



## GUEST INFORMATION

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Once your apartment booking is confirmed, all guests are required to register on my website [www.sasles2alpes.com](http://www.sasles2alpes.com) before arrival. Renting an apartment is not like renting a hotel room. To guarantee a smooth arrival, there is specific information that both you and SAS require to ensure a smooth arrival. Please read carefully the information provided when registering in order to avoid any surprises.

All of the information below, plus a detailed map to your apartment, can be downloaded and printed from the registration page on my website. DO NOT LEAVE HOME WITHOUT THEM.

### CHECK-IN TIMES:

**Saturday:** Check-In for all apartments is strictly between 3pm and 8pm. Arrivals after 8pm on Saturdays can collect keys from the Tourist Information Point at the entrance of town up until 4am Sunday morning.

**Monday to Friday and Sunday:** Check-In for all apartments is strictly between 3pm - 8pm. If you plan on arriving late during the week arrangements will need to be made with me prior to your departure. Mid week late arrivals will also incur an additional charge of 25€ up to 10pm and 45€ thereafter. This additional charge will payable on arrival.

### ARRIVAL INSTRUCTIONS:

In every case, please advise me of an estimated arrival time when registering before departing on your holiday, followed by a telephone call/text a half an hour before your actual arrival in Les Deux Alpes (Bourg D'Oisans is roughly this from resort) to announce your arrival. I will meet you directly at the apartment (detailed set of instructions and map can be downloaded). Alternatively, if you are experiencing difficulties find the apartment, I can meet you outside the European Ski School. Please note, if on the day you are going to be much later/earlier than the estimated time of arrival previously advised, please let me know as soon as possible. My contact number is:

+33 629 336 593 (mobile)

Mobile Phone Difficulties: If you are experiencing mobile phone difficulties, you can go directly to the European Ski School and they will telephone me on your behalf.

NB: For your own benefit, it is preferred if you can contact me via a text message from your mobile where possible. Receiving and making telephone calls using your UK mobiles in France can be quite expensive.

I will also be available between 9am and 8pm on the above number throughout your stay in the case of any difficulties with the apartment. Out of hours, for emergency calls only, messages can be left on my mobile number and/or my home number +33 476 806 447.

### BAGGAGE STORAGE:

Baggage Storage is available at 2 Alpes Voyages for all guests of Les Deux Alpes. 2 Alpes Voyages is located on the Rue des Sages, near to the Jandri express, just down from the Quicksilver Shop. Station Map Ref 04. Tel 04 76 79 75 17. Opening Hours 8.30 – 12pm, 2pm-6.30pm.

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**Strong Apartment Services Les 2 Alpes No SIRET 50119708100018**

**B.H. Tel: +33 (0) 629 336 593 AH Tel: +33 (0) 476 806 447**

**Web: [www.sasles2alpes.com](http://www.sasles2alpes.com) Email: [info@sasles2alpes.com](mailto:info@sasles2alpes.com)**

**Street Address: 34 Rue Docteur Daday, 38520 Bourg D'Oisans, FRANCE**

**Postal Address: BP 212, 38860 Les Deux Alpes, FRANCE**



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### SECURITY DEPOSIT:

A Refundable Key and Security Deposit of 350€ is required by Credit Card on Arrival. On arrival the apartment will be in full working condition. If there is any current damage this will be pointed out to you. If you notice any damage to the apartment that I am not aware of, please advise me of this within 24hrs of arrival.

Guests are liable for all damage/breakages caused by their action or the actions of the children for whom they are responsible. Please note that Lost keys can incur a cost of up to 300€ to have the lock changed and new keys made.

The Security Deposit will be refunded in full within 7 working days if the apartment is undamaged and left in a condition adherent with the departure instructions found in your apartment. If any damages are found after your departure, you will be contacted and the costs will then be deducted from your credit card.

### DEPARTURE CLEANING:

Please be aware, that if a Departure Clean is NOT included in your apartment rental, a mandatory charge is to be paid on arrival in €. Cleaning Charges are as follows:

- 45€ - Small Studio Apartment (below 30 sq m)
- 50€ - Large Studio/One Bedroom (31 to 40 sq m)
- 55€ - One/Two Bedroom (41 to 60 sq m)
- 65€ - Two/Three Bedroom (61 to 80 sq m)

### LINEN HIRE:

If your apartment rental does not include linen and/or towels they must be ordered in advance on registration. You will be responsible to pay this charge on arrival in €. Cost (if not included in your rental) is 10€/person (minimum 30€). Please note that this price does not include towels, these are an additional 5€/person. Alternatively, you can bring your own, however I stress, please do not use the beds and bedding without linen, out of respect for other guests using the apartment after your stay.

