Terms and Conditions for Tarentaise Properties.

Payment and confirmation
Our properties are for sale accross a number of platforms, and we are unable to block dates.
Booking direct is always cheaper by 5-10 %

For bookings made with agents, we are generally bound by those terms, please refer to them.

For direct bookings you can reserve online www.tarentaiseproperties.com.
The non refundable *deposit is 10% to secure the holiday and the balance is due 10 weeks before arrival
For the Chalet Marron and Chalet Reymond Pre du Lac you can pay the deposit immediately on line via the stripe service .For other properties, we will send you a payment link via stripe .

Non refundable *10% deposits have no procesing fees when paying by card/ stripe.
For the 90% balance due 10 weeks before arrival you can pay via Bank transfer with no fee
SARL TARTENTAISE PROPERTIES FR76 1810 6008 1096 7596 2348 425 BIC AGRIFRPP881

By french cheque SARL Tarentaise Properties . (2 Rue Saint Jean Baptiste , SEEZ , 73700) no fee

We are able to send you a payment link if you wish to pay by credit card, debit card or apple pay. Please note there is a transaction fee of 1.4 % from european countries or 2.9 % outside the EU which includes UK after July 2022.

The taxe du sejour is payable once you arrive in resort and is generally €1 per adult per night , U18 are not charged.

There is a damage deposit which varies per property, the amount is listed on the booking form. This can be taken as a french cheque or if you have paid by card we can take a pre authoristaion on a credit card Cheques are destroyed on the day of check out.

Booking terms and conditions
- The lead person making the booking must be 18 years or older.
- All of our properties are non smoking inside, there are ashtrays in the designated smoking exterior areas
- Guests are asked to treat the properties , fixtures and fittings with respect, and we reserve the right to recover the cots of any damaged missing items. Whislt we generally dont charge for small accidental damages like glasses etc , we ask that you let us know if anything is broken or damaged at any point during your stay so that we can arrnage repair or replacement before the next guests arrive.
- We ask that you have adequate insurance to cover for large damages. Our insurers are MMA and any large damages are generally negotiated between guest and company insurance.
- Please respect the neighbours and adhere to the local or building rules of limited noise after 11pm.
- Some animals are accepted in certain properties ONLY with prior agreement.

Your price includes
- Exclusive use of the property from 16h on day of arrival to 10h on day of departure. Arrival or departure outside of these time must be pre arrnaged so as not to interfere with the changeover and cleaning process.
- Linen and beds are made to your party requirements. Towels are provided
- Baby and child equipment as required
- Basic cleaning products and toilet rolls.
- End of stay deep clean, although you are asked to remove your rubbish and return all items their origional places.
- Fire wood and kinding where required - you are asked to ensure you read the instructions

We factor in a certain amount of cleaning time in order to prepare the propeties between clinets, this depends on the size of the property. In the event that the property is excessively dirty and our team need to wash carpets , wash dishes, remove stains, this will be billed at €25 per hour plus the cost of any repairs , carpet cleaning , additional washing of beds,

Cancellation by you
If you need to cancel your stay we ask that you advise us as soon as possible by email tamsin@tarentaiseproperties.com. In the event of unforseen circmstances, we would advice you to use your holiday insurance. We will release the dates back to the calender and in the event the holiday is resold we will refund you the selling price less a 5 % admin fee. Please note that the closer to the date , the less likley to sell at full price. * 10 % non refundble depsoit is generally non refunadable , unless we are able to resell the same period for the same price. There is a 5 % admin fee on the total price of the reservation (less cleaning and linen fee.)

Cancellation by us
Only in the most extreme circumstances would we ever cancel your reservation, this would be due to flood, fire or damage to a property. In this instance you would be provided with the necessary information and issued a full refund including any credit card fees you paid.

Cancellation due to Pandemic or Governmental restriction
In the event that the resort is closed (ski lifts not operational in winter) if there are departmental or governmental restrictions preventing you from travelling to France or Savoie, we will refund your holiday in full or carry it over to a suitable date. As closures restrictions change reguarly we will refund on the normal arrival day. (and not due to expected closures) . We are unable to refund for any individual illness, or isolation restrictions. Please ensure you take adequate insurance to cover illness before and during your holiday.