



Specific cancellation conditions Season 2021-2022

In order to be able to adapt to the health situation, we complete our general terms and conditions with the five specific cancellation conditions below and their execution modalities.

100% refund in the event of cancellation at any time before arrival due to at least one of the following reasons and according to the conditions below

If the clients are unable to travel, for the period of the booked stay, due to one of the following scenarios related to the pandemic (effective on the date of arrival):

- If the government of the country of origin of the person who made the reservation forbids all, except essential, travel abroad to France.
- If travel or border restrictions in France (ordered by the French government in response to the pandemic) prevent the person who made the reservation from travelling to France or to the rented property.
- If the ski resort in which the property is located is ordered to close its ski lifts activities
- If the French government decides, up to the day before arrival, to impose quarantine restrictions on the country or geographical zone of the property for the period of the client's stay. This is on condition that the client does not spend the quarantine period in the reserved property.
- If there is a mandatory lockdown and travel prohibition in France or the country of origin of the person who made the reservation.

If the client can justify being unable to travel due to at least one scenario related to the pandemic as described above in our cancellation conditions, a refund will be made according to the following modalities :

- The client can **cancel their reservation at any time**. The deposit and the balance if paid will be kept until the date of arrival and returned no later than 15 days afterwards if one of the conditions described in our cancellation conditions is effective at the time of the booked stay.
- If the client cancels their reservation, and on the date of their stay none of the above cancellation conditions are effective, their deposit will be refunded solely in the case where the property has been re-let in the meantime. If the property has not been re-let, and the client still wishes to cancel, the stay is not refundable.