. Culminating at 3300 metres high, the Grande Rousse area is equipped with a large number of snow cannons, which guarantee a good snow cover. The non-skiers will also have a wide choice of activities, between snowshoeing, guided mountain tours, ice caves' visit and many other activities. Therefore, Oz en Oisans is a quiet resort, ideal for a real break with family, particularly adapted to young children and also offering sporting challenges to the eldest.

GPS coordinates: LAT: 45.1403955 LONG: 6.0521519

Address of the Residence: ZAC de l'Olmet, 38114 Oz en Oisans

USEFUL CONTACTS

Some contacts which might be useful to organize your stay:

Tourist Office : Oz en Oisans: 00 33 476 80 78 01 or info@oz-en-oisans.com

Ski lift Company : SATA Alpe d'Huez (for all the inquiries regarding ski passes): 00 33 4 76 80 30 54 - <https://skipass.alpedhuez.com/hiver/>

Ecole de Ski Français (French Ski School): 00 33 476 79 85 29

Nursery: 00 33 476 80 75 06 or garderie@oz-en-oisans.com

Snow report :

<https://bulletin.lumiplan.pro/bulletin.php?station=alpe-d-huez-gd-oz®ion=alpes&pays=france&lang=fr>

Road and traffic conditions: <https://www.itiniserie.fr/fr/infos-route/140/TrafficInfo>

Restaurants: <https://www.oz-en-oisans.com/ete/sejour/restaurants-et-bars/>

ACCESS

to access the resort of Oz en Oisans, follow the A480 way to Grenoble. Take the exit n°8 to Vizille/Station de l'Oisans. Then follow the RN85 to Briançon/Bourg d'Oisans/Sations de l'Oisans. Take the D1901 through Rochetaillée and Allemont and then follow Oz station by the D44A (mind the bend to the right shortly after the dam and the bridge). Follow Oz Station.

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

- From Geneva airport: <http://www.aerocar.fr/en/your-trip/timetables/>
- From Lyon St Exupery airport: <http://uk.ouibus.com/shuttles-ouibus-lyon>
- From Chambéry airport: www.altibus.com (00 33 479 68 32 96).
- From Grenoble airport: <http://www.actibus.com/navette-aeroport-grenoble/>

Those shuttles really often drive you to Grenoble bus station. Please refer to the paragraph below to know how to get to the resort of Oz en Oisans.

By train: From the bus station of Grenoble (located nearby the train station), you have the possibility to book your shuttle to the resort on <http://www.transaltitude.fr/en/resorts/oz-en-oisans/> or on 00 33 820 083 838.

You can also take the bus service Transisère 3000 to Rochetaillée (10 km from Oz Station) and then the free shuttle to Oz Station on www.transisere.fr or 00 33 820 083 838.

By taxi: ALPS CAB : +33 (0)6 47 53 12 91 - taxidoz@orange.fr - www.taxi-oisans.fr

OZ TAXI : +33 (0)6 32 82 70 96 - www.oztaxi.fr - oz.taxi38114@gmail.com

PARKING

As the resort of Oz en Oisans is pedestrian, parking is mandatory. Covered parking places are at your disposal (€50 per car and per week). You also have the possibility to park your car in a free outdoor car park.

Good to know: it is possible to park in Allemont and take the gondola "Eau d'Olle Epress" to join the resort: <https://www.oisans.com/stations-et-villages/allemond/allemond-pratique/ascenseur-valleen-eau-dolle-express/>

Non contractual document regularly updated

THE RESIDENCE CHALET DES NEIGES IN OZ EN OISANS

Chalet des Neiges has a residence in the heart of the pedestrian resort Oz en Oisans, particularly appreciated by the families and the holiday-makers who are seeking for renewal and reunions. The residence is divided into 5 traditional chalets, ski-in and ski-out, and it is located in the pedestrian centre of the resort. It offers a wellness centre with a swimming pool, a sauna and a fitness room. Catering is available at our partner La Ferme d'Oz, located in the residence.

