



Collineige

COLLINEIGE LIMITED COVID-19 CANCELLATION POLICY

RECEIVE A 100% CREDIT NOTE IF YOU ARE UNABLE TO TRAVEL BECAUSE OF COVID-19

Applicable on **weekly** bookings made from 17 September 2021 until further notice

If the reason for cancelling falls under one of the conditions below, and is effective on the date of arrival at the accommodation, you have the option of either:

- a. Rearranging your booking to another date, within 12 months of your originally planned arrival date; or
- b. Receiving a 100% refund credit note for the amounts you have already paid to us for your booking to be used within 12 months of your originally planned arrival date.

Conditions for Cancelling

- If travel or border restrictions in France (ordered by the French government in response to COVID-19) prevent the party leader (i.e. the person who made the reservation) from travelling to France or to the rented property.
- If a hotel-quarantine in the party leader's city or country of origin is imposed on travellers returning from France. This does not apply to home quarantine.
- If there is a mandatory lockdown and travel prohibition in France or the country of origin of the party leader.

You will be eligible to rearrange your dates or receive a credit note to defer the holiday to within 12 months of original travel under the following conditions:

- You may cancel your reservation at any time, however - if you do this and on the date of your stay there is no travel restriction and the resort is open, a credit note will be issued solely in the case where the property has been re-let in the meantime. If the property has been re-let at a lower rate the credit note will be proportionally lower. If the property has not been re-let, Collineige Ltd will retain the monies paid.
- If you have to depart early for any of the reasons listed under Conditions for Cancelling, a credit note will be issued for the nights that you did not stay in the accommodation.

THESE CANCELLATION TERMS ARE NOT APPLICABLE TO SEASONAL RENTALS.

The credit note can be used for a single deferred booking only, even if the deferred booking has a lower value than the original booking.

For any further information and questions, please call (+44)01483 579242 or email sales@collineige.com

YOUR SAFETY

Cleaning and disinfecting

We maintain high standards of cleanliness in our accommodation in accordance with COVID-19 guidance. We clean and disinfect each chalet on the departure of each guest or group. Until further notice, this means that the cleaning process takes a little longer than usual. For this reason, in the rare instance that your check in time (please see below) is affected by cleaning and disinfecting, we would ask you to be patient as this is in the interests of your safety.

Check in and check out

Until further notice, to help us ensure that we are able to clean the accommodation in time, maintain our cleaning and disinfecting standards and to ensure the safety of our guests, we are amending the check in and check out times of our accommodation. Unless agreed otherwise, we would ask for all guests to arrive at the accommodation no earlier than 17:00pm and to depart from the accommodation no later than 09:00am.

Social distancing

If our guests prefer, we can arrange self-check-in for all our accommodation. Please ensure that you have confirmed any such self-check-in with us, in writing. In any event, you should maintain a safe social distance between yourself and other person you come into contact with during your stay, in accordance with local COVID-19 guidelines.

Communications

If you require assistance during your stay for any COVID-19 specific reasons, please find our contact details in the information booklet in your accommodation. In the event of an emergency please contact (+44)01483 579242 or sales@collineige.com.

Face masks

Face coverings may be mandatory in shops, cafes, bars, restaurants, public transport and other public areas. Please ensure that you are aware of these requirements and that you comply with the local regulations.

Covid-19 symptoms

Until further notice, we would kindly ask that if you have a positive COVID-19 test result or develop symptoms of COVID-19 during the 2 weeks before your arrival, during your stay with Collineige or within 2 weeks of the end of your stay, you notify us on (+44)01483 579242 or sales@collineige.com. This is in the interests of your safety and that of all future guests. We have a duty to maintain our health and safety standards and your notification as above will assist us greatly.