

# SPECIAL TERMS AND CONDITIONS DUE TO COVID-19



5 charming  
places  
in the heart  
of Chamonix,  
a unique service.



In order to allow you to prepare your trips in complete peace of mind, new measures have been implemented in our establishments.

You will find below the special terms and conditions due to Government restrictions as well as the sanitary measures we apply.

**For any modifications in one of the following cases, the terms and conditions set out below will take precedence over our general terms of sale.** (except reservations with flexible, cancellable and refundable conditions of sale).

- **Closure of the borders of the country of departure** of customer coming from abroad, during the period when the trip was to take place.
- A **ban on travel to France for the customer's country**, issued by either the French Government or the country from which the customer is travelling, during the period when the trip was to take place.
- A **limitation on travel enacted** by the French Government, leading to the inability to reach the hotel during the period when the trip was to take place.
- A **Closure of Chamonix the ski resort or the French border**, enacted by the French Government during the period when the trip was to take place.
- A **national or local shelter in place order** (covering the location of the hotel or of the customer), enacted by the French Government, or by the relevant State Government during the period when the trip was to take place.
- A **quarantine imposed** by the French Government or by the country from which the customer is travelling, during the period when the trip was to take place.

Should any of these scenarios occur, we undertakes to gives our customers:

**a full carry-over of the amount paid**, in the form of a voucher which will be valid for 18 months from its issue date. If the voucher has not been used by the end of the 18 months, a full refund may be requested in writing from:

<b>Hôtel PlanB :</b>	<a href="mailto:contact@planb-chamonix.com">contact@planb-chamonix.com</a>
<b>Hôtel Faucigny :</b>	<a href="mailto:reservation@hotelfaucigny-chamonix.com">reservation@hotelfaucigny-chamonix.com</a>
<b>Chalet Whympér :</b>	<a href="mailto:contact@chaletwhympér-chamonix.com">contact@chaletwhympér-chamonix.com</a>
<b>Appartement du Génépy :</b>	<a href="mailto:contact@legenepy-chamonix.com">contact@legenepy-chamonix.com</a>



**For any other reasons for a modification or cancellation of a reservation:** the terms of sale at the time of booking will remain unchanged.

All the teams would be pleased to answer any questions you may have.

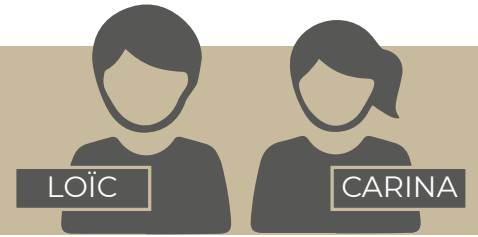
**Please take care of yourself.**

# COVID-19 WHAT DO WE DO TO PROTECT YOU



We care about our team's health and yours.  
Here are the measures implemented to welcome you  
in the best conditions.

2 health & safety  
managers



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places  
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Our front desk team  
applies hygienic practices  
and wear protective  
equipment



Experienced  
house-keeping team



Wellness spaces  
jacuzzi and spas  
are closed



We use professional  
and specific cleaning  
products



Devices are disinfected  
after each use  
(phones,  
payment terminals...)



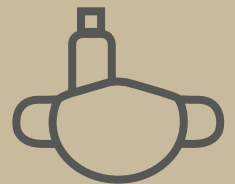
Common spaces are  
cleaned up every day



Specific procedures  
for deliveries  
(double-door entrance...)



Online payment  
and digital invoices  
available to avoid waiting  
at the front desk



Protection kit  
on demand  
(mask  
and hydro-alcoholic gel)



In-room  
breakfast service  
on demand\*

\*except for the Apart'hôtel Le Génepy.



Our staff does not enter  
your room  
during your stay  
(housekeeping on  
demand)



We wait for 8 hours  
between check-out and  
check-in for each room