DIFFERENT TYPES OF APARTMENTS

Type	Description
2 rooms 2 people - 30 m ²	1 twin bedroom (non-separable beds) + living-room with sofa bed and balcony + fully equipped kitchen (microwave oven grill) + 1 bathroom + 1 toilet
3 rooms 4 people - 40 m ²	1 double bedroom + 1 twin bedroom or cabin (twin beds) + living-room with sofa bed and balcony + fully equipped kitchen (microwave oven grill or conventional oven) + 1 or 2 bathroom(s) or shower room(s) + 1 toilet
4 rooms (can be duplex) 6 people - 62 m ²	1 double bedroom + 2 twin bedrooms + living-room with sofa bed and balcony and fireplace + fully equipped kitchen + 2 or 3 bathrooms or shower rooms + 2 toilets
5 rooms 8 people - 90 m ²	1 double bedroom + 3 twin bedrooms + living-room with sofa bed, fireplace and balcony + fully equipped kitchen + 3 or 4 bathrooms or shower rooms + 2 toilets
6 rooms (can be duplex or triplex) 10 people - 115 m ²	1 double bedroom + 4 twin bedrooms + living-room with sofa bed, fireplace and balcony + fully equipped kitchen + 5 bathrooms or shower rooms + 2 or 3 toilets
6 rooms with sauna 10 people - 115 m ²	1 double bedroom + 4 twin bedrooms (bunk beds possible in one of the bedrooms) + living-room with sofa bed, fire place and balcony + fully equipped kitchen + 5 bathrooms or shower rooms + 3 or 4 toilets + a private sauna
7 rooms 12 personnes - 135 m ²	1 double bedroom + 5 twin bedrooms + living-room with sofa bed, fireplace and balcony + fully equipped kitchen + 6 bathrooms or shower rooms + 2 or 3 toilets
8 rooms duplex 14 people - 160 m ²	1 double bedroom + 6 twin bedrooms + living-room with sofa bed, fireplace and balcony + fully equipped kitchen + 7 bathrooms or shower rooms + 3 toilets

THE RESIDENCE

Access: At your arrival in the resort of Oz en Oisans, park your car on the drop-off parking (small square in front of the cash machine Crédit Agricole). Reach the pedestrian street by taking the elevator located on the left of the cash machine. When you exit the elevator on your right, the stairs in front of you will enable you to access the reception of Chalet des Neiges.

Warning, the Croix de Fer pass and the Glandon pass are closed at the very beginning of winter. You cannot reach the resort by this route... despite what the GPS tends to indicate.

Allergies: There is carpet on the floor of the bedrooms and there is either parquet flooring or tile flooring in the living-rooms.

Balcony: All the apartments have a south facing balcony, with a view on the mountain.

Coffee maker: All the apartments are equipped with a traditional filter coffee maker (the filters n°4 are not supplied).

Ski lockers: Ski lockers are available in all the chalets of the residence, most often on the floor 0, 1 or 2. Some ski lockers (buildings A and F) are equipped with boot dryers. The access to the slopes is direct from those ski lockers. They are not equipped with shoe dryers. The ski lockers are locked with the key of the apartment but are under the hirer's responsibility if someone forgets to close the door.

Heating: The apartments have underfloor heating. However, it is possible to add an electric heater for those who are most sensitive to the cold (please refer to the reception).

Fire place: The 4 room (subject to exceptions), 5 room, 6 room, 7 room and 8 room apartments have a fire place. 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: Some apartments do have a safe (buildings A, C and F). Please do not hesitate to contact the Booking Service for more information.

Freezer: The apartments 2 rooms and 3 rooms are equipped with freezing compartments integrated to the fridges. All the other apartments are equipped with normal freezers placed above the fridges.

