

General Conditions of Sale

Reservation:

The reservation must be sent with a 25% deposit if the booking is done 30 days before the beginning of the stay. Otherwise the total price will be sent.

Any client who has paid the 25% deposit at the reservation will receive a confirmation of stay.

Any client who has paid the totality of his stay will receive an invoice and a voucher giving right to get the key of the apartment booked.

The client will have to pay the balance spontaneously 30 days before the day of arrival otherwise, the Society Mona Lisa Hôtels et Résidences will cancel the reservation and hold a certain amount detailed as below. In this case, the client will not be able to ask for a refund of the deposit.

Price:

The booking fees (15€) are compulsory and are applied to every reservation, they are added to the price of the accommodation. The tariffs are given for a capacity of accommodation. The client will have to respect the number of sleeping capacity otherwise, he will have to pay for a bigger apartment according to the availabilities of the residence.

The price doesn't include any other service (insurance, ski pass, sporting activities, cleaning at end of stay....)

The client will have to prepare deposit for the accommodation and will give it at the residence when he is given the keys.

Heating, gaz, water and electricity are included.

The local tax has to be paid at the residence. The price is per day and per person, depending on the place.

Deposit:

The client will have to prepare a deposit for the accommodation at the residence and at the arrival. The deposit will be given back within 8 days after the departure of the client and after checking the apartment by a member of staff.

If there is any damage caused or if anything is missing in the apartment, Mona Lisa Hôtels et Résidences may keep the totality or part of the deposit.

If the amount of the damages caused is superior to the amount of the deposit, Mona Lisa Hôtels et Résidences will transfer the invoice to the client who will have to pay within 8 days after reception of the invoice.

Animals:

Pets are admitted in some of our facilities subject to payment on site. We only admit pets weighing less than 10 kilos and only one per apartment. They must be kept on a lead in the communal areas. They are strictly forbidden to access to the pools. We reserve the right to refuse dangerous or aggressive pets:

Arrival and departure:

The arrival must be done between 4 p.m and 8 p.m. The departure must be done before 10 a.m. In case of late arrival, the client must call the residence as written on the voucher. If the arrival isn't done between 4 p.m and 8 p.m, the client will not be given the keys of the apartment. Nothing can be done against Mona Lisa Hôtel et Résidences and no refund can be asked in this case. The client will have to pay himself for any additional charge.

Any problem concerning the accommodation will have to be signalled to the staff of the residence within 24 hours after the arrival.

Caution: Any client coming without his voucher can be refused the right to get the keys.

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Cancellation, modification:

For any cancellation or modification, we ask a written confirmation.

In case of cancellation, we will hold for the whole stay:

- cancellation more than 30 days before arrival : 10%
- cancellation between 30 days and 21 days before arrival: 30 %
- cancellation between 20days and 14 days before arrival: 50 %
- cancellation between 13days and 4 days before arrival : 75%
- cancellation less than 4 days before arrival and no-show : 100 %

The cancellation charges are calculated on the total price (accommodation and service). In all cases, the booking fees and the cancellation insurance fees are debited from the client. Only one modification per reservation is authorized with no charge if the date of stay, the residence or the destination remain the same and if the modification is made more than 30 days before the arrival (example: extension of stay, changing the type of accommodation, modification of number of participants).

Mona Lisa Hôtel and Résidences proposes two types of cancellation insurances: with or without snow guarantee. This insurance is not compulsory but hardly recommended. We can send on demand the conditions and tariffs of this insurance. The booking conditions of the insurance must be done according to the insurer conditions.

Any shortened or interrupted stay due to the client's decision will not be refunded. In case of modification coming from Mona Lisa Hôtels and Résidences, the client will receive another proposition (according to cost and date of stay). In case of rejection of the client, Mona Lisa Hôtel and Résidences will refund the client without any possibility of compensation.

Complaint:

Any objection or complaint concerning an invoiced stay by Mona Lisa Hôtel et Résidences has to be sent registered letter with acknowledgement within one month maximum after departure. The client will receive an answer by mail as soon as possible.

Mona Lisa Hôtel and Résidences is allowed not to treat any demand out of delay or sent in any other way as the one said above.

Litigation:

In case of litigation, competence is given to the court of law of the residence location point.

Siège Social :

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Siège Commercial, Administratif et Service Comptabilité :

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