



Au centre de la station
Au pied des pistes et des remontées mécaniques

GENERAL SALES CONDITIONS

These conditions apply to all sales made with the Hotel Pelvoux the Croisette 73440 Les Menuires. Therefore, the client acknowledges having read these terms and conditions and agrees to abide by them.

These conditions are subject to change at any time, and the conditions valid will be those at the time that the reservation was made.

ARTICLE 1 - RATES

Rates quoted are in Euros and include VAT, and take into account the VAT applicable on the day of booking. Any change in the applicable rate, or any modification or introduction of new statutory taxes introduced by the competent authorities, will be automatically reflected on the prices shown on the invoice.

The rates are based per room for the number of persons indicated and for the period requested and do not include supplementary service (except those indicated).

The local tax of 1.65€ per day per person (13 years and over) is not included in the stated price and is payable directly on site. It is applicable from 1 December to 30 November each year.

Some services may be subject to a supplementary charge and may subject to modifications without prior notice. The hotel is not liable under any circumstances.

ARTICLE 2 - RESERVATIONS AND PAYMENTS

Reservations are effectible the web site www.hotel-pelvoux-menuires.com, by telephone, by email, by mail.

The reservation will be effective only if it is guaranteed by the customer or by sending a valid credit card number with expiration date or by payment of a deposit of 30% except for short stay, and after receiving detailed reservation confirmation.

The hotel reserves the right to refuse any reservation if the card number is incorrect credit or the reservation incomplete.

Reservations regardless of their origin are payable in Euros only.

The balance will be paid up to 48 hours after arrival.

The Hotel Pelvoux accepts the following credit cards: Visa, MasterCard, and has a system for secure bookings (SSL) that protects and encrypts all sensitive information sent during reservation to prevent disclosure to any third party.

In order to verify the conformity of the product with its expectations, it is up to the contractor prior to booking to collect all the necessary information regarding the services offered by the resort during the period booked.

ARTICLE 3 - FORCE MAJEURE

A Force Majeure is characterised by any event both unforeseeable and unavoidable which prevents the client to travel or to carry out all or a part of his contractual obligations.

ARTICLE 4 - MODIFICATION AND CANCELLATION OF STAY

All modifications and cancellations of reservations must be sent in writing to the Hotel Pelvoux and will lead to an administration fee of 80€
In case of cancellation or change to reservation less than 31 days of arrival the establishment reserves the right of payment of 30% of the total amount of the reservation.

In case of cancellation of modification last minute and no show the hotel will deduct the total amount.

Shortened holidays will not be refunded.

ARTICLE 5 - HOTEL AND SERVICES

The child breakfast rate applies to children up to 8 years of age.

Domestic animals are permitted in the building only with written consent from the hotel. Any person arriving with an animal without prior agreement will be refused access to the hotel and no compensation or refund will be made.

The same regulations apply should to an animal be left alone in the hotel for any reason.

Should there be any problem with any animal; the hotel reserves the right to take appropriate action, at the sole responsibility of the owner.

Rooms are available from 4 pm and must be vacated by 10 am on the day of departure. Fees may be charged should the check out time be not respected. For late arrivals after 7 pm, the reception must be informed.

The client agrees to use the room in good faith. Any unrespectable conduct or disturbance to public order the hotel reserves the right to ask the clients to leave the facility without compensation or refund.

ARTICEL 6 - ROOM CHANGE

In case of unavailability in the Hotel Pelvoux or in case of Force Majeure, the hotel reserves the possibility to accommodate the client totally or partially in another hotel with the same or superior rating of the hotel Pelvoux and similar services. The transfer will be to the charge of the hotel with no further compensation possible.

ARTICLE 7 - COMPLAINTS

Any complaints should be directed to the Hotel Pelvoux by writing and send by recorded delivery within 15 days after the beginning of the stay.

After this delay no claim will be considered.

ARTICLE 8 - INFORMATIQUE ET LIBERTE

In application the French law act 78-17, Informatique et Libertés, all clients are advised that their bookings are subject to nominal computer processing. Clients have a right to access and correct the data entered, exercised at the registered office: SARL SKB and the Hotel Pelvoux, La Croisette 73440 LES Ménuires. It is clear that this information will not be disclosed to third parties.

Hotel Pelvoux offers Wi-Fi internet access. The user agrees that the computing resources made available is in no way used for reproduction, representation, making available or communication to the public, works or objects protected by copyright law such as text, photographs, audio-visual musical works, software and video games, without authorization of the copyright holders provided for in Books I and II of the Intellectual Property Code.

ARTICLE 9 - RESPONSABILITES

The hotel is not liability for theft, loss, degradation effects belonging to guests during their stay.

The client shall be liable for any damages of any deterioration, vandalism that may occur due to the occupant and / or participants and / or staff that he is responsible for, furniture, decoration and property within and outside the hotel. The Hotel Pelvoux reserves the right to ask the client to leave the facility without compensation or refund, and demand payment for the damage caused by such acts.

ARTICLE 10 - LAW

These General Sales Conditions are governed by French law. Any complaints to these rules will be judged within the exclusive jurisdiction of the French courts.