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 salad spinner, 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, except from the 2 room and 3 room apartments, are equipped with an oven and a microwave. The 2 room and the 3 room apartments are equipped with a microwave + grill. Please note that potholders are not provided.

Guests: The equipment provided is for the maximum number of participants per apartment (for example, 6 people for an apartment 4 rooms 6 people).

Internet: A free WiFi connection is available at the reception 7 days a week and 24 hours a day (ask for the code during opening hours of the reception). There is no WiFi connection in the apartments, which is an opportunity to disconnect from work and to enjoy convivial moments. The resort offers a WiFi connection. For more information, we invite you to contact the tourist office on 00 33 476 80 78 01.

Laundry: A washing machine is available on request, at the reception, **depending on availability and only on reservation**. Laundry detergent capsules are on sale at reception for €1 each. You will also find a launderette, 200 metres from the residence, near the bakery.

Linen: In winter, beds are made at your arrival, 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 towels for the swimming pool. You will have the possibility to take an additional set of towels (€5 per set and per week).

Bedding: In the 2 room apartments for 2 people, the beds are placed side by side and it is not possible to separate them. 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. The sofa beds in the living room are equipped with blankets. If your children wish to sleep in the same bedroom, we can exceptionally provide an extra mattress, depending on the type of apartment booked.

Mid-week cleaning / End of stay cleaning: Our cleaning teams can clean your apartment during your stay or, at the end of your stay, if you do not wish to do it. The rates are as follows: €58 per apartment 2 people, €68 per apartment 4 people, €83 per apartment 6 people, €94 per apartment 8 people, €108 per apartment 10 people, €114 per apartment 10 people with sauna, €119 per apartment 12 people and €129 per apartment 14 people.

Regarding the end of stay cleaning, we will however ask you to unmake the beds and gather all the bed linen in one of the bathrooms, to empty the fire place, 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. 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: The resort of Oz en Oisans being a pedestrian resort, the residence does not have its own car park. Furthermore, it is not possible to access to the residence by car, even in summer. The residence is at a slight elevation and is on the slopes.

The resort offers parking places in the covered car park of the resort (Le Roubier), located slightly before the drop-off area of the resort, for €50 per week and per car. This car park is 2.10 metres high. It is not possible to store a roof box (and the distance between the car park and the residence Chalet des

Neiges will not allow you to move the roof box to there). This car park is equipped with video surveillance cameras but the resort declines any responsibility in case of breakage or theft. The car park is managed by the resort. The parking places are

available upon arrival, at any time, and the same applies to your departure. Please note that if you stay in the residence in summer, this covered car park is free.

Swimming pool:

- The swimming pool is open from 10.00 AM to 7.45 PM, from Sunday to Friday. It is closed on Saturday, due to maintenance
- 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 swimming pool is 1.50 metres deep on all its length; it is about 10 metres long and about 4 metres wide.
- The average temperature of the pool's water is usually 28-29 degrees Celsius.
- In the swimming pool area, you will find safe lockers (which work with a coin of 1 euro or with a key), to lock up your personal belongings, and a changing area (toilets, men changing room, woman changing room).
- The reception lends arm rings, games and life belts for babies.
- 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 open during summer.

Diverse loans: Depending on availability, the residence can lend you: baby cots, high chairs, hair dryers, irons, ironing boards, pressure cookers, blenders, raclette machines, fondue machines, board games and multi-sockets. 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 a sponge, a bin bag for the kitchen, a small bottle of dishwashing detergent and 3 dishwasher tablets. Toilet paper is not provided; you will find one toilet roll per toilet, at your arrival.

Fitness room: The fitness room of the residence is open from 3.00 PM to 8.00 PM (closed on Saturday). You will find: 2 training bikes, an Elliptical Trainer and an abdominal machine.

Sauna and Hammam: The residence has a sauna and a hammam in the pool area, open from 3.00 PM to 7.45 PM except Saturdays. Both can accommodate up to 5 people.

Spa: The residence does not have a Spa.