### DURING YOUR STAY

Please treat the apartment as if it was your own home. All apartments are privately owned and are many owners home away from home. In particular, a few obvious ones:

- Please do not to flush anything other than toilet paper down the toilets.
- Please try not to pour fat/oil or large amounts of food waste down drains.
- Out of respect for following guests, beds are not to be slept in without linen.
- All apartments are non-smoking.
- No shoes or ski boots are to be worn into apartments.
- Out of respect for others, please keep the noise down between 10pm and 7am, particularly in apartment building public areas.

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### VACATING THE APARTMENT

I will come directly to the apartment at a pre arranged time, for your check-out. A damage inspection and inventory check will be carried out.

Before the departure inspection, please ensure to leave the apartment the way that you found it. Any items used or moved to be put back to where they were found originally, dishes washed and put away, beds stripped with dirty linen/towels placed in a pile by the door and rubbish taken out. A cleaner will be in after your departure, if not specified otherwise, to vacuum, mop and clean bathrooms.

NB. Please be aware that that if the above is not adhered to additional cleaning charges will be withheld from your security deposit.

### WELCOME PACK:

On registration, a range of essentials can be placed in your apartment awaiting your arrival in the case of late arrival, a special occasion or to simply save that first rush out to the supermarket. You can chose from a number of Welcome Packs below at a cost of 45€ each.

#### Essentials Welcome Pack

(Tea, Coffee, Sugar, Milk, Sliced Bread, Jam, Butter, Ham, Cheese, Tomatoes, Muesli and Chocolate Bars, Crisps, Biscuits, Soft Drink, O. Juice, Toilet Paper)

#### Breakfast Welcome Pack

(Tea, Coffee, Sugar, Milk, Weet-Bix, Sliced Bread, Jam, Nutella, Butter, Bananas, Tomatoes, Eggs, Yogurt, Ham, Cheese, Orange Juice)

#### Lunchtime Welcome Pack

(Tea, Coffee, Milk, Sugar, 2 Fresh Baguettes, Butter, Sliced Ham, Sliced Chicken, Cheese, Tomatoes, Lettuce, Mayonnaise, Fresh Fruit, Juice)

#### Drinks and Nibbles Welcome Pack

(Beer, Bottle of Red Wine, Soft Drink, Fresh Baguette, 2 Types of Cheese, Parma Ham, Pate, Nuts, Crisps, Olives, Biscuits)

#### Special Occasion Welcome Pack

(Beer, Nice Bottle of Red Wine, Fresh Baguette, Assorted Cheeses and Cured Meats, Nuts, Crisp Bread, Olive Tapenade, Chocolate)

### DISCOUNTED LIFT PASSES

Save up to 20€ per person on Discounted six day Lift passes. On registration, lift passes can be reserved in advance and be ready waiting your arrival, saving the cuing process and some money too. Please note, that the ski passes must be paid for in € on arrival. A full list of prices can be downloaded from the registration page on my website.

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### SKI HIRE

On registration you are able to reserve your ski and board hire in advance. Guests receive a 10% discount with Precision Sports. A transfer service is available to pick you up and then take you back to your apartment with all of your kit. Precision Sports is an established and popular shop within Les Deux Alpes, run by a very well respected Englishman, James Lister, who is also an extremely highly qualified Ski Instructor and Trainer. He also employs English staff making the entire fitting process much simpler and accurate to your needs. Whilst he is not the cheapest in town, he does have, by far, the best equipment and service. Including your discount, full adult ski hire for 6 days starts from 85 Euro, full snowboard hire from 105 Euro and children under 12 years from 55 Euro. A full list of prices is downloadable from my website.

### SKI LESSONS

European Ski School is the only Ski School in Les 2 Alpes with Native English Speaking Instructors. They are able to offer an extensive range of group and private lessons for all levels and ages. On registration, you can request to book ski lessons.

### ACTIVITIES

Additional activities can also be reserved on registration.

#### Ski Guiding (Minimum 2 People, Maximum 8)

Les Deux Alpes - 100€/day

La Grave - 180€/day

#### Day Trips to Serre Chevalier (Minimum 6 People, Maximum 8)

Private Mini Bus Transfer for a full days skiing. Ski Pass is included with all Les Deux Alpes 6 day passes.

35€/person

#### Additional Activities (All activities are dependent on availability and weather conditions)

Helicopter excursions.

Football trips to Champions League Matches (France and Italy).

Off-Piste Courses (Damien Albert Stages du Ski)

Avalanche and snow safety talks and practical application (Free Respect).

Full Moon Party (Dinner and night skiing on the glacier).

Skidoo Rides.

### RESTAURANTS

When you show my business card at Smokey Joes (Tex Mex), Smithys Tavern (Grill) and Tribeca Cafe (Italian) you will receive 5% off your dinner bill, including drinks.

