

## Terms and Conditions of Hire - Chalet La Credence Morzine.

1. **CHALET LA CREDENCE LES GRANGES 74110 MORZINE FRANCE** ('the property') is offered for hire subject to confirmation and payment of the fees by the renter (Client) of the property as follows. The lead party member is responsible for passing these details on to all members of the party to ensure they are all informed of these details which will help in the enjoyment of the chalet and the resort.
2. The balance of the total cost is payable 10 weeks before the start of the rental period. If payment is not received, the local agent reserves the right to give notice in writing that the reservation is cancelled. Reservations made within 10 weeks of the start of the rental period require full payment at the time of booking.

3. Payment details:-

<b>Bank Name</b>	Banque Populaire des Alpes
<b>Bank Address</b>	74110 Morzine France
<b>IBAN</b>	FR76 1680 7000 2631 2113 9119 065
<b>SWIFT/BIC Code</b>	CCBPFRRPPGRE
<b>Account Name</b>	Paul Moy

#### 4. Cancellation

Cancellation of your booking must be made in writing.

The following cancellation charges will apply:

Cancellation received 10 weeks or more prior to arrival - Loss of deposit.

Cancellation received 4 -10 weeks prior to arrival - 50% cancellation charge.

Cancellation received 0 - 4 weeks prior to arrival - 100% cancellation charge.

5. The client is recommended to arrange comprehensive travel insurance which includes cancellation cover.
6. A damage and cleaning deposit of €500 for each booking is required against breakages, damage to the property/contents or failure of the client to leave the chalet in as clean and tidy a condition as it was presented, ready for the next clients who will be arriving within a few hours of departure the same day. This deposit shall not limit the client's liability. The deposit is payable 14 days before travel chalet by electronic bank transfer, see below, and will be refunded electronically within 14 days of departure, once the property has been checked and it is found that no damage has occurred and that no additional cleaning is required following departure. Some damages/losses may not be immediately obvious to the Owner upon your departure. The Owner reserves the right to charge you for any damage noted in the property after your departure.

## Chalet Crédence Terms and Conditions of Hire

The property will be cleaned in readiness to welcome you on your arrival and you are asked to leave the property and its contents as you find them - it is essential that you leave the property clean on your departure. You are expected to leave the kitchen, all tableware, utensils and appliances like the oven and fridge completely clean, to strip all the beds and empty all the bins. All floors are to be mopped and vacuumed and you will need to allocate some time for the cleaning before you depart the chalet. The towels and linen are not supplied with the chalet and the client will be required to bring their own towels and linen or hire them from the local service provider in Morzine. Details will be provided if required. You are responsible for the cost of extra cleaning if the property is left in an unreasonable state and deductions will be made from your security deposit at the cost of 15 Euros per hour.

7. The rental period shall commence at 4pm on the first day and finish at 10am on the last day, to allow for inspections and any additional cleaning which is required.
8. The maximum number of people to reside in the property should not exceed 18 people. The heating and hot water are powered by electricity. If you switch everything on at once you will overload the supply and the power will cut out. It can be reset by switching the circuit breakers on in the cupboard within the corner of the bedroom off the lounge. Please keep all of the towel rails on a low setting to avoid this happening. Do not cover the heaters they can burn your clothes. Please turn the heating down when you leave the chalet to save energy and keep prices down.
9. The rental price includes reasonable usage of electricity (central heating & hot water) and logs for the fire. There are 2 hot water cylinders which use immersion heaters to heat up the water. There is not an unlimited supply of hot water and you are requested not to waste hot water as this may leave other guests short of hot water which will take 2 hours or more to reheat.
10. The client also agrees not to act in any way to cause disturbance to those resident in neighbouring properties.
11. The client shall report to the local agent without delay any defects in the property or breakdown in the equipment or appliances in the property or garden. Arrangements for repair/replacement will be made as soon as possible and the client will permit access by the local agent for this purpose.
12. The local agent shall not be liable to the client for any temporary defect or stoppage of public services to the property, nor in respect of any equipment or appliances in the property or garden. Nor for any loss, damage, or injury, which is the result of any adverse weather conditions, riot, war, strikes or other matters beyond the control of the local agent. The local agent is also not liable for any loss, damage or inconvenience caused to or suffered by the client if the property shall be destroyed or substantially damaged before the start of the rental period. In such an event the local agent shall within seven days of notification to the client, refund to the client all sums previously paid in respect of the rental period.

