

# TERMS AND SPECIAL CONDITIONS

Version: June 2021

## 1. Conditions of reservation

A reservation is considered to be confirmed from the moment the deposit is paid by the client.

The client may submit a special request when booking (location, floor, side-by-side accommodation, etc.). T-Resort will do its best to satisfy you, however, your request cannot be guaranteed at any time and will be subject to availability at the time of the client's stay. T-Resort reserves the right to change the allocation of the flats at any time before the check-in. Failure to respond to a particular request will not result in any claim against us. **Only the dates and category of accommodation are guaranteed.**

As soon as the booking is made, the client will send to the Residence the required information on all the tenants (including children) who will be staying in the booked flat through of a form sent beforehand by the residence.

Additional services can also be ordered through this form:

- Bath towels, beds made on arrival, comfort pack...
- Pet (max 1 per accommodation)
- Rolloway bed
- Baby cot, High chair, etc
- Place(s) in the covered parking
- Breakfast

Reservations are nominative and personal and cannot be transferred.

The ski passes can be booked separately via a specific order form (please note that deadlines are important).

## 2. Mandatory fees and additional charged services

### **Mandatory fees (to be paid according to occupancy and actual consumption):**

- Caution by credit card Visa / Mastercard - To be paid on site: 450.00 (fixed price)
- Visitor's tax adult (from 16 years old)- To be paid on site: 2.50 per adult and per day.
- Visitor's tax for children (6 to 15 years old) - To be paid on the spot: 1.25 per child and per day
- Bed linen (first set):
  - 2 rooms 4 persons: CHF 68.-
  - 3 rooms 6 persons: CHF 101.-
  - 4 rooms 8 persons: CHF 135.-
  - 4 rooms 10 persons: CHF 168.-

- Final cleaning (end-of-stay cleaning, departure inventory and disinfection of the flat), charged regardless the length of stay (fixed price):
  - 2 rooms 4 persons: CHF 70.-
  - 3 rooms 6 persons: CHF 98.-
  - 4 rooms 8 persons: CHF 119.-
  - 4 rooms 10 persons: CHF 133.-

#### **Additional charges services :**

- Towels (1 big towel, 1 small towel and 1 facecloth) + 2 bathmats **CHF 5.- / person**
- Bathmats **CHF 2.- / appartement**
- Extra bed linen (1st set) **CHF 15.- / person**
- Bed made upon arrival **CHF 8.- per person.**
- Comfort pack (1st set of bed linen + towels and bathmats + bed made on arrival) **CHF 25.-/ person.**
- Rollaway bed (only available for 4P8 and 4P10) **CHF 15.- / day**
- Baby cot (up to 2 years) **CHF 7.- per day**
- Highchair **CHF 5.- / day**
- Pet (max. 1 per apartment) **CHF 8.- / day**
- Underground parking **CHF 10.- / day**
- Wireless Internet (WIFI) - Included in the price **CHF 0.00.**
- "Complete cleaning" service option (final cleaning including the cleaning of the kitchen and the reinstatement work of the apartment):
  - 2 rooms 4 persons: CHF 120.-
  - 3 rooms 6 persons: CHF 173.-
  - 4 rooms 8 persons: CHF 219.-
  - 4 rooms 10 persons: CHF 258.-

VAT: All prices indicated already include VAT

### 3. Payment terms

#### **High Season (18.12.21-08.01.22, 05.02.22-12.03.22)**

- A deposit of 50% must be paid at the booking time.
- The balance of 50% must be paid at the latest 60 days before arrival.
- For "last minute" bookings (less than 30 days before arrival): the full advance payment will be required at the time of booking.

#### **Low & Middle Season (01.11.21-18.12.21, 08.01.22-05.02.22, 12.03.22-30.04.22) and Summer Period (01.05 - 31.10)**

- A deposit of 20% must be paid at the booking time.
- The balance of 80% must be paid at the latest 30 days before arrival.
- For "last minute" bookings (less than 14 days before arrival): the full advance payment will be required at the time of booking.

If the deposit or the total prepayment is not paid within the specified time, the residence reserves the right to cancel the reservation without notice.

T-Resort will note the cancellation due to the client not having paid the deposit or the total amount of the stay by the expiry of the set deadlines (or if the credit card guarantee is not provided in due time) and reserves the right to dispose, without prior notice, of the services cancelled by the client.