Technical information: The residence is divided into different small chalets and each chalet counts several apartments. The smallest chalets do not have an elevator. It is not possible to have an apartment in the building of the swimming pool and of the restaurant, if you book a small apartment.

Television / Wii & PS3: The apartments are equipped with LCD screens. Some of them have 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 book a DVD player at the reception, which will be lent to you. The « Canal + » bouquet is available in all the apartments. Some foreign channels are also available (CNN, Eurosport...).

Transport: Shuttle services are also arranged from Grenoble train station to the resort, on Saturdays only.

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

SKIING

Access to the slopes: The access to the slopes from the residence is very pleasant, as it is really easy: the slopes are located less than 50 metres from the residence, that is to say less than 2-minute walk. From the residence, you can access the ski lifts either skis on by reaching the Poutran ski lift, or on foot by reaching the Alpette ski lift (2 minutes). To go back to the residence, take the Poutran Olmet slope (red slope) to go down to the resort when you come from l'Alpe d'Huez, and then the Alpette slope (red slope) or the Chevreuil slope (blue slope) or the Roche Noire slope (black slope).

Ski passes: You will have the possibility to purchase the ski passes from the SATA company. The ski lift cashiers are located in the tourist office, just nearby the residence, and they are open from 8.45 AM to 5.10 PM.

Equipment rental: The nearest ski shop is located in the Gentiane chalet of the residence, just below the terrace of the restaurant La Ferme d'Oz.

Ski school: The ESF ski school meeting point and the ESF offices are located next to the reception of the residence.

For more information:

- Ski lift map and information about the skiing area: <https://www.oz-en-oisans.com/hiver/ski-glisse/le-domaine-skiable/>
- Ski passes: <https://www.oz-en-oisans.com/hiver/sejour/je-reserve-mon-sejour/jachete-mon-forfait/>
- ESF (French Ski School): <http://www.esf-ozenoisans.com/indexen.html> / 00 33 476 79 85 29

THE LITTLE ONES

Nursery: The childcare center of Oz en Oisans (garderie@oz-en-oisans.com or 00 33 476 80 75 06) is located a few minutes from the residence, toward the Alpette ski lift, by taking the small path on the left of the reception. The residence does not offer any mini-club or 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. We will kindly ask you to fold away the baby cot before your departure. The reception of the residence will also have the possibility to provide you with a booster seat, a non-slippery bathtub carpet, a baby bath, a bath baby bouncer to relax, a bed barrier, an adapter for the toilet or a changing mat, **depending on availability**.

Baby equipment rental: You will have the possibility to rent a baby carrier from the ski shops of the resort.

Babysitting: We invite you to contact the childcare center of Oz en Oisans.

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 8.15 AM.

Chef at home & caterer prepared meals delivery: Monts & Merveilles will offer to deliver meals to your holiday location in Oz en Oisans. From €130 per person, you will get 5 diners during the week, including starter, main course and dessert. All the meals are home-made with fresh products, and appetizers will be offered. The hot dishes will have to be heated by you. Feel free to contact them on +33 626 55 75 00 or on <http://oztraiteur.wordpress.com/>.

USEFUL INFORMATION

Shops: As the resort of Oz en Oisans is pedestrian and at human scale, you can access the shops easily (less than 200 metres). You will find a tobacconist's, a bakery, restaurants, clothing stores, a minimarket (Sherpa), ski shops... If the everyday purchases are quite easy to find in the resort, we would advise you to make a stop on your way to the resort, either in Vizille or in Bourg en Oisans, to do the weekly shopping for your stay. You also have the possibility to make your shopping online in advance, and to pick it up the day of your arrival at the "drive" terminal of the supermarkets which offer this service (Leclerc in Grenoble or Carrefour in Saint Egrève). You can also do your shopping in the Casino shop in Bourg d'Oisans.

Doctor: There is no doctor and no pharmacy in the resort. In case of emergency, you will have to dial the 15 or drive down to Allemont. However, a nurse can drive up to the resort for occasional treatments (injections...).