Chalet Crédence Terms and Conditions of Hire

13. Under no circumstances shall our liability to the client exceed the amount paid to the client for the rental period.
14. The client will not remove any of the contents from the property or make any addition or alteration to the property.
15. The local agent may in exceptional circumstances be required to cancel the booking in which case a full refund of all monies paid will be made to the client.
16. The local agent shall have no liability for personal injury or death. No liability is accepted by the local agent in respect of damage to or loss of personal property of the client. The client is responsible for insuring his own contents and personal effects kept at the property.
17. No pets are allowed in the property.
18. Outdoor footwear, ski boots and cycling shoes etc to be removed before entering the property. (You may wish to put some slippers in your suitcase as some tiled floors!).
19. No smoking is allowed inside the property.
20. There is ample parking for 4 - 6 cars, please park carefully so other guests can get parked and please do not use the neighbour's car parking spaces.

**Local agent** – The local agent is only responsible for checking in and out and for inspecting cleaning and damages HE DOES NOT REFUND YOUR DEPOSIT.

21. We hope you have an enjoyable holiday in La Credence, please sign and return 1 copy of the Agreement and confirm you have paid the cleaning and damage deposit. Your deposit will be returned within 14 days of your departure.

***22. Please telephone Matt Vaughan your local agent 1 hour before arrival and departure at the chalet to enable your check in and out.***

Signed \_\_\_\_\_ Dated \_\_\_\_\_

Lead Name \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_

MOBILE CONTACT NUMBER WHILST IN FRANCE \_\_\_\_\_

**IMPORTANT INFORMATION – Please complete**

<b>Departure</b>	<b>Flight No</b>		<b>Date</b>		<b>Time</b>	
<b>Arrival</b>	<b>Flight No</b>		<b>Date</b>		<b>Time</b>	

**Chalet la Credence – Information for Guests**

The chalet is a semi-detached farmhouse that is approximately 200 years old.

Location – The Chalet is located on the Rue des Grandes Alpes Les Granges Morzine, it is located approx 150M on right hand side of the road travelling from Les Gets direction, next to the bus stop and recycling facility. It is approx 40 Miles from Geneva and the transfer time takes 1 hour and 15 minutes approx, depending upon traffic conditions. Allow 3 hours before your flight departs for your pick up time.

**Linen Hire**

Linen and towels are not provided with the chalet and you have the choice of bringing your own or hiring the linen from [lavio.morzine@aliceadsl.fr](mailto:lavio.morzine@aliceadsl.fr)

The cost is around 15 Euros per bed, they will deliver the linen and collect upon departure. Please make your own arrangements with Lavio Morzine if required.

Le Lavio - Famille Deprost  
280 Route Des Udrezants  
F - 74110 Morzine  
information  
04.50.79.04.52  
[lavio.morzine@aliceadsl.fr](mailto:lavio.morzine@aliceadsl.fr)

**Kitchen Appliances** – the kitchen is fitted with all modern appliances including cooker, Wine Fridge, microwave, hob dishwasher & washing machine. The washing machine can be started by turning the dial to 12.00 O’Clock and waiting for 3 seconds then turn to the program you wish to use.

**Induction Hob** – the hob is an induction hob. It does not work until you put a pan onto one of the rings.

**Wi Fi** – There is free superfast wi fi in the chalet which is for the use of guests. The password (LIVERPOOL1) and username are clearly marked on the computer.

## Chalet Crédence Terms and Conditions of Hire

**TV, DVD and Free View** – There is a TV with SKY freeview available on channel Ext 2 on the TV. A DVD and some movies are available for use of the guests. There is also an Apple Docking Station Blue Tooth Speaker for iPhones.

