

# Hotel Les Etagnes Terms and conditions

## 1. TERMS OF PAYMENT.

All payments are to be made in Swiss Francs (Sfr). Pay 50% of the full amount either by credit or debit card or by bank at least 60 days prior to the commencement date of your stay quoting your name and arrival date. All our prices are quoted without tourist tax, which has to be paid locally.

## 2. LATE PAYMENT & DAMAGE DEPOSIT.

Hotel Les Etagnes SARL reserves the right to regard the booking as cancelled if the balance remains unpaid after the due date, and shall be entitled to retain any deposit paid.

## 3. CANCELLATION BY THE CLIENT.

The applied amounts in percentages are to be paid by the guest.

- Between 14 and 0 day(s) before arrival: 100%
- Between 30 and 14 Days before arrival: 50 %
- More than 30 days before arrival: Sfr 25,00

## 4. CANCELLATION BY HOTEL LES ETAGNES SARL.

In the unlikely event that, due to circumstances beyond the reasonable control of Hotel Les Etagnes SARL, the hotel room ceases to be available as booked, they will refund the Client all the money paid to the Hotel Les Etagnes SARL without delay and shall be under no other liability.

## 5. INFORMATION.

Whilst we make every effort to ensure that descriptions supplied are accurately reproduced, we cannot accept responsibility for errors or omissions contained therein or the results thereof. Minor differences between photographs and text and the actual property may arise. Information about the resort facilities are printed in good faith but we are unable to guarantee that all will be available at all times.

## 6. ARRIVAL & DEPARTURE.

Our Check in time is from 14:30 in the afternoon on the date of arrival. The checkout time is 10:30 on the date of departure. Please contact us if you want to leave at another time on the date of departure, so we can make an arrangement. If you have to cut short your holiday no refund can be made for the days unused.

## 7. YOUR RESPONSIBILITIES.

The Client must keep the room in good condition and it must be left in the same state general order in which it was found. If you lose, break or damage anything in the room you must advise the people at the reception

## 8. OWNERS RESPONSIBILITY.

Hotel Les Etagnes SARL shall not be responsible for the death or personal injury of the Client or any person staying in the room unless this results from the proven negligence of Hotel Les Etagnes SARL. Hotel Les Etagnes SARL shall not be liable for any loss, breach or delay due to any cause beyond their reasonable control including though not limited to an act of God, explosion, flood, tempest, fire or accident, war or threat of war, civil disturbance, acts, restrictions, regulations, bye-laws, or measures of any kind on the part of any governmental or local authority, strikes, lock-outs, or other industrial actions or disputes or adverse weather conditions, or force majeure reasons. In any such case they shall be entitled to treat the contract as discharged. In the event of such discharge the liability of the Hotel Les Etagnes SARL shall be limited to the return of sums paid to them in respect of the unused portion of the holiday calculated on a pro rata daily basis. Hotel Les Etagnes SARL cannot be held responsible for the breakdown of any piece of mechanical or electrical equipment, for example TV, internet, pumps, boilers, etc. nor for failure of public utilities such as water, gas and electricity. Hotel Les Etagnes SARL is not responsible for noise or disturbance originating beyond the boundaries of the holiday accommodation or which is beyond their control. No liability is accepted on the part of the Hotel Les Etagnes SARL for any loss, damage or theft of personal items, either within or beyond the boundaries of the holiday accommodation.

## 9. JURISDICTION

This contract is made on the terms of these booking conditions which are governed by Swiss Law and both parties shall submit to the jurisdiction of Swiss Courts (Valais) at all times.

## 10. ADDITIONAL AND MISCELLANEOUS TERMS.

Our rooms are non-smoking throughout. No pets are permitted. Any other extra services, replacement of keys, call out to the room if you lock yourself out are not included and will have to be paid for. Ski's, boards and boots are not permitted in or on the way to the hotel rooms.

Hotel Les Etagnes SARL  
Annemieke & Onno van Bortel,  
Route de la Télécabine 69  
Haute Nendaz  
Switzerland

Telephone: 0041 (0) 27 5659000  
Email: [info@lesetagnes.com](mailto:info@lesetagnes.com)  
Web: [www.lesetagnes.com](http://www.lesetagnes.com)