

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 the evolution of the COVID-19 outbreak would not make it possible to go on holiday (Government decision, travel restriction or medical justification if a travel participant or close family member is affected by the coronavirus).

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 replaces the paragraph art-9 -Cancellation Policy.

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 or by a medical justification related to the coronavirus, 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 :

The reservation can be cancelled until the day of arrival upon presentation of a justification in connection with the health crisis (government decision or for medical reason related to COVID-19).

The cancellation must be stipulated in writing, postmail or e-mail.

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