**Frequently**asked questions

**Q - What payment methods do you accept?**

Deposits can be paid via bank transfer (details will be provided via email). Should you wish, we can also take payment via debit / credit card

**Q - What deposit is needed to secure the holiday?** If you would like to book we require a non-refundable deposit of 25% of the holiday cost

**Q - When do I have to pay my holiday in full?** Your final balance is due 8 weeks before departure. You will be sent a reminder via email when the balance is due.

**Q - Can I make changes to the booking?** If you wish to change the date of your stay, please contact us for availability and if the week that you wish to move to us available we will do our best to accommodate you. An administration fee of £50 per person will be payable

**Q – Can I cancel my holiday?** Cancellations must be notified to us in writing by the Party Leader and will only be effective when we acknowledge the written notice of cancellation. In cases of cancellation by the Client prior to 8 weeks before the holiday, the deposit paid will be forfeited. Between 8 and 4 weeks of the start date of the holiday 50% of the holiday cost will be forfeited. Within 4 weeks of the start date of the holiday the full balance will be forfeited

**Q – What time is check in / check out?** In order to allow the chalet to be properly cleaned between stays the standard checkout time is 10am on the day of departure and the checkin time is 4pm on the day of arrival. If you are arriving / leaving outside of these times, please let us know in advance

**Q - Can I pre-book ski hire?** Yes, you can order your ski and snowboard equipment through our partner Erna Low – [www.ernalow.co.uk](http://www.ernalow.co.uk/)

**Q - Which ski schools do you recommend?** We recommend the following:

ESF 04 79 06 02 34 for adult group beginner / intermediate lessons

Oxygene 04 79 41 99 58 for child lessons

TDC Ski 06 15 55 31 56 for advanced / expert / guiding

**Q - When should I book lessons?** We advise to secure lessons as early as possible to ensure you have the best choice especially on peak holiday dates such as Christmas, New Year, Half Term and Easter.

**Q - Can I pre-book lift passes?** Yes, you can order your lift pass through our partner [www.ernalow.co.uk](http://www.ernalow.co.uk/)

**Q - What are the child prices?** Prices for the chalet are based on full occupancy of 6 adults. Where the chalet is fully occupied by 6 adults, 2 children under 12 can stay for free. Where the chalet is occupied by less than 6 adults, the children will be charged as adults up to the total count of 6

**Q - What equipment and food can you provide for small children and infants?** We do not provide equipment for iinfants and small children with the exception of a high chair (on request). Nappies and baby foods are available in the supermarkets in resort

If you do have smaller children and you would like them to eat simpler childrens meals with a bedtime prior to the 4 course dinner, please discuss this with us on booking

**Q –Do you provide a babysitting service?** Our staff are kept pretty busy looking after our guests, cooking and cleaning and work 6 days a week. There are babysitters available in resort that we can help you to organise

**Q - I have a dietary requirement, can you cater for me?** Our mission is to be as flexible as we can but please note we do not operate a commercial kitchen set up and as such we cannot guarantee that there will not be traces of certain foods in some of the dishes that we cook. For this reason, we cannot accommodate any guests with a severe allergy to any foodstuff. Many ski resorts also do not offer the huge selection of gluten, dairy or lactose free products available in large UK supermarkets. If you do have any dietary requirements, please let us know prior to paying your deposit as with planning, we will usually be able to accommodate most requirements

**Q - Are there hairdryers?** We do supply hairdryers in our chalet, however if you have your own that you particularly like you are more than welcome to bring it.

**Q - Are there towels and bathrobes in the chalet?** Hand and bath towels are provided and towels are changed mid week. Bathrobes are available for all guests too

**Q - Do I need to take my own toiletries?** Complimentary toiletries (shampoo and conditioner) are provided in the chalet

**Q - Is there Wi-Fi in the chalet?** Of course, your welcome pack will tell you the password

**Q – Can I smoke / vape in the chalet?** For the benefit of other guests, the chalet is of course non-smoking. You can however access the front balcony from the lounge / dining area and you are welcome to smoke outside on the balcony

**Q - Will there be a safe in my room?** The building is an exclusive one and there are only 6 apartments in total – all are owned. Access to the building is via code and key. We do not provide safes and whilst we are confident your possessions will be perfectly safe, we would not recommend you carry valuables that you will not be wearing on your person

**Q – Does the chalet have a Bluetooth speaker?** The Sonos sound bar on the TV can access Spotify

**Q – What TV channels does the chalet have?** The TV is a new smart TV and is only 1 year old (ditto the sound bar). The chalet is subscribed to a service which allows us access to all UK channels plus Sky and streaming channels (eg Netflix, Prime etc…)

**Q – Do the staff live in the chalet?** No, although they will be in the chalet for many of the hours of each day to ensure that the place is clean and tidy and your meals are delicious, the chalet staff live in an apartment locally

**Q – Am I expected to tip the staff at the end of my stay?** Our staff work incredibly hard both visibly and behind the scenes to ensure your stay is memorable for all of the right reasons. If you are satisfied with the service you have received then any and all tips will be gratefully received by them. The amount of course is entirely up to you but in our experience tips of up to 5% of the stay amount are considered appropriate