

Booking Terms and Conditions for 38 Le Bollin, Val Claret, Tignes

Payment.

Deposit of 30% paid at time of booking. We will usually hold for 48 hours if you need to check with other parties prior to payment of the deposit.

Balance of 70% plus security deposit of £1,000 (€1,100) paid 6 weeks before first day of holiday. Payment by electronic transfer is preferred, but cheques are also taken. If this date isn't met, then the booking will be considered cancelled.

Deposit

The deposit of £1,000 is repaid within two weeks of your return minus any amounts for damage. It is important that you notify us during the holiday of any damaged items so that we can sort or replace them as quickly as possible. In the unlikely event of damage exceeding this value, the renter will be liable for paying the difference based on replacement costs.

Cancellation

Please inform us immediately if you need to cancel your booking. You will be liable to pay as follows:

Up to 6 weeks before departure – deposit loss

6-4 weeks 60% of holiday cost

4- 2 weeks 80% of holiday cost

Under 2 weeks 100% of holiday cost

Our obligations are as follows:

In the very unlikely event that we have to cancel or change your holiday we will offer you one of the following:

1. new holiday arrangements
2. you get a full refund but we accept no liability for other costs
3. find a suitable alternative

Neighbours

Le Bollin is a quiet apartment building mainly occupied by the other apartment owners. It is important that these people are treated with respect and that every effort is made to reduce late night noise or use of the AV system at a high volume.

Security

We have installed a keypad system on the front door in order to enable easy keyless access during the day - particularly for children. It is very important that this number is not disclosed to any parties not staying in the apartment. If you are

leaving the apartment in the evening, please also use the key lock for maximum security.

Shoes& Boots

Given the oak and limestone floors, it is important that no outdoor shoes are used beyond the hall. Please ensure that any visitors follow this rule too. Please keep skis and boots in the ski room off the hall or in the cupboard number 38 in the building lobby by the front door.

Smoking

We have a strict no smoking policy in the apartment.

Feedback

We will ask you to complete a feedback form at the end of your stay. Your feedback is important and may be a significant driver of what we offer in the future.

Transfers

We don't provide transfers but if you need these, we can recommend a local business in Tignes that works to a high standard at reasonable price

Insurance

You are required to have holiday insurance including winter sports cover when booking a holiday.

Weather conditions

Although Tignes is a high resort with some of the best snow conditions in the Alps, no responsibility is taken by TignesPenthouse for weather conditions that are not suitable for skiing.

Service

Cleaning and delivery services are provided.

Arrival and departure

The apartment, which is available from 16.00, has to be vacated by 10.00 on Sunday.