



CHARTER OF COMMITMENT

Our Sanitary Protocol

More than ever, the comfort, the health and the security of our guests and our employees remain our top priority. We are applying the health protocol decided by the French government.

To welcome you in the best possible conditions, we are pleased to present you our Charter of commitment implemented in our hotels & chalets (tested & approved this summer!):

- 🌲 Mandatory mask for all
- 🌲 Reception desk equipped with plexiglass
- 🌲 2 sittings in our restaurants (to limit the comings and goings and the number of guests)
- 🌲 Buffet-breakfast served by our staff and floor circulation markings
- 🌲 Hydroalcoholic gel dispenser in the hotel entrance and all common areas for our guests
- 🌲 Hydroalcoholic gel dispenser available in all working areas for our staff
- 🌲 Limited access to our Spa facilities (steam room remain closed)
- 🌲 Disinfection of payment terminals and room keys after each client
- 🌲 Strict hygiene measures with daily disinfection of the rooms and all common areas with compliant equipment and using approved disinfectant products
- 🌲 Training and awareness of our teams in new health standards and barrier gestures

Our Flexible Conditions

Feel confident to book your stay, we have created specific sales conditions with the following terms & conditions:

- ❄️ French borders closing or borders of the originating country of the client
- ❄️ French Government instruction implementing the ski resort closing and/or the hotel closing
- ❄️ Quarantine set up by the originating country of the client when returning from France
- ❄️ Quarantine of the hotel
- ❄️ One of the future guest is tested positive to Covid-19 in the past 14 days prior arrival (medical certificate required)

You have the choice between:

- ❄️ Get a refund of the amount paid (management fee apply: 50€ for hotels, 300 € for chalets)
- ❄️ Postpone the full amount paid for a future stay in one of our two properties, available up to the limit of 1 year (no management fee deducted)

We guarantee the application and compliance of all necessary measures to welcome you serenely in Val d'Isère in our hotels & luxury chalets.

We look forward to welcoming you very soon!