

CHAMROUSSE RÉSERVATION



Office de Tourisme
42, place de Belledonne
38 410 Chamrousse

Tél : +33 (0)4 76 59 01 01
Fax : +33 (0)4 76 89 98 06
Email : reservation@chamrousse.com

Legal notice: Serenity Offer WINTER 2020/2021

With this offer, the customer will be able to change or cancel his stay free of charge * until the day of arrival if a COVID-19 containment or travel restriction from an authority in the country would not make vacation possible

This offer is valid only for stays from 05/12/2020 to 18/04/2021.

Stays postponed to later dates will be subject to the usual CGV and CPV

The Serenity Offer applies only to accommodation participating in the offer. The Accommodations that do not mention the offer are subject to the usual cancellation and modification conditions, as well as the additional services (Ski Pass, Ski school lessons, SPA Les balcons de Recoin , snowmobiling, Les Marmots crèche, etc.)

Cancellation and changes

Modifications of your stay :

- Customer can change his stay (dates and/or type of accommodation) on written request (postmail or email) until the day of his arrival with a proof. Once the deadline has passed, the guest must make his stay under the usual booking conditions.
- Any request to increase the length of stay will be made according to availability and current rates

Early departure:

Stays interrupted by the client without proof of outbreak (COVID-19) will not be eligible for refund.

If the early departure is justified by new government decisions, the stay will be refund in proportion to what was consumed.

Cancellation due to the Booking Centre :

In case of cancellation of the stay due to the Booking centre or the host related to COVID-19, a refund* will be made pro rata of what has been consumed.

Cancellation by the customer :

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The reservation can be cancelled until the day of arrival on presentation of a proof from an authority of the country and in connection with the health crisis.
The cancellation must be stipulated in writing, postmail or e-mail.

*Refunds do not include the application fee of the Booking Centre, of 40€