

I. Booking registration and confirmation

All registrations must be accompanied by a deposit equivalent to 30 % of the price of the holiday.

The reservation becomes firm, once registration has been confirmed by the VILLAGE MONTANA. Any supplementary night's stay to those reserved in the original booking will be billed on a prorata public rate and will be paid directly by the client.

II. Payment of the balance

The balance of the price of the holiday must be paid, at the latest, 30 days before the arrival of the clients. We will not send you a reminder.

If the deposit is paid by credit card, please make sure the VILLAGE MONTANA has the authority and ability to debit the balance from the same credit card on the intended date. The client is liable for payment of any bank transfer fees that may apply.

Any bookings made less than 30 days before the arrival date must be paid for in full before the holiday reservation can be confirmed. Once the holiday has been paid in full, the VILLAGE MONTANA will send you a pro forma invoice.

III. Modifications and cancellations

If you wish to cancel your holiday, you should inform us immediately by email: info@tignes.co.uk

Cancellation periods are calculated from the date your notification is received in our offices. If clients are delayed and unable to take up a booking as scheduled or have to shorten their holiday, we will not be bound in any circumstances to reimburse for any unoccupied overnight stays.

Any cancellation emanating from the client will lead to the payment of variable costs as follows:

- From 14 days to 8 days before the planned arrival date:
invoicing of 50% of the total price of the holiday including any extra services.
- From 7 days to 2 days before the planned arrival date:
invoicing of 75% of the total price of the holiday including any extra services.
- Less than 2 days before the planned arrival date:
invoicing of 100% of the total price of the holiday including any extra services.
- Non-presentation on arrival day, interruption of the holiday and early return: **invoicing of 100%** of the holiday including any extra services.

For further information on the above, please refer to the contract agreement.

Clients are reminded, as stipulated by the French Consumer Code Article L. 121-21-8 12° that the right of retraction mentioned in article L. 121-21 does not apply.

The terms and conditions of sale of the applicable holiday price stipulate the modification and cancellation procedures possible.

Information COVID-19

A refund or a credit note on the whole amount paid for your booking will be proposed in the following cases:

- closure of the ski resort or Village Montana
- closure of the French borders or those of the country of departure of the client

If one of these closures happens during the stay of the client, the non-consumed nights will be reimbursed.

IV. Further information

General description and photos of our rooms/suites which are presented in our marketing documents (brochures, website) are solely for information purposes. Any request for a particular aspect, a specific situation, or a style of the room, is considered as a preference and does not constitute a guarantee on our part to the supply of an identical product.

All information concerning the ski resorts are supplied by the relevant Tourist Offices. The VILLAGE MONTANA cannot be held liable for inaccuracies in its content.

The Taxe de Sejour (a local tourism tax) is not included in our rate. Amounts vary according to location and hotel category, and the charge is payable directly in the hotel (except the cases it is paid by Tour Operator by prior agreement).

V. Reception

The hotel reception is open 24 hours a day.

Rooms and suites are available on your arrival day from 4pm and must be liberated before 11am on the day of departure.

In case of a late departure, after 11 am, a supplementary fee of €150 will be charged to the client.

VI. During your clients' stay

Any anti-social behaviour we consider to be a threat to public order, may lead to the client being asked to leave the hotel. In this case there will be no compensation or refund.

VII. Internal Rules and Regulations

The VILLAGE MONTANA cannot be held responsible for any personal objects left behind when leaving the room/ suite.

It is absolutely forbidden to take skis, ski boots, sledges and any other such equipment into the room or onto balconies of a room/ suite.

By reservation and prior agreement, pets are allowed in the hotel with a supplementary payment of €25 per day. Clients remain responsible for their animal and for any damage or nuisance they may cause.

In the interest of all our clients as well as for hygiene reasons, pets are not admitted in the restaurants and bars, nor in the Spa « Les Bains du Montana ».

VIII. « Force majeure » and change of accommodation

In the event of exceptional circumstances, or in the case of a « force majeure », where it is impossible to make available the original room/suite reserved by the client, the VILLAGE MONTANA reserves the right to change the accommodation to an accommodation with a similar or higher classification and similar services, subject to the prior agreement of the client.

The VILLAGE MONTANA cannot be responsible for matters outside our direct control that may perturb your holiday, for example lack of snow, suspended business activities, power cuts, interruption of water provision, noisy environment, natural catastrophes, closure of roads... The client will not be entitled to any compensation from the VILLAGE MONTANA.

IX. Security

Clients must make sure they close the doors and windows of their rooms/suites when they go out and make use of the safe for all valuables left there.

Furthermore, clients should not leave anything on the balconies of their rooms/suites or in the communal areas of the hotels (reception, corridors, garages). Ski lockers must also be kept locked.

The VILLAGE MONTANA will not be held in any way liable should you fail to follow these instructions.

X. Disputes and litigation

By express agreement, any litigation relative to the execution and application of the present terms and conditions will fall under the exclusive jurisdiction of the courts located in Albertville (Savoie) and will be governed by French law.