#### 4. Cancellation policy

In case of a confirmed reservation, the following penalties will be applied and calculated according to the date of arrival:

High Season Weeks (18.12.21-08.01.22, 05.02.2022-12.03.2022)		
From	until	Amount due in % of the reservation
Day of signature	Day D-61	50%
D-60	Day D-31	75%
D-30	Arrival Day	100%

Low and Mid-Season Weeks (01.11.20-26.12.20, 02.01.21-06.02.21, 06.03.21-30.04.21) Summer season (01.05 - 31.10)		
From	until	Amount due in % of the reservation
Day of signature	Day D-31	50%
D-30	D-15	75%
D-14	Arrival Day	100%

- The services at special rates (packages, special offers, etc.), due to their specific nature, justify cancellation or modification charges of 100% of the total amount invoiced at the time of booking.
- In the case of a No-Show, the sums received remain due and no reimbursement can be made.
- In the event of a reduction in the planned length of stay, for any reason whatsoever, the residence will under no circumstances be obliged to reimburse the client the amount corresponding to this reduction.
- In case of cancellation, the reimbursement of the skipass will be made in accordance to the cancellation conditions of Tél'éverbier SA.

#### **COVID: Special cancellation conditions for any stay until the 30.04.2022:**

Only if an official governmental binding measure prevents the client from enjoying his stay, will he be eligible for compensation, less an administrative fee of CHF 100.-

The following are considered to be binding government measures:

- Partial or total confinement of Switzerland resulting in the closure of tourist residences.
- A partial or total confinement of the client's country of residence.
- A quarantine imposed by Switzerland on arrival in the country or a quarantine imposed by the country of the customer on his return that does not reasonably allow him to travel.

This clause is only valid for the duration of the guest's stay and is in no way applicable if the aforementioned binding measures do not affect the stay in question.

With several governments imposing certain travel restrictions and entry requirements, which may include restrictions from specified risk areas, it's your responsibility to continue to check the relevant local government websites and comply with all entry requirements for your destination before you travel, and for any destination you may be returning to. These may include, but not limited to, providing evidence of a negative COVID-19 test, completion of specific forms, and quarantine requirements on arrival.

The residence cannot be held responsible for the non-appearance of a guest if this occurs for a non-binding reason (such as the principle of prudence, recommendations not to travel, etc ) or non-governmental reasons (personal reasons, illness, etc). It is the client's responsibility to take out adequate insurance against these risks. In this case, the client alone is responsible for not enjoying their stay and the standard cancellation conditions will be applied.

## 5. Security deposit

A security deposit of CHF 450 per flat will be required per booking on a credit card (debit cards not accepted). It will be used to guarantee the correct return of the flat at the end of the stay and to cover any damage caused by the clients, to ensure the replacement of missing or damaged items, to cover the cost of damaged repairs (flat or common areas) as well as the cost of additional cleaning required if the flat is not returned in a suitable state of cleanliness according to the standards of the Residence (end-of-stay cleaning to be carried out by the client). The reservation of the security deposit will be valid for 30 days from check-in. Any damage found later may be invoiced and collected via this guarantee.

### **No key will be given without :**

1. Prepayment of the totality of the rent, the ordered additional services and the tourist taxes.
2. Payment of the security deposit :
  - a. It will be paid by reservation on a credit card (debit card not accepted) - preferred method.
  - b. In exceptional cases, the deposit can be paid in cash (in CHF only) for people who do not have a credit card.

### **Return of the security deposit :**

- Reservation of security deposit via credit card lapse at the latest within 30 days after its validation in case no payment is requested from the client.
- In the case of a cash security deposit, it will be returned on the day of departure, after a check of the flat, eventual deduction of any abnormally high repair/replacement costs or cleaning costs (the checkout procedure may take longer with a cash security deposit).
- If any damage is discovered after the client's departure and after refund of the security deposit, the client remains liable for the amount of the repairs. To be valid, repairs must be reported within 10 days of their discovery, with a photo or proof of damage.

## 6. City tax

Tourist taxes are collected on behalf of the municipality of Riddes and are not included in our rates.

They are compulsory for all residents without exception (guides, drivers, etc.).

