

## TERMS AND SPECIAL CONDITIONS

Version : May 2024

### 1. Conditions of reservation

#### Prerequisites

During the high season, stays are from Saturday to Saturday and are for a minimum of 7 nights. During the low and middle season, stays can be more flexible, but never less than 2 nights.

Reservations are nominative and personal and cannot be transferred.

A reservation is considered confirmed upon payment of the deposit but can be cancelled by the host if it does not respect the prerequisites.

The client may submit a special request when booking (location, floor, side-by-side accommodation, etc.) when making his reservation on our website in the "special request" field, or at a later date using our arrival form, which he will receive by e-mail. T-Resort will do its best to satisfy it, however, requests cannot at any time be guaranteed, nor can they be considered contractual, and will be subject to availability at the time of the client's stay. T-Resort reserves the right to change the allocation of the flats at any time before the check-in. Failure to respond to a particular request will not result in any claim against us. **Only the dates and category of accommodation are guaranteed.**

As soon as the booking is made, the client will be able to send to the Residence the required information on all the tenants (including children) who will be staying in the booked flat through of an arrival form sent beforehand by the residence. Otherwise, this information must be provided at check-in.

Additional services can also be ordered through this form:

- o Bath towels, beds made on arrival, comfort pack... (up to 72 hours in advance)
- o Pet (max 1 per accommodation)
- o Baby cot, High chair, etc
- o Place(s) in the covered parking (max 1 place/apartment, max 2 places/apartment 4P8 and 4P10 - by reservation only, until D-3, as the number of places is limited) - Height 2m25

The ski passes can be booked separately for customers who have made their reservation directly with the T-Resort via a specific order form (please note that deadlines are important).

T-Resort offers ski passes at exclusive rates (minimum duration of 6 days) for customers who have booked directly on the [www.t-resort.ch](http://www.t-resort.ch) website. Once the booking has been made, the order is placed using a special order form (please note that lead times are long and no flexibility will be possible if the deadline is exceeded).

### 2. Mandatory fees and additional charged services

#### Mandatory fees (to be paid according to occupancy and actual consumption) :

- Caution by credit card Visa / Mastercard - To be paid on site: 450.00 (fixed price)
- Visitor's tax adult : CHF 2.50 /night/adult from 16 years (as soon as the person is in his/her sixteenth year)
- Visitor's tax for child : 1.25 /night/child aged 6-15 years (as soon as the child is in his/her sixth year)
- Bed linen (first set) :
  - o 2 rooms 4 persons: CHF 72.-
  - o 3 rooms 6 persons: CHF 108.-
  - o 4 rooms 8 persons: CHF 144.-
  - o 4 rooms 10 persons: CHF 180.-

- Final cleaning (end-of-stay cleaning except kitchen area & dishes and without tidying up of the flat), charged regardless the length of stay (fixed price) :
  - 2 rooms 4 persons: CHF 85.-
  - 3 rooms 6 persons: CHF 120.-
  - 4 rooms 8 persons: CHF 145.-
  - 4 rooms 10 persons: CHF 165.-

#### **Additional charged services :**

- Extra bed linen (1st set) **CHF 18 / person** (if booked in advance), **CHF 25 / person** (if asked on site)
- Towels (1 big towel, 1 small towel and 1 facecloth) : **CHF 8 / person** (if booked in advance), **CHF 14 / person** (if asked on site)
- Comfort pack (Bed made on arrival + towels) **CHF 25 / person** (reserved min 72 hours before)
- Rollaway bed (only available for 4P8 and 4P10) : **CHF 15 / night**
- Baby cot (up to 2 years) : **CHF 7 / night**
- High chair : **CHF 5 / day**
- Pet (max. 1 per apartment) : **CHF 8 / day**
- Underground parking **CHF 12 / day** (if reserved in advance), **CHF 20 / day** (if asked on site) - obligatory for the entire duration of the stay to be applicable.
- Wireless Internet (WiFi) - Included in the price **CHF 0.00**
- "Complete cleaning" (final cleaning including the cleaning of the kitchen area & dishes and tidying up of the apartment) :
  - 2 rooms 4 persons: CHF 150.-
  - 3 rooms 6 persons: CHF 215.-
  - 4 rooms 8 persons: CHF 270.-
  - 4 rooms 10 persons: CHF 320.-

