



Collineige

COLLINEIGE LIMITED COVID-19 REFUND POLICY

Booking Options

Bookings with an arrival date between 6th October 2020 and 30th April 2021

For all bookings made with an arrival date between 6th October 2020 and 30th April 2021 (inclusive), where your booking is affected due to FCDO advice as a result of COVID-19, please contact us on (+44)01483 579242 or by email at sales@collineige.com. We will be able to discuss your options with you, which may include:

- a. keeping your current booking and going ahead as planned; or
- b. rearranging your booking to another date, within 12 months of your originally planned arrival date; or
- c. receiving a refund credit note for the amounts you have already paid to us for your booking to be used at the same accommodation for a booking within 18 months of your originally planned arrival date.

Bookings with an arrival date on or after 1st May 2021

For all bookings made with an arrival date on or after 1st May 2021 onwards, our Accommodation Booking Conditions will apply to your booking in their entirety and this COVID-19 Refund Policy will not apply.

Payment Options

Deposits

For new bookings made with us with an arrival date between 6th October 2020 and 30th April 2021 (inclusive), we are amending our deposit payments in our standard Accommodation Booking Conditions from 35% to 25%.

Deposit payments remain non-refundable in accordance with our Accommodation Booking Conditions.

Balance Payments for bookings made with an arrival date from 6th October 2020 to 30th April 2021

To help all of our guests during this difficult and unprecedented time, for all new bookings made with an arrival date between 6th October 2020 and 30th April 2021 (inclusive) you will be able to secure your stay by making a deposit payment (as set out above). For final balance payments, we are amending our final balance payment terms (including payment any applicable surcharge) in our standard Accommodation Booking Conditions from being due not less than 8 weeks prior to scheduled arrival, to being due not less than 4 weeks prior to scheduled arrival.

This will give you an extra 4 weeks to pay the final balance of the arrangements prior to your arrival.

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 18:00pm 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 people you come into contact with on 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 in other public areas. Please ensure that you are aware of these requirements and comply with the local requirements.

Covid-19 symptoms

Until further notice, we would kindly ask that where you have a positive COVID-19 test or develop symptoms of COVID-19 within 2 weeks before arrival, during your stay with Collineige or within 2 weeks after your stay, you notify us on (+44)01483 579242 or sales@collineige.com. This is in the interests of your safety and the safety of all future guests.

We have a duty to maintain our health and safety standards and your notification of such symptoms would assist us greatly.