**Log fire** – there are plenty of logs for the fire under the porch. Access through the twin room, off the lounge. Easiest way to start fire is with firelighters. Please clean out after use, wait for the ash to cool! (24 Hours required)

**Rubbish and Recycling** – please place all your rubbish in the recycling center correct bins opposite the chalet. Please keep the chalet clean & tidy.

### **FREE SKI BUS**

The bus is very useful and free. The busses start around 8.00 and run until around 7.45. The Line U bus stops outside the chalet and runs in a circular direction around Morzine dropping off at Super Morzine Ski Lift and Pleny Ski Lift. You can get a second to Avoiras Lift (Prodains) or Ardent Ski Lift, or Nyon Ski Lift, so there is plenty of choice and you will not be able to ski the whole area no matter how good you are!

We sometimes catch the 7.30 ski bus in to town for dinner and walk home!

**Shopping** – there are 2 small supermarkets in Morzine, Carrefour Market & Ed. There is also a large out of town Carrefour Supermarket 5 minutes from the chalet on the road towards St Jean d'Aulps. *Please be aware that the supermarkets do not generally supply plastic bags to carry your shopping, but there are several large reusable shopping bags in the utility room.* There are many restaurants, bars and boutique/gift shops all around Morzine, as well as coffee shops etc to explore. Sunday is a half day for Supermarkets to 12:00 only.

**Bread and Cakes** – there is an excellent bakery a 5 minute walk from the chalet. Turn left out of the chalet and follow the lane down over the main road. Cross over the road and down the no entry sign road. Go straight over at the roundabout and the bakery is 50m down on the left hand side. Freshly baked French bakery products on your doorstep every morning, opens 07.00 till 18.00 with usual 2 hour lunch!

**Banks** – there are a number of banks in the centre of Morzine that have cash point machines. They are located on the high street and around the Tourist Office.

**Doctors** – we recommend Dr Macon who has a surgery located in the village square in Montriond. He runs a late night surgery and speaks English.

Dr Macon 04 50 75 93 34.

There is also an English doctor – Dr Lowe: 04 50 75 93 76

**Hospital** – the nearest accident & emergency is at Hospital Georges Pianta in Thonon, approximately 40 minutes drive.

**Ski hire** – we recommend a mobile ski hire company called LacetMontagne Sport in Ardent who can come to the chalet to fit your equipment and will offer 20% discount on their prices if you quote Chalet Credence. Contact Hubert 0033 450 759626. Book online at [www.montriond-morzine.skimium.co.uk](http://www.montriond-morzine.skimium.co.uk) or [lacetmontagnesports@gmail.com](mailto:lacetmontagnesports@gmail.com)

**Taxi Hire** – Call 0033 426 250488 or 0033 684 517616

### **Airport Transfers**

There are lots of airport transfer services - try:

[www.ski-lifts.com](http://www.ski-lifts.com)

[www.actiontransfers.com](http://www.actiontransfers.com)

[www.morzineshuttle.com](http://www.morzineshuttle.com)

[www.alpybus.com](http://www.alpybus.com)

[www.powdercab.com](http://www.powdercab.com)

The cost should be around 50 Euros return per person.

**Ski Passes** – if you have not already pre ordered your ski passes on line you can buy these from the bottom of any of the lifts. It may be worth getting your passes and skis when you arrive to save time in the morning.

**Departure Day** – Please ensure that you are ready to leave the chalet by 10am, as we require access to inspect the chalet for the incoming guests. If you wish to arrange for a cleaning company to clean the chalet please inform the local agent upon ARRIVAL, so this can be arranged, or you may lose your deposit.

Please empty all your bins, recycling and place rubbish in the hut opposite the chalet. Please ensure that you have done all your washing up and emptied the dishwasher and cleaned the cooker, floors, bathrooms and oven. Please strip all the beds and place linen & towels in the seating area behind the kitchen for collection by the hire company if you have hired the linen.

### **Local Agent Contact Details Matt Vaughan (0033 786303466)**

[[mattvaughan@rocketmail.com](mailto:mattvaughan@rocketmail.com)]. Matt will check you in and out and inspect the cleanliness of the chalet and also check for damages etc. Matt does not refund the deposit.

**After your stay, we would welcome your feedback via our customer feedback form ...**