VAT: All prices indicated already include VAT

### 3. Payment terms

- Advance payment of 100% will be required at the time of booking.
- If the deposit or the total prepayment is not paid within the specified time, the residence reserves the right to cancel the reservation without notice.
- Payment by bank transfer (for example for additional services added after the booking has been made) is the usual method of transaction (payment by bank card is also possible) and must be made using the bank details appearing at the bottom of the proforma invoice (bank charges are always payable by the customer where applicable).
- T-Resort will note the cancellation due to the client not having paid the deposit or the total amount of the stay by the expiry of the set deadlines (or if the credit card guarantee is not provided in due time) and reserves the right to dispose, without prior notice, of the services cancelled by the client.

### 4. Cancellation policy

- A reservation (even fully prepaid) will be automatically cancelled by the host if it does not respect the pre-required reservation conditions (stay from Saturday to Saturday during the high season, stay with minimum number of nights etc ...)
- The services at special rates (packages, special offers,...), due to their specific nature, justify cancellation or modification charges of 100% of the total amount invoiced at the time of booking.
- In the case of a No-Show, the sums received remain due and no reimbursement can be made.
- In the event of a reduction in the planned length of stay, for any reason whatsoever, the residence will under no circumstances be obliged to reimburse the client the amount corresponding to this reduction.

- In case of cancellation, the reimbursement of the skipass will be made in accordance to the cancellation conditions of Téléverbier SA.
- In case of a confirmed reservation, the following penalties will be applied and calculated according to the date of arrival :

High Season Weeks (14.12.24-04.01.25, 01.02-08.03.25)			Low and Mid-Season Weeks (01.11-14.12.24, 04.01-01.02.25, 8.03-30.04.25) Summer season (01.05 - 31.10)		
From	until	Amount due in % of the reservation	From	until	Amount due in % of the reservation
Day of reservation	Day D-61	50%	Day of reservation	Day D-31	50%
D-60	Day D-31	75%	D-30	D-15	75%
D-30	Arrival Day	100%	D-14	Arrival Day	100%

## 5. Security deposit

A security deposit of CHF 450 per flat will be required per booking on a credit card (debit cards not accepted). It will be used to guarantee the correct return of the flat at the end of the stay and to cover any damage caused by the clients, to ensure the replacement of missing or damaged items, the loss of keys, to cover the cost of damaged repairs (flat or common areas) as well as the cost of additional cleaning required if the flat is not returned in a suitable state of cleanliness described according to the standards of the Residence (point 10: conditions for returning the flat). The reservation of the security deposit will be valid for 30 days from check-in. Any damage found later may be invoiced and collected via this guarantee.

### No key will be given without :

1. Prepayment of the totality of the rent, the ordered additional services and the tourist taxes.
2. Payment of the security deposit :
  - It will be paid by reservation on a credit card (debit card not accepted) - preferred method.
  - In exceptional cases, the deposit can be paid in cash (in CHF only) for people who do not have a credit card.

### Return of the security deposit :

- Reservation of security deposit via credit card lapse at the latest within 30 days after its validation in case no payment is requested from the client.
- In the case of a cash security deposit, it will be returned on the day of departure, after a check of the flat, eventual deduction of any abnormally high repair/replacement costs or cleaning costs (the check out procedure may take longer with a cash security deposit).
- If any damage is discovered after the client's departure and after refund of the security deposit, the client remains liable for the amount of the repairs. In order to be valid, repairs must be reported within 10 days of their discovery, with a photo or proof of damage.

## 6. City tax

Tourist taxes are collected on behalf of the municipality of Riddes and are not included in our rates.

They are compulsory for all residents without exception (guides, drivers, etc.).

- City taxes must be paid in CHF only, for the entire stay. Their amount correspond to CHF 2.50 /night/adult from 16 years (as soon as the person is in his/her sixteenth year) and to CHF 1.25 /night/child aged 6-15 years (as soon as the child is in his/her sixth year).

## 7. Organization of arrivals (Check-In)

The check in occurs at the residence's reception desk. The client undertakes to take possession of the flat on the scheduled date.

The flats are available between 16:00 and 18:00. Waiting times may occur during busy periods.

