



## BOOKING PROCEDURE + TERMS AND CONDITIONS

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### OVERVIEW OF TERMS AND CONDITIONS:

- 60% of the rental amount is due within 5 working days of booking—balance is due 60 days prior to travel. Details
- The cancellation policy is fair to both apartment owner and guests.
- All guests must Register on this site before arrival, providing arrival times and contact details.
- A refundable Key and Security Deposit is required by credit card on arrival.
- In most cases, apartment rental does not include linen hire and departure clean. These charges are to be paid locally.
- Check-in for all apartments is strictly after 3pm. (Baggage Storage Available)
- On arrival, a SAS representative will meet you at the rental apartment with your keys, in accordance with arrival instructions. Failure to read these instructions could result in long delays to collect your keys or the inability to collect your keys at all.
- All guests are asked to adhere to the Apartment Rules during their stay.
- Departure for all apartments is strictly before 10am (Baggage Storage Available). On vacating, the apartment must be left in a condition consistent with the departure information. Failure to do so could result in additional charges being withheld from your security deposit.

### PAYMENTS:

Once your selection has been confirmed as available and a reservation has been entered in your name you will receive an invoice via email with payment details for 60% of the rental amount due within 5 working days of making the booking. The remaining balance is then due 60 days before travel. Payments may be made by personal cheque and bank transfer (both Euro and GBP are accepted). Payments by Credit Card may be accepted, however a 1% Transaction Fee is applicable.

### CANCELLATION POLICY:

Guests that cancel a booking may lose some or all of monies paid on the reservation.

1. If another client rents the apartment for the cancelled dates, then the cancelling client will be refunded all monies paid on the reservation except for a 150 Euro / 110 GBP cancellation fee.
2. If the apartment is rented for some of the cancelled dates or at a last minute discount rate, then credit is given to the rented nights and the refund is equal to the difference between the reservation cost and the credit, plus a 150 Euro / 110 GBP cancellation fee.



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### **BEFORE ARRIVAL:**

All guests are required to register before arrival. Renting an apartment is not like renting a hotel room. To guarantee a smooth arrival, there is specific information that both SAS and you the guest require to ensure a smooth arrival.

DO NOT LEAVE HOME WITHOUT PRINTING OUT A MAP TO YOUR APARTMENT.

### **KEY AND SECURITY DEPOSIT:**

A Refundable Key and Security Deposit of 350 Euro 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 14 working days if the apartment is undamaged and left in a condition adherent with the security deposit terms and conditions you will receive on arrival. If any damages are found after your departure, you will be contacted and the costs will then be deducted from your credit card.

### **LINEN, TOWELS AND DEPARTURE CLEAN:**

Linen, Towels and a mandatory departure clean is not always included in your rental. Please refer to your apartment details on the SAS website. Both of these must be paid for locally on arrival (Euros Only)

Linen can be hired at a cost of 10€ per person. Towels and Hand Towels are an additional 5€ per person. This must be ordered in advance when submitting the Guest Registration Form.

Departure cleans vary in price dependant on the apartment size.

- 45 Euro - Small Studio Apartment (below 25 sq m)
- 50 Euro - Large Studio/One Bedroom (25 to 40 sq m)
- 55 Euro - One/Two Bedroom (40 to 60 sq m)
- 65 Euro - Two/Three Bedroom (60 to 80 sq m)

### **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

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**Strong Apartment Services Les Deux Alpes No SIRET 50119708100026**  
**B.H. Tel: +33 (0) 629 336 593 AH Tel: +33 (0) 4.57.11.90.53**  
**Web: [www.sasles2alpes.com](http://www.sasles2alpes.com) Email: [info@sasles2alpes.com](mailto:info@sasles2alpes.com)**  
**Street Address: 24 Rue Humbert, 38520 Le Bourg D'Oisans, FRANCE**  
**Postal Address: BP 212, 38860 Les Deux Alpes, FRANCE**



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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 via email 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 map can be downloaded from my website). 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 details are

+33 629 336 593 (mobile)

info@sasles2alpes.com (email)

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., Map Ref 04. Tel 0476 79 75 17. Opening Hours 8.30 – 12pm, 2pm-6.30pm.

### **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.

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Out of respect for others, please keep the noise down between 10pm and 7am, particularly in apartment building public areas.

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

### **DEPARTURE TIMES:**

Check-out for all apartments is strictly before 10am.

### **VACATING THE APARTMENT:**

A SAS representative 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 fridge emptied, oven and hobs thoroughly cleaned and rubbish taken out.

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