

Email any queries on these terms to info@a-swiss-getaway.com

Rental Booking Terms & Conditions:

1. The owners of Chalet Des Sapins shall be referred to herein as “we”, “us”, or “our”.
2. Chalet Des Sapins (“the Chalet”) is offered for rental subject to confirmation by us to the renter (“the Client”).
3. To reserve the Chalet the Client must complete and sign the Reservation Confirmation form and return it together with payment of the initial non-refundable deposit (30% of the total due). Following receipt of the Reservation Confirmation form and deposit we will send a Confirmation Statement (i.e. a formal acceptance of the booking by us). The Chalet will only be available to the persons named on the Reservation Confirmation form. Sub-letting, sharing or assignment is prohibited. Following acceptance of your booking we may accept changes to the named party members, but reserve the right to refuse these changes.
4. The balance of the payment is due not less than 8 weeks before the start of the accommodation period. If payment is not received by the due date, we reserve the right to give notice in writing that the reservation is immediately cancelled and the deposit is forfeited. In this event clause 5 of these booking conditions will apply. Reservations made within 8 weeks of the start of the rental period will require full payment at the time of the booking.
5. Subject to clauses 3 and 4 above, in the event of cancellation by the Client, if more than 8 weeks before the arrival date, then we will refund 50% of the deposit (the retained 50% will be used to cover administration costs incurred by us) if we are able to re-let the Chalet. If the Client cancels the booking having paid the booking amount in full, the following refunds as percentages of the total sum less the deposit will be made:
 - 4-8 weeks before the arrival date - 50% refund
 - 0-4 weeks before the arrival date - no refund will be given(It is strongly recommended that clients purchase adequate cancellation insurance cover).
6. The Chalet will be made available from 16:00 on the first day of the booking (the arrival day) until 10:00 on the last day of the booking (the departure day). We will not be obliged to offer accommodation before the stated arrival time and the Client will not be entitled to remain in occupation after the stated departure time.
7. The Client agrees to be a considerate resident ((i.e. not act in a way which would cause disturbance to neighbours) and to make every reasonable effort to take good care of the Chalet. In the event that the Client breaks something, then we ask that notification is given to us, or the Chalet Manager, so that a like-for-like replacement or repair can be arranged. The Client will be liable for any damage caused by themselves or their party. Any such costs will be deducted from the damage deposit left with the Chalet Manager on the day of arrival and any amount in excess of this will be invoiced and must be paid for prior to departure.

We draw the Clients attention to the following stipulations in particular:

- Smoking inside the Chalet is STRICTLY forbidden under all circumstances.
- Outdoor footwear must not be beyond the entrance hall of the Chalet, where suitable drying facilities are provided.

- Recreational equipment (skis, snowboards, poles etc.) must not be brought into the Chalet, suitable racks and storage space are provided immediately outside the main entrance.
 - Bikes / sledges / snowboards / skis etc. are not to be ridden on the chalet grounds, gardens, or patios.
 - No pets are allowed inside the Chalet at any time.
 - When using the wood burner, please follow the instructions provided in the Chalet Information Pack. The Client will ensure that the inside of the wood burner and ash tray are emptied prior to their departure.
 - The Client is reminded that the wood burner is extremely efficient and as such only 3-4 logs are needed through an evening to heat the lounge and/or create an ambience. The settings may need adjusting if this is exceeded.
 - The Client must refrain from using petroleum, gas or any other flammable fluids or gases to assist with initial fire lighting. Only newspapers and wood kindling are permitted for use.
8. The Client will report to us directly, or to the Chalet Manager, any defects in the Chalet, breakdown or faults in equipment or electrical appliances in the Chalet or garden area, and suitable arrangements for repair and/or replacement will be made as quickly as possible.
9. The private access road to the Chalet will be cleared after snow falls by arrangement with a local snow plough service. In some circumstances, heavy snowfall may make access to the Chalet via the steps and entry path difficult. Snow shovels can be found in the utility room (off the entrance hall) and the Client should use these as required to clear these access areas. Under no circumstances should the snow clearance tools be used on the wooden balcony as they will cause damage.
10. We will not be liable to the Client for:
- Any temporary defect or stoppage in the supply of public services to the Chalet, nor in respect of any equipment or appliance in the Chalet or garden area.
 - For any loss, damage or inconvenience caused to or suffered by the Client if the Chalet will be destroyed or substantially damaged before the start of the accommodation period and in any such event, we will, within seven days of notification to the Client, refund the Client all sums previously paid in respect of the rental period.
11. Under no circumstances will the owner's liability to the Client exceed the amount paid to us for the accommodation period.
12. Any email, brochure, web site or communicated information is correct, to the best of our knowledge, at the time of publication. We reserve the rights to all such materials and as such any reproduction is strictly prohibited without our expressed written consent.
13. It is a condition of booking the Chalet, that all persons staying at the Chalet have adequate insurance cover for their holiday, their possessions, and possible consequences of the activities they undertake.
14. Any breach of clauses 3,4,5 or 6 by the Client will entitle us to terminate the agreement immediately without notice or refund.

Version 1.1 (revised 24/09/09).