In the event of impediment or late arrival (after 18:00), it is essential to inform the Residence in order to organize at best your arrival outside the opening hours of the reception desk. The "physical" check-in at the reception as soon as it re-opens after the guest's arrival remains mandatory.

In case of No-Show on the day of your arrival and without prior written notice, the Residence will be entitled to rent again the flat within 24 hours.

The access to the accommodation may be refused in case of disruptive behaviour, contrary to the calm and serenity of the Residence.

## 8. Taking possession of the accommodation

When taking possession of the accommodation, it is essential that the client informs the reception of any anomaly, broken article, non-functioning of household and sanitary appliances within 24 hours following his arrival. After this period, the apartment will be considered by default as being in perfect condition. Any damage discovered after this period will be charged to the client and cannot be claimed at the end of the stay.

No item/equipment installed in the flats may be moved to another. Any item transferred from one flat to another will be considered as missing and will be withheld from the security deposit. During his stay, the client will have to report any breakage or damage that may have occurred during his stay. He will be required to reimburse the price of missing, broken or damaged objects, any deterioration that occurs during his stay, the price of repairing or cleaning the premises (walls, ceilings, paintings, woodwork, sanitary appliances, household appliances, etc.) in accordance with the estimates drawn up by the company.

## 9. Organization of departures (Check-Out)

On the day of departure, the flat must be vacated between 8:00 and 10:00 at the latest.

A late check-out option is possible, subject to availability and prior booking, at an additional charge (50% of the last night of the stay if departure is between 10.00 and 12.00. 100% of the last night of the stay if departure is after 12.00 pm).

Without this supplement, no check-out after 10.00 a.m. will be permitted. In the event of an unauthorised late check-out, the supplement will be deducted immediately from the security deposit.

We reserve the right to remove any personal belongings in order to vacate the flat and clean it in a timely manner.

- Lost keys will be charged as follows: apartment key: CHF 200, interior key: CHF 40, ski box key: CHF 200.-

### **Check-Out procedures**

- Customer who has provided a deposit by credit card

At the time of departure, the client will only have to go through the reception to pay the balance and return the keys.

- Clients who have paid their deposit with cash or identity documents

At the time of departure, a person from the Residence will go with the client to the flat to check the good conditions of return of the flat.

In order to organize this operation in the best possible conditions, the client must come to the reception to arrange the return of the apartment, at the latest 2 days before the departure date. If the client does not come to the appointment at the right time, the representative of the Residence will be able to check the flat alone. In the case of missing objects, damage and/or an abnormally high level of cleaning, the party at fault will be obliged to accept the costs without discussion.

**Any additional damage or cleaning costs are to be borne by the client (deducted from the security deposit and/or charged as an extra).**

## 10. Conditions of return of the flat

The client will have to carry out a minimum of reinstatement work of the flat and cleaning of the kitchen area & dishes in order to leave the flat in an acceptable state of cleanliness.

The mandatory "final cleaning" service (see 2. Compulsory fees and optional paid services), provided by the Residence and which can only be carried out after the signatory's reinstatement work and kitchen area & dishes cleaning includes: end-of-stay cleaning, departure inventory and disinfection of the flat. This mandatory service is charged regardless the length of stay.

A "complete cleaning" service option, including the final cleaning, the cleaning of the kitchen area & dishes and the reinstatement work of the apartment is also possible on reservation (c.f. 2. Compulsory fees and optional paid services).

**Additional charges may be applied up to the amount of additional cleaning required according to the standards of the Residence :**

### **Kitchen**

- > Leave the dishwasher empty and clean.
- > All the dishes must be clean and put back in the cupboards.
- > Empty and clean the bin. No rubbish bags left inside the apartment when you leave.
- > Empty and clean the refrigerator and the freezer (no food/beverage left-overs).
- > Clean the microwave, hotplates, work area and kitchen sink.
- > Cleaning rag and sponge go to the rubbish bag. They are one use only.

### **Bathroom**

- > Please leave bed linen, kitchen towels and possibly towels in the bathtub.
- > Please leave the toilets in an acceptable condition.

### **Bedrooms**

- > Remove bed linen and put them in the bathtub.
- > Leave mattress protectors on each mattress.
- > Shake the duvets and leave them folded on each bed.

