

Sales T&Cs

Chalet Matsuzaka Hôtel & Spa

Classing: Hôtel 4 stars

At Chalet Matsuzaka, we can propose different types of stay, including (but not exclusive) :

1. Stays “by the night” (only in summer)
2. Holidays of short or long duration with B&B only (3 nights or more in principal)
3. Holidays with half-board included (7 days or more)
 - a) Dinner “table d’hôte” with a choice menu¹ for **5 evenings/week** (2 evenings/week the restaurant is closed)
 - b) A full linen and towel change once per week (mid-service)
4. Holidays with a half-board+ (only available during school holidays in winter) includes in addition :
 - a) Afternoon tea
 - b) Dinner “table d’hôte” with a choice menu¹ for **5 evenings** (2 evenings/week the restaurant is closed)
 - c) A full linen and towel change once per week (mid-service)

All our propositions include as standard :

- Breakfast every day (with hot and cold choices)
- Parking inside the garage
- Access to spa Matsuzaka ²

Visitor’s tax in addition is €1.50/pers./day (>18ans)

Additional costs when not included in your stay are (TTC):

Half-board ¹ :	36,00€ per adult (>12 ans) 15,00€ per child (<=12ans)
Changing of bed linen or towels:	15,00€ per bedroom of 2 pers. 25,00€ per bedroom of 3 à 5 pers.
Additional extra towel changes:	4,50€ per large towel 2,00€ per small towel 15,00€ per bathrobe
Washing load (one bag) returned within 48h)	8,50€ (washed at 30°C, dried on delicate cycle, normally)
Lost key	50,00€

¹Drinks are not included unless pre-booked except wtare, coffees, teas and tisanes. Chalet Matsuzaka does not have a bar and only has a licence to offer drinks during meal time.

² The Japanese spa area is open from 4pm to 8pm everyday with a reservation for a private entry. In extreme weather the spa may not be able to be opened (less than -15°C, extreme wind etc.). The spa does not have any monetary value and no reduction in the cost of stay will apply.

How to make a reservation

Chalet Matsuzaka will send you a contract of option which will detail your booking, the dates, the price and the formula you have requested. Please verify that this corresponds to your requested stay.

To book, we will ask you for a bank card number for use to take a 30% deposit 30 days before arrival. At this time (or for any bookings after this date), a 30% deposit will be debited from your card. If no payment is made, the reservation will be automatically cancelled (we will, of course, inform you of any payment difficulties before cancelling your stay).

SARL J D Mountain au capital de 50.000€

Chalet Matsuzaka ▪ La Rosière 1850 ▪ 73700 Montvalezan

Tél : +33 (0)4 79 07 53 13 ▪ Fax : +33 (0)4 79 09 41 73 ▪ info@chaletmatsuzaka.com

SIRET : 485 278 600 00013 ▪ RCS Albertville ▪ Code APE 5510Z ▪ N°Intracommunautaire FR 60 485 278 600

The deposit will be deducted at the end of stay from your holiday cost. If there is an early departure or arrival is delayed, the total amount of the original booking will be invoiced.

Modification or cancellation:

SPECIAL COVID-19 :

1. Less than 30 days and up to 7 days before arrival:

- I. Any modification or cancellation due to COVID-19 related issues will be totally reimbursed or delayed to a future stay upon simple justification.
- II. Other modifications, cancellation not due to COVID-19, the deposit will not be reimbursed. We strongly advise that our customers have adequate cancellation insurance.*

2. Less than 7 days before arrival:

- III. Any modifications or cancellation linked to COVID-19 will be delayed until dates agreed between Chalet Matsuzaka and the customer according to availability with simple justification.
- IV. Other modifications or cancellations or in case of early departure by the customer, the total amount of the booking will be invoiced.

Any request by the customer to change dates, cancel or modify the booking from its original form will be subject to an administrative charge of 15€.

***Insurance :**

We, Chalet Matsuzaka, strongly advise all our customers to have an adequate insurance to cover any eventualities of curtailment, modification or cancellation of booking. If you do not have such an insurance, we are able to offer cover here at Chalet Matsuzaka with our partner Safebooking.