

GENERAL TERMS AND CONDITIONS OF SALE

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These General Terms and Conditions of Sale apply to accommodation and catering services provided by the establishment. They are permanently available at the refuge and on its website.

Any reservation implies the customer's full and unconditional acceptance of these General Terms and Conditions, to the exclusion of any other document such as brochures or commercial documents.

In the event of any contradiction between the provisions of a quotation accepted by the customer and these General Terms and Conditions, the provisions of the quotation shall prevail.

The customer may save and print these General Terms and Conditions using standard browser or computer functions.

PURPOSE

These General Terms and Conditions define the rights and obligations of the parties relating to reservations made via the website operated by the warden of Refuge de la Glière.

The "warden" refers to the manager of the refuge, acting as seller of accommodation and catering services. The "customer" refers to any person purchasing accommodation and catering services online.

RESERVATION

Acceptance of these General Terms and Conditions is mandatory prior to any reservation.

Any reservation made through the online booking system implies full and unconditional acceptance of these Terms.

DEPOSIT (ARRHES)

Reservations become effective upon payment and collection of a non-refundable deposit of €10 per person per night, deductible from the total amount at the end of the stay.

PRICES

Prices are displayed in euros and are per person.

BOOKING DEADLINE

Online reservations are possible up to 2 days before the date of arrival.

VALIDITY OF RESERVATION

The reservation is held until:

- 6:30 pm for half-board guests
- 9:00 pm for overnight guests without dinner

HALF-BOARD

Half-board includes dinner (served at 7:00 pm), overnight accommodation, and breakfast (7:30 am to 8:10 am). Meals not taken are neither deducted nor postponed.

Late arrival after 6:30 pm must be notified. Catering services may be cancelled depending on arrival time.

ACCOMMODATION AVAILABILITY

Dormitories are available from 5:00 pm and must be vacated by 8:30 am.
Hot showers are available 24/7 using paid tokens.

BIVOUAC

Bivouac must comply strictly with Vanoise National Park regulations.
Bivouac stays must be paid in full online. No refund is granted in case of cancellation.
A change of date may be possible subject to availability and written request.

CHANGE IN NUMBER OF PARTICIPANTS

Accommodation services in staffed mountain refuges are not subject to the 14-day withdrawal period.
Any reduction in participants is considered a partial cancellation.
Any increase is subject to availability.
Any modification requires a new reservation.

CANCELLATION

Any cancellation must be sent in writing by email.
Deposits are non-refundable and non-convertible into credit.
A date change within the same season may be accepted subject to availability.

GROUP BOOKINGS

Group bookings without deposit must be confirmed 21 days prior to arrival.
Final participant numbers must be confirmed 7 days prior.
Late confirmation will result in full billing.

CANCELLATION BY THE WARDEN

The warden may cancel the reservation due to exceptional circumstances including weather or safety.
All payments will be refunded without further compensation.

SHORTENED STAY

Deposits are deducted only if the stay is completed.
Early departure or non-arrival does not reduce the total price due.

MODIFICATION OF SERVICES

Any modification request must be made in writing and accepted by the establishment.

BED ALLOCATION

Bed allocation cannot be guaranteed.
The refuge may reassign accommodation or upgrade guests free of charge for operational reasons.

ANIMALS

Animals are not allowed inside or outside the refuge in accordance with national park regulations.

LIABILITY

The Refuge de la Glière cannot be held liable for loss or theft of personal belongings except in the event of proven fault.

SAFETY

Guests must comply with safety instructions.
Upper bunk beds are not suitable for children under 6 years old.

HYGIENE AND RESPECT

The refuge is non-smoking.
Eating and drinking in dormitories is prohibited.
Quiet hours apply from 10:00 pm.

DISPUTES AND MEDIATION

In case of dispute, an amicable solution will be sought.
The consumer may refer the matter to La Société Médiation Professionnelle.

UNSTAFFED PERIOD – Payment for Accommodation

During the unstaffed period, guests are required to pay for the accommodation only.
As no catering service is available on site during this period, the accommodation fee is a fixed rate of €10 per person per night.

Payment can be made:

- on site, in cash or by cheque, using the payment box provided for this purpose;
- after the stay, by cheque made payable to Refuge de la Glière, and sent to:

Refuge de la Glière
687 rue de la Vanoise
73350 Champagny-en-Vanoise
France

As payment relates to accommodation that has already been provided, no refund may be requested.

For any online booking made prior to the stay, the reservation is firm and final once confirmed. No refunds, booking modifications or vouchers will be granted in the event of cancellation, no-show or early departure, except where otherwise required by law or at the exceptional discretion of the refuge.

Payment for the accommodation and/or confirmation of the reservation constitutes acceptance of these terms and conditions.

In the event of non-payment, the refuge reserves the right to take any necessary action to recover the outstanding amount.

APPLICABLE LAW

These Terms are governed by French law.
Only the French version is legally binding.