

Information for our clients

These general conditions of sale constitute the basis of your contract with Whitegold Hospitality (Les Etincelles Collection), whose registered office is located 300 routes des Fabriques, 73250 Saint Pierre d'Albigny, France and registered in the Chambéry Trade Register under the number 881 439 549.

Terms and Conditions of Sale

Any confirmation of reservation is made by the payment of a deposit equivalent to 30% of the total amount of the stay. In paid by bank transfer, only the net amount will be taken into consideration as payment value.

The balance of the stay must be paid no later than 30 days before the day of arrival (except for Early Booking offers or any special offers: the balance of the stay is due at time of reservation). Any other special offer may be subject to special conditions sale which will be clearly notified at the time of booking.

The packaged rates (Breakfast, half-board, other services) are composed of inseparable elements from each other and non-refundable in the event of non-use, meals not consumed will not be deducted or refunded.

The invoice for extras and local expenses will be paid on site and will be guaranteed in advance by credit card.

The payment of the deposit and de facto commits- automatically the customer to acceptance without modification of the terms and conditions of sale and cancellation. Payments can be made by credit card (Visa, Eurocard/Mastercard, American Express) and bank transfer.

A. Flexible rate

Free cancellation up to 30 days before the date of arrival.

If canceled less than 30 days before the arrival date, 100% of the reservation is charged.

Security deposit: 30% of the total amount without extras is due at time of reservation. The balance of the stay is required 30 days before the date of arrival.

B. NANR rate, Early booking, and special offers (non-cancellable and non-refundable rates)

Non-cancellable, non-amendable, non-refundable rate.

Security deposit: 100% of the total amount without extras is due upon booking.

1. Insurance

The customer can subscribe within a maximum period of 48 hours after his reservation, the Safebooking cancellation insurance which covers the stay in the event of contraction of Covid19 by following this link: <https://www.assurances-sejours.com/index.php>

2. Changes

Any modification of stay, shortening or change of room will be subject to the terms and conditions of sale and cancellation conditions. In any case, any modification or cancellation of reservation must be notified to the reservations department by post or email.

The customer is reminded, in accordance with Article L. 121-21-8 12° of the French Consumer Code, that he does not have the right of withdrawal provided for in Article L. 121-21 of the Consumer Code. consumption.

The terms and Conditions of Sale of the reserved rate specify the terms and conditions for canceling and/or amending the reservation.

3. Credit note

In the context of the use of credit notes linked to the postponement of stays following the restrictive measures of March 2020, the classic cancellation conditions linked to the initial offer apply. After cancellation, if however, sums were to be reimbursed, this reimbursement can only be made at the end of the legal period provided for in the framework of the order (October 2021).

4. Specific cancellation situations

Free of charge cancellation is possible until D-1 only in the event of following situations (does not apply to reservations benefiting from a credit note, the credit note being subject to the application of the order of March 24, 2020 by law no. 2020-290 of March 23, 2020) decided by the French Government for health and sanitary reasons:

- Closure of the borders of the customer's country of origin or closure of the borders of France
- Closure of the station
- Strict traffic ban (general lockdown of the populations)

The individual illness of the customer before his departure is not considered in the context of special situations.

5. Rates

The public rates of the hotel can be viewed at any time on the hotel's website. Our prices are inclusive of VAT, excluding tourist tax which will be paid on site.

6. Conditions of the stay

Reserved rooms are available from 4 p.m. on the day of arrival until 12 p.m. on the day of departure.

Travel insurance: as the hotel cannot be held responsible for events of any kind that may lead to the cancellation or modification of stays, we strongly advise that you subscribe a travel insurance. The hotel also undertakes to provide you with any document proving your financial commitment to the initial stay for any useful purpose.