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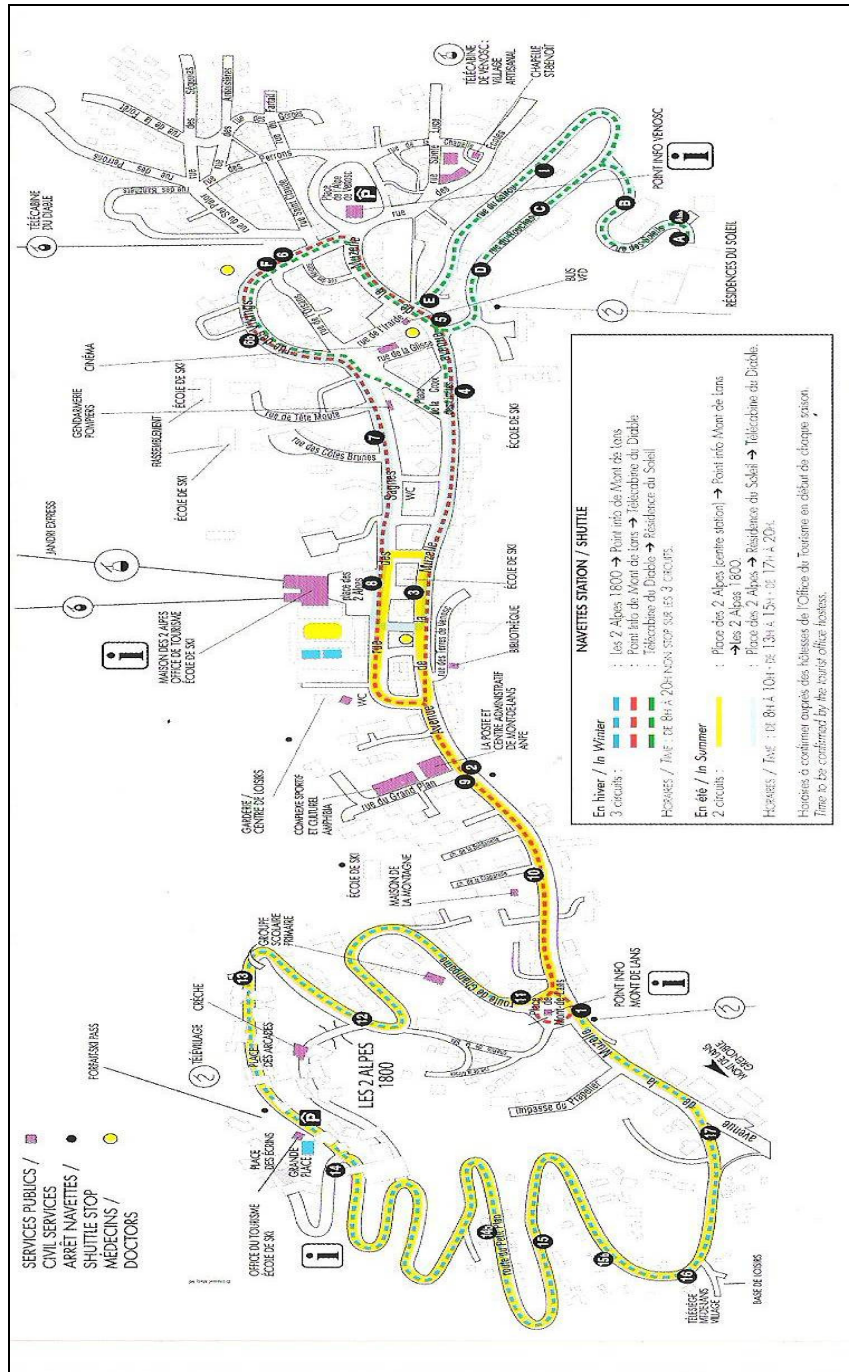
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## VFD and BENS BUS STOPS

If you are arriving by local bus from Grenoble, the VFD busses stop at points 1, 2, 3 and terminates at 5. Bens Bus Stops at points 1, 3 and terminates at 6.



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### HOW TO FIND THE EUROPEAN SKI SCHOOL



After entering Les Deux Alpes on the Avenue de la Muzelle (the only road into resort), the European Ski School is located on this same road on the left hand side, approximately 1km down, at the Place de la Croix de Limites (round-a-bout) just before the street narrows. The European Ski School is on the ground floor of the Apartment building La Residence where you will find the 'Board-room' Bar and 'Ski Extreme' Shop among others. It is also opposite the Secret Bar and the Cret Hotel which are both a few hundred meters down from La Cairn restaurant which has a big windmill out the front.



← Apartment Building La Residence

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