City taxes must be paid in CHF only, on the day of arrival for the entire stay. The amount corresponds to CHF 2.50 per night for adults from 16 years of age and to CHF 1.25 per night for children from 6 to 15 years old.

## 7. Organization of arrivals

The check in occurs at the residence's reception desk. The client undertakes to take possession of the flat on the scheduled date.

The flats are available between 16:00 and 18:00. Waiting times may occur during busy periods.

In the event of impediment or late arrival (after 18:00), it is essential to inform the Residence to organize at best your arrival outside the opening hours of the reception desk.

When you make your reservation, you can obtain the keys to your flat from 13:30 by reserving the Early Check-In (extra charge). Without the purchase of this supplement, no check-in before 16:00 will be possible.

In case of No-Show on the day of your arrival and without prior written notice, the Residence will be entitled to rent again the flat within 24 hours.

The access to the accommodation may be refused in case of disruptive behavior, contrary to the calm and serenity of the Residence.

## 8. Taking possession of the accommodation

When taking possession of the accommodation, it is essential that the client informs the reception of any anomaly, broken article, non-functioning of household and sanitary appliances within 48 hours following his arrival. After this period, the apartment will be considered by default as being in perfect condition. Any damage discovered after this period will be charged to the client and cannot be claimed at the end of the stay.

No item/equipment installed in the flats may be moved to another. Any item transferred from one flat to another will be considered as missing and will be withheld from the security deposit. During his stay, the client will have to report any breakage or damage that may have occurred during his stay. He will be required to reimburse the price of missing, broken or damaged objects, any deterioration that occurs during his stay, the price of repairing or cleaning the premises (walls, ceilings, paintings, woodwork, sanitary appliances, household appliances, etc.) in accordance with the estimates drawn up by the company.

## 9. Organization of arrivals

On the day of departure, the flat must be vacated between 8:00 and 10:00 at the latest.

A late check-out option is possible, subject to availability and prior booking, at an additional charge. Without the purchase of this supplement, no check-out after 10:00 a.m. will be permitted or will be subject to arbitrary additional charges if applicable.

- Lost keys will be charged as follows: apartment key: CHF 200, interior key: CHF 40, ski box key: CHF 200.-

### **Check-Out procedures**

At the time of departure, a person from the Residence will go with the client to the apartment to check the good conditions of return of the apartment. Any damage or cleaning costs will be charged to the client (deducted from the guarantee deposit and/or charged as an extra).

In order to organize this operation in the best conditions, the client will have to come to the reception to fix his departure appointment, at the latest 2 days before the departure date. If the client does not come to the appointment at the right time, the Residence's representative will be able to check the apartment alone. In case of missing objects, damages and/or an abnormally high level of cleaning, the party at fault will be obliged to accept the costs without discussion.

## 10. Conditions of return of the flat

The client will have to carry out a minimum of reinstatement work of the flat and cleaning of the kitchen area in order to leave the flat in an acceptable state of cleanliness.

The mandatory "final cleaning" service (see 2. Compulsory fees and optional paid services), provided by the Residence and which can only be carried out after the signatory's reinstatement work and kitchen cleaning includes: end-of-stay cleaning, departure inventory and disinfection of the flat. This mandatory service is charged regardless the length of stay.

A "complete cleaning" service option, including the final cleaning, the cleaning of the kitchen and the reinstatement work of the apartment is also possible on reservation (c.f. 2. Compulsory fees and optional paid services).

**Additional charges may be applied up to the amount of additional cleaning required according to the standards of the Residence:**

### **Kitchen**

- Leave the dishwasher empty and clean.
- The dishes must be clean and put back in the cupboards.
- Empty and clean the bin. No rubbish bags left inside the apartment when you leave.
- Empty and clean the refrigerator and the freezer (no food/beverage left overs).
- Clean the microwave, hotplates, work area and kitchen sink.
- Cleaning rag and sponge go to the rubbish bag. They are one use only.

### **Bathroom**

- Please leave bed linen, kitchen towels and possibly towels in the bathtub.
- Please leave the toilets in an acceptable condition.

### **Bedrooms**

- Remove bed linen and put them in the bathtub.
- Leave mattress protectors on each mattress.
- Shake the duvets and leave them folded on each bed.

