

GENERAL CONDITIONS OF SALE

The present General Conditions of Sale apply to the accommodation and catering services of the establishment. These General Conditions of Sale are permanently accessible in the establishment and on its Internet site. Any reservation implies the client's full and unreserved acceptance of these conditions, to the exclusion of any other document such as brochures, commercial documents, etc... In the event of a contradiction between the provisions of the quote accepted by the client and those of the present G.S.C., the provisions of the quote shall prevail.

Availability

Dormitories are available from 5:00 pm and must be vacated before 9:00 am the next day. In case of late arrival after 6:30 pm, please inform us. Hot showers are available 24 hours a day, with paying tokens.

Bivouac must follow the Vanoise National Park rules strictly.

Half board

Half-board rates include dinner (single menu, served at 7:00 pm), overnight stay and breakfast (served from 7:30 to 8:30 am). Meals not taken will not be deducted or postponed. Cold meals not reserved must be ordered at least the day before, before 7:00 pm.

Reservation

The general sales conditions must be accepted before booking.

Deposit

Reservations are effective upon payment and collection of a deposit deductible at the end of the agreed stay, to the value of 10€/pax/night.

Modification of the number of participants

The reduction in the number of participants is considered as a partial cancellation of the reservation, giving rise to the application of the following article, whether it concerns accommodation, catering or rented spaces. If the number of participants exceeds the number indicated on the quote, the availability of the spaces will only be confirmed after confirmation of availability.

Cancellation

As invoicing is based on the services ordered for the entire stay, the client is invited to pay the greatest attention to the cancellation conditions below. Cancellations, of all or part of the initial reservation, must be made in writing, by email (contact@refugedelaglierie.fr)

In case of cancellation:

- more than 48 hours before the scheduled arrival, refund of 50% of the deposit (bank fee 5€/pax), upon email written request,

- less than 48 hours before the scheduled arrival, the deposit is retained.

Shortened stay

The deposit is deductible only at the end of the stay provided that it is respected in full. For any shortened reservation, a fee equivalent to the remaining reserved time will be retained. In case of early departure or non-arrival, the total stay booked must be paid in full. As a precaution, the client is strongly advised to take out cancellation insurance.

Modification of the services

Any request to modify the services in relation to the General Terms and Conditions of Sale and/or the estimate must be sent in writing to the establishment. In the absence of written acceptance by the establishment, the contract is deemed to continue according to

the terms and conditions determined in the G.S.C.

Allocation

It is impossible for us to guarantee an absolute bed allocation. If the number of participants is less or more than the number specified in the estimate, the client may be assigned a different space than the one initially planned, for reasons inherent to the management of the establishment.

For the same reasons, we keep the right to upgrade you.

Animals

For the comfort of all guests, animals are not allowed inside the refuge. They are not allowed outside either, according to the regulations of the Vanoise National Park.

Responsibility

We are not responsible for thefts in the refuge, and in the surroundings of the refuge (not closed and not guarded).

Security

The residents of the refuge are required to comply with the posted safety rules. In the event of a major incident and in accordance with the posted safety instructions, residents must notify the fire department, police or ambulance and facilitate their access to the refuge. In this respect, the accesses to the premises of the refuge, and in particular the emergency exits, must always be cleared to allow the free passage of the emergency services.

In accordance with article 6 of decree n°95-949 of 25/08/1995, concerning the prevention of risks resulting from the use of bunk beds, sleeping in high places is not suitable for children under 6 years old.

Hygiene

In accordance with current legislation, the Refuge de la Glière is a non-smoking establishment.

It is absolutely forbidden to smoke in the whole refuge, including the dormitories and common rooms.

It is absolutely forbidden to eat and drink in the dormitories and corridors.

The client agrees to ensure that all participants and their guests respect all the rules and regulations of the establishment (in particular the ban on smoking in the premises for collective use). The client will ensure that the participants do not disrupt the operation of the establishment or jeopardize the safety of the establishment and the people in it. Upon arrival, the resident will find a clean and equipped apartment. They are required to keep it clean for the duration of their stay.

Each resident is asked to use their own sheets and pillowcase for sleeping.

The quality of life of the refuge requires a correct, courteous, and respectful attitude of each one towards the others, in particular by taking care of the peace of the place.

All the information concerning the reservation and accessible via the reservation system is presented in French and in several other languages. Only the French version is authentic, the automatic translations obtained from an automatic translation tool do not engage the responsibility of the Refuge de la Glière and its operator.