### **General**

- > Briefly vacuum the floors and pick up any waste (vacuum cleaner available in each apartment)
- > Furniture is in its original position.
- > Check that there is nothing left in the drawers, cupboards, safe (if applicable), behind or under the beds and on the balcony.
- > All lights must be turned off, taps and windows must be closed.
- > Please present yourself at the reception between 8:00 am and 10:00 am at the latest, with your flat and ski box keys .

In any case, the flats must be cleared and emptied of all personal objects and rubbish (trash bag out, fridge and freezer empty). Should the flat be left in a condition considered "extremely dirty", part of the security deposit may be withheld depending on the amount of additional cleaning required.

**Available in every flat**

- > 1 Vacuum cleaner
- > 1 taxed garbage bag (35L)
- > 1 Mop
- > 1 bucket
- > 1 Dust collector and brush
- > 1 Cleaning kit (sponge, washing up liquid, dish tabs, 2 dishclothes, 1 rag, all-purpose cleaner, 1 taxed garbage bag of 35L)

## 11. Rules of the Residence

**Clients agree to respect the following rules at all times:**

- The number of people occupying the accommodation cannot exceed the maximum capacity of each apartment. If this is not the case, the Residence will immediately cancel the reservation, without any possibility of damages and interests claimed by the clients.
- It is forbidden to move around the buildings while drinking alcohol and to throw cans, bottles, papers and other objects elsewhere than in the appropriate containers.
- You are in a completely non-smoking residence. It is therefore forbidden to smoke in the apartments and common areas. Any violation of this rule will be charged to the apartment upon departure (or deducted from the security deposit).
- Smoking areas are located outside the buildings. Cigarette butts must be disposed of properly.
- The peace and quiet of the other residents must be respected during the stay (silence after 10:00 p.m.). In the event of a complaint from residents in the building or in the event of intervention by the police, the security deposit or part of it will be confiscated. The Residence reserves the right to report the nuisance to the competent authorities.
- It is forbidden to throw into sinks, bathtubs, washbasins, toilets, etc. any foreign body that may clog the drains (oil, etc.). It is also vital to use products suitable for use in the dishwasher. In case of non-compliance, the repair costs related to the intervention of the services concerned will be charged to the client.
- Strict rules apply to the disposal of waste (taxed white bin liners in appropriate sorting areas in Switzerland). The client undertakes to comply with local regulations. Failure to do so may result in sanctions being applied by the local authorities.
- Pets are allowed in the residence only with prior reservation. A maximum of one pet per apartment is allowed. Dogs must be kept on a leash on the whole complex. The masters are responsible for the good keeping and cleanliness of their pets. We reserve the right to refuse and/or expel dangerous or aggressive animals or more generally animals that disrupt the smooth running of the residence.

**In case of non-compliance with the points mentioned, the accumulated costs can be deducted from the security deposit.**

## 12. Security in the Residence / communal rules

The client agrees to behave appropriately to ensure the peace and safety of the other clients of the residence and the resort.

All interventions by the local authorities to restore peace and security in the residence and its surroundings will in any case be charged to the client.

### 13. Insurance / liability

The Residence cannot be held responsible for theft or damage to personal property in the flats, including individual storage spaces, common areas, car parks and all other buildings and annexes. The residence cannot be held responsible for the forgetting of personal belongings inside the flat when the premises are vacated.

For bunk beds, the upper beds are not suitable for children under the age of 6.

### 14. Tourist information and pictures

All images are non-contractual. The information on activities in and around the resorts mentioned in the exchanges and on the website is for information purposes only. They cannot be used to engage the responsibility of the "Residence".

### 15. Claims

In the event of force majeure: climatic disasters, bad weather, nuisances or work by independent companies or public authorities, which may lead to unpleasant conditions, the "client" may not demand compensatory claims.

### 16. Clauses considered as unwritten

If one or more of the conditions presented prove to be null and void or would be declared as such by application of a law, a rule or a final decision taken by a competent court, they will not lead to the cancellation of the reservation.

### 17. Jurisdiction

In case of dispute, only the French version of this document will be contractual. Only Swiss law is applicable and the jurisdiction will be the registered office of the "Residence". This applies both to judgements and to technical aspects.

### 18. Knowledge of the regulations

The present regulation must be known by all the clients staying in the apartment. It is an integral part of the conditions to which the reservation is attached and are available at the Residence's reception.