

In this particular period, we are committed to offering you wonderful instants in our hotel. Our team is striving to set up new procedures to ensure you a pleasant stay while respecting the sanitary and safety measures.

WE ARE ADAPTING OUR CANCELLATIONS POLICY

The client has the possibility to cancel a confirmed booking without fees up to 24h before the arrival date only if any of below situation occurred:

- If Val D'Isère or your country of residence are subject to a travel restriction: travel ban, quarantine upon return or arrival, closing of border (France or home country)

The level of restrictions is defined on the websites:

ambafrance.org, diplomatie.gouv.fr and interieur.gouv.fr at the time of the cancellation request.

- If the French government requires the closure of our establishment.
- Closing of the resort and the ski lift permanently.
- Temporary closure of our establishment following a COVID 19 case.

We will contact you 30 days prior your arrival if you are travelling from a Country in one of the above situation in order to postpone, cancel our find an alternative suitable option.

Or:

- If a member of your party or/and the client is infected with COVID within 14 days prior the arrival (medical certificate required).
- Flight cancellation due to COVID-19, with a proof from your airline stating the COVID is the reason of the cancelation.
- Requisition of certain profession in link with the Covid-19 (letter from the employer requested).



OUR MEASURES AGAINST THE COVID

- Training our entire teams on sanitary measures and new protocols
- Respect of physical social distancing
- Wearing of masks by all our employees as well as our clients
- Masks, hand sanitize, and gloves will be at your disposal in the different areas of the hotel
- Strict protocol of disinfecting living spaces and rooms
- Significant reduction of physical contact points by the introduction of digital alternatives

