



Chalet Melchior

Domaine de la Residence, 1