

GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale apply to the accommodation and catering services of the establishment. These General Terms and Conditions of Sale are permanently accessible in the establishment and on its website. Any reservation implies on the part of the customer the full and unconditional acceptance of these conditions, to the exclusion of any other document such as prospectuses, commercial documents, etc. In the event of a contradiction between the provisions appearing in the quote accepted by the customer and those appearing in these General Terms and Conditions, the provisions of the quote shall prevail.

The customer has the option of saving and editing these general terms and conditions using the standard features of their browser or computer.

Subject

These general terms and conditions of sale determine the obligations and rights of the parties relating to reservations made through this site set up by the guardian, SIRET No. 529470593000029, (Civil liability insurance, AXA policy), (33) 972 664 418, contact@refugedelagilere.fr

The guardian refers to the manager of the refuge, a seller offering accommodation and catering services for sale online.

The "customer" refers to the person who purchases accommodation and catering services online in the refuge.

Reservation

The general terms and conditions of sale must be accepted before a reservation.

Any reservation through the online system requires consultation and complete and unconditional acceptance of these general terms and conditions of sale.

Deposit

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

Prices and discounts

The prices indicated online and in the establishment are in euros and are per person.

Reservation deadline

Reservations via the Internet are possible and taken into account up to 2 days before the day of arrival.

Validity period of the reservation

The reservation is maintained until the arrival deadline indicated on the reservation voucher. 6:30 p.m. on the day of reservation for half-boarders, 9 p.m. for backpackers.

Half-board

Half-board rates include dinner (full single menu, served at 7:00 p.m.), overnight stay and breakfast (served from 7:30 a.m. to 8:10 a.m.). Meals not taken will not be deducted or carried over. Cold meals not reserved must be ordered at least the day before before 5 p.m. If you provide a reusable box, a discount will be applied.

Special diets must be booked online (meat-free, gluten-free, allergies), a supplement may be applied for cooking and products used.

In the event of a late arrival, after 6:30 p.m., the customer is required to notify the caretaker, who will decide according to the time whether the catering service can be maintained.

A customer who does not show up for breakfast at the times indicated will not be able to demand a catering service from the caretaker. This would complicate the internal organization of the refuge.

Provision

The dormitories are available from 5 p.m. and must be vacated before 8:30 a.m. the next day. In the event of a late arrival after 6:30 p.m., please notify us. Hot showers are available 24 hours a day, operating with paid tokens.

Bivouac

The bivouac must strictly comply with the regulations of the Vanoise National Park.

Bivouacs must be paid in full via the website at the time of booking. No refund will be made in the event of cancellation. A change to the booking date is possible depending on availability, upon written request by email (contact@refugedelaglierie.fr).

Change in the number of participants

We draw your attention to the fact that accommodation and catering services in the refuge are not subject to the 14-day withdrawal period provided for by the Consumer Code.

These conditions of sale of the refuge specify the terms of cancellation and/or modification of the reservation.

The reduction in the number of participants is considered as a partial cancellation of the reservation giving rise to the application of the article below, whether it concerns accommodation, catering or rented spaces.

If the number of participants turns out to be greater than the number indicated at the time of booking, the availability of the spaces will only be confirmed after confirmation of availability.

A change in the number of participants or duration must be the subject of a new booking.

Cancellation

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

In the event of cancellation:

- more than 48 hours before the scheduled arrival, reimbursement of part of the deposit upon written request by email accompanied by a RIB. Bank and management fees are deducted from this reimbursement (5€/pers) 50% retained, i.e. 5€ reimbursed per person (48 hours before the reservation = D-2 maximum 7 p.m. French time GMT +2).
- less than 48 hours before the scheduled arrival (7 p.m. French time GMT +2), the deposit is retained in full.
- modification of the reservation date, possible only upon written request by email and subject to availability.

No credit for a later booking will be granted.

Cancellation by the guardian of the refuge. The guardian may cancel the reservation free of charge before the start of the stay if he is prevented from providing the service due to exceptional and unavoidable circumstances, in particular due to snow and weather conditions or required security.

The guardian will notify the customer of this cancellation as soon as possible before the date of the stay.

The customer is entitled to a full refund of payments made but will not be able to demand additional compensation for any damage suffered.

Shortened stay

The deposit is only deductible at the end of the stay provided that it is respected in full. For any shortened reservation, costs equivalent to those of the remaining reserved duration will be retained. In the event of early departure or people not arriving, the total reserved stay must be paid in full. As a precaution, the customer is strongly advised to take out cancellation insurance themselves.

Modification of services

Any request to modify the services in relation to the General Terms and Conditions of Sale and/or the quote must be sent in writing (email contact@refugedelaglierie.fr) 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 General Terms and Conditions.

Allocation

We cannot guarantee an absolute allocation of a bed. If the number of participants turns out to be lower or higher than the number provided for in the quote, the customer may be allocated a space other than the one initially planned, for reasons inherent to the management of the establishment.

For these same reasons, the manager reserves the right to upgrade you from the traditional dormitory to the comfort dormitory, at no additional cost.

Animals

Animals are not allowed inside the refuge for the comfort of all guests. They are also not allowed outside, according to the regulations of the Vanoise National Park.

Liability

We are not responsible for thefts in the refuge, and around the refuge (unenclosed and unguarded).

Safety

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 brigade, police or SAMU and facilitate their access to the refuge. In this regard, access to the refuge premises, and in particular emergency exits, must always be clear to allow free passage of emergency services.

In accordance with Article 6 of Decree No. 95-949 of 25/08/1995, relating to the prevention of risks resulting from the use of bunk beds, sleeping in height is not suitable for children under 6 years old.

Hygiene - respect

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

Smoking is absolutely prohibited throughout the refuge, including dormitories and common areas.

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

The client undertakes to ensure that the participants and their guests comply with all the instructions and regulations of the establishment (in particular the ban on smoking in 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 or the people there. Upon arrival, the resident will find clean and equipped accommodation. They are required to keep it in a good state of cleanliness for the duration of their stay.

Everyone is asked to use a sleeping bag sheet and a personal pillowcase to sleep.

The quality of life in the shelter requires a correct, courteous and respectful attitude from everyone towards others, in particular by ensuring the tranquility of the place.

For these same reasons, we do not accept noisy and late parties (weddings, birthdays, bachelorette party, etc.)

The common room closes at 9:30 p.m.

Silence inside the refuge is requested for 10 p.m.

Dispute – consumer mediation

In the event of a dispute between the Customer and the company, they will endeavour to resolve it amicably (the Customer will send a written complaint to the professional or, where applicable, to the professional's Customer Relations Department).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the consumer Customer within the meaning of Article L.133-4 of the Consumer Code has the possibility of contacting, free of charge, if a disagreement persists, the competent mediator registered on the list of mediators established by the Consumer Mediation Evaluation and Control Commission pursuant to Article L.615-1 of the Consumer Code, namely:

The Professional Mediation Company

www.mediateur-consommation-smp.fr

Alteritae 5 rue Salvaing 12000 Rodez

Unguarded period: payment of the amount of accommodation services

The client pays the amount relating to the accommodation only (during the unguarded period, no catering service is available on site) €10/person per night, single rate:

- either by paying on site in the box provided in cash or by check
- or by sending a check afterwards to the order of Refuge de la Glière, 687 rue de la Vanoise, 73350 Champagny en Vanoise.

This payment corresponding to a service already provided is not refundable.

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

The customer declares to have full legal capacity allowing him to commit to these general conditions.