

PREAMBLE

These general conditions apply to all hotel LA MOURRA 5* guests, for the reservation of rooms and suites and all the services performed by the hotel.

Every booking implies that the customer agreed upon the present general conditions of sale.

GENERAL GUEST OBLIGATION

The customer agrees to use all the facilities of the hotel with due precaution and discernment in accordance with the present conditions of sale. The guest cannot accommodate other people than those provided at time of reservation, without the express consent of the hotel management.

BOOKING

CONFIRMATION OF OPTION

In order to confirm a reservation, a deposit will be required as follows:

During the « High Season » weeks (From 20/12/19 to 07/01/20 and from 07/02/20 to 22/02/20)

- 50 % of the total amount of the stay as a deposit
- Remaining balance due 60 days before arrival

During the rest of the season

- 30 % of the total amount of the stay as a deposit
- Remaining balance due 45 days before arrival

If the balance is not received by the due date, LA MOURRA 5* reserves the right to cancel the booking; the deposit will not be reimbursed.

CANCELLATION

It is reminded to the client, in accordance with Article L. 121-20-4 of the Consumer Code, it does not have the right of withdrawal as provided in Article L. 121-20 of the Code of consumption, since the services are provided on a date or at specified intervals.

All cancellations must be sent in writing. The date of receipt by LA MOURRA alone is valid.

At least 60 days before arrival (90 days during the “high season” weeks), the deposit is reimbursed with a deduction of 300 € per chalet for administrative fee.

Between 59 and 46 days before arrival (89 days and 61 days during the “high season” weeks), the deposit is kept in full (not refundable), whatever the reason for the cancellation. No other fees will be applied. An invoice can be provided for the guest personal insurance.

Less than 45 days before arrival (60 days during the “high season” weeks), 100% of the total amount of the stay is due. If we have already received it, the full prepayment is kept and cannot be refundable nor postponed on another stay. An invoice can be provided for the guest personal insurance.

MODIFICATION

It is reminded to the client, in accordance with Article L. 121-20-4 of the Consumer Code, it does not have the right of withdrawal as provided in Article L. 121-20 of the Code of consumption, since the services are provided on a date or at specified intervals.

All modification (change of dates, shorten stay, etc.) must be sent by e-mail or fax. Only the date of receipt by LA MOURRA 5* is valid. Whilst we endeavor to meet any such requests, we cannot guarantee we will be able to do so.

More than 45 days before arrival (60 days during "high season" weeks), 10% of the cancelled nights is due.

Less than 45 days before arrival (60 days during "high season" weeks), modification is no longer possible, 100% of the total amount of the stay is due. If we have already received it, the full prepayment is kept and cannot be refundable nor postponed on another stay. An invoice can be provided for the guest personal insurance.

NO-SHOW

In case of a no-show, the booking is automatically cancelled. The full prepayment is kept and cannot be postponed for another stay.

EARLY DEPARTURE

Any stay, once started, must be paid in full.

In case of early departure, the full prepayment is kept and cannot be postponed for another stay.

ARRIVAL AND DEPARTURE

The chalets are ready from 4 pm on arrival day, and must be released by 11 a.m. on departure day.

An early or late check-in should be mentioned before arrival.

A late check-out, **on previous request and depending on availability**, may result on additional charges.

NON-SMOKING

All our chalets are strictly non-smoking. We request our guest to smoke only outside on the balconies; pocket ashtrays are available in the chalets. If smells of cigarettes and/or damages due to tobacco consumption are inflicted in the chalets, the hotel may reserve the right to invoice the cost of the cleaning service.

RESTAURANT

With direct access from the chalets.

At lunch, the hotel bar provides a light selection (hot and cold), a child menu and in the afternoon, a large choice of pastries.

For dinner, a **Japanese influenced cuisine** is served for a marvelous and friendly dinner.

In addition, a room service menu is available 24h/24.

Breakfast and dinner are served in the chalet.

For dinner, a French cooking Chef is at disposal. A private menu with large and varied choices (more than 40) is offered and each evening the guests can select, for the whole chalet: 1 or 2 starters, 1 or 2 main courses, 1 or 2 desserts. This selection must be communicated at least 24 hours in advance to the chalet butler.

It is possible to have dinner in our restaurant « La Mourra » (direct access from the chalet) or in our restaurant « Le Blizzard » (located in our sister hotel Le Blizzard), on previous reservation and depending on availability. The guests select their meals within each restaurant menu for an amount of 50 € maximum per person. Beyond this amount, it will be charged on extra. Drinks are on supplement.

HOTEL VILLAGE LA MOURRA 5 *** - Famille CERBONESCHI**

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WELLNESS SPA

Each chalet is equipped with a private wellness center: indoor heated swimming pool, sauna, hammam and relaxation massage.

The massages and treatments are on request and on supplement.

OTHER INFORMATION

Animals are accepted with a supplement of 30 € per day, per animal (does not include meals). They are forbidden in our Spa and the restaurant.

The chalet does not have any extra bed.

Baby cot (up to 3 years old) can be added for free in all our rooms.

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