### **General**

- Briefly vacuum the floors and pick up any waste (vacuum cleaner available in each apartment)
- Furniture is in its original position.
- Check that there is nothing left in the drawers, cupboards, safe (if applicable), behind or under the beds and on the balcony.
- All lights must be turned off, taps and windows must be closed.
- Please present yourself at the reception according to your appointment time (or no later than 10:00 am) with your flat and ski box keys.

In any case, the flats must be cleared and emptied of all personal objects and rubbish (trash bag out, fridge and freezer empty). Should the flat be left in a condition considered "extremely dirty", part of the security deposit may be withheld depending on the amount of additional cleaning required.

### **Available in every flat**

- 1 Vacuum cleaner
- 1 taxed garbage bag (35L)
- 1 Mop
- 1 bucket
- 1 Dust collector and brush
- 1 Cleaning kit (sponge, washing up liquid, dish tabs, 2 dishcloths, 1 rag, all-purpose cleaner, 1 taxed garbage bag of 35L)

## **11. Rules of the Residence**

The rules of procedure are posted inside each building.

### **Clients agree to always respect the following rules:**

- The number of people occupying the accommodation cannot exceed the maximum capacity of each apartment. If this is not the case, the Residence will immediately cancel the reservation, without any possibility of damages and interests claimed by the clients.
- It is forbidden to move around the buildings while drinking alcohol and to throw cans, bottles, papers, and other objects elsewhere than in the appropriate containers.
- You are in a completely non-smoking residence. It is therefore forbidden to smoke in the apartments and common areas. Any violation of this rule will be charged to the apartment upon departure (or deducted from the security deposit).
- Smoking areas are located outside the buildings. Cigarette butts must be disposed of properly.
- The peace and quiet of the other residents must be respected during the stay (silence after 10:00 p.m.). In the event of a complaint from residents in the building or in the event of intervention by the police, the security deposit or part of it will be confiscated. The Residence reserves the right to report the nuisance to the competent authorities.
- It is forbidden to throw into sinks, bathtubs, washbasins, toilets, etc. any foreign body that may clog the drains (oil, etc.). It is also vital to use products suitable for use in the

dishwasher. In case of non-compliance, the repair costs related to the intervention of the services concerned will be charged to the client.

- Strict rules apply to the disposal of waste (taxed white bin liners in appropriate sorting areas in Switzerland). The client undertakes to comply with local regulations. Failure to do so may result in sanctions being applied by the local authorities.
- Pets are allowed in the residence only with prior reservation. A maximum of one pet per apartment is allowed. Dogs must be kept on a leash on the whole complex. The masters are responsible for the good keeping and cleanliness of their pets. We reserve the right to refuse and/or expel dangerous or aggressive animals or more generally animals that disrupt the smooth running of the residence.

**In case of non-compliance with the points mentioned, the accumulated costs can be deducted from the security deposit.**

## 12. Security in the Residence / communal rules

The client agrees to behave appropriately to ensure the peace and safety of the other clients of the residence and the resort. All interventions by the local authorities to restore peace and security in the residence and its surroundings will in any case be charged to the client.

## 13. Insurance / liability

The Residence cannot be held responsible for theft or damage to personal property in the flats, including individual storage spaces, common areas, car parks and all other buildings and annexes.

The residence cannot be held responsible for the forgetting of personal belongings inside the flat when the premises are vacated.

For bunk beds, the upper beds are not suitable for children under the age of 6.

## 14. Tourist information and pictures

All images are non-contractual. The information on activities in and around the resorts mentioned in the exchanges and on the website is for information purposes only. They cannot be used to engage the responsibility of the "Residence".

## 15. Claims

In the event of force majeure: climatic disasters, bad weather, nuisances or work by independent companies or public authorities, which may lead to unpleasant conditions, the "client" may not demand compensatory claims.



## 16. Clauses considered as unwritten

If one or more of the conditions presented prove to be null and void or would be declared as such by application of a law, a rule or a final decision taken by a competent court, they will not lead to the cancellation of the reservation.

## 17. Jurisdiction

In case of dispute, only the French version of this document will be contractual. Only Swiss law is applicable, and the jurisdiction will be the registered office of the "Residence". This applies both to judgements and to technical aspects.

## 18. Knowledge of the regulations

The present regulation must be known by all the clients staying in the apartment. It is an integral part of the conditions to which the reservation is attached and are available at the Residence's reception.