Pets: The nearest veterinary is located in Bourg en Oisans or in Vizille.

Car: The nearest petrol station is located in Allemont or in Bourg d'Oisans. We advise you to fill the tank of your car before heading up to the resort, using an antifreeze product. In case of trouble to restart the car, please note that the reception can provide battery clamps, if needed.

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: Please note that, in summer, the residence of Oz en Oisans welcomes a lot of athletes, who come to participate in mountain bike races. Even if specific storage premises are not provided, please note that we allow the bikes storage on the balconies and we offer the possibility to clean one's equipment. From a practical point of view, it is possible to take the gondola lift with a road bike or a mountain bike.

ARRIVALS / DEPARTURES

Check-in:

- The day of your arrival, the apartments are available from 5.00 PM.
- At your arrival in the resort of Oz en Oisans, park your car in the drop-off parking to unload your car (take the elevator located on the left of the cash machine, the residence will be in front of you when you exit the elevator on your right) and then head to the reception of the residence.
- 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. This deposit will have to be left by credit card imprint only. We draw your attention on the fact that in order to do so, we will need you to enter your PIN code. Therefore, Dutch and English guests, please ensure that you know this code when the time comes.
- The total amount of the remaining balance (tourist taxes, parking place, ski passes...) will have to be paid at your arrival, at check-in time.

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.

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, **depending on availability**, open during the same hours as the reception: from 7.30 AM to 8.00 PM on Saturdays. The place remains locked and this service is offered.

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

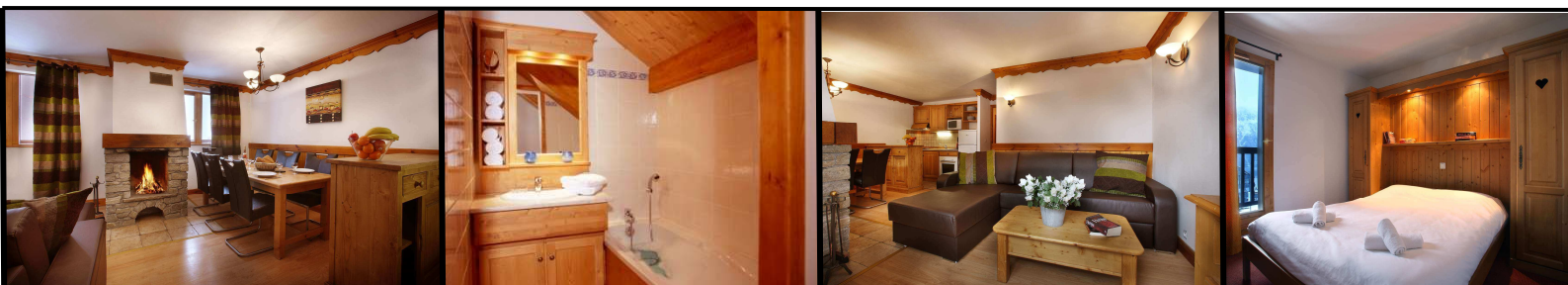
- Wash and tidy the dishes and plates
- Kitchen: Clean the entire surface of the kitchen (hobs, sink, worktop, table, coffee maker)
- Empty the dishwasher
- Empty and clean the fridge
- Clean the oven
- Sanitary facilities: Clean the entire surface of the bathrooms and of the toilets
- Bedrooms: unmake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

- Get rid of the possible waste on the balcony
- Fold away the baby cot and clean the baby chair

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, wood, cleaning, telephone...).
- On Saturday morning, when the apartment is clean and when the luggage is out of the apartment, we ask you to contact the reception (dial 250 from the apartment telephone), so that a member of our team can come to ascertain the departure inventory. When everything is OK, we give you back the deposit that was left at the beginning of your stay, in exchange for the key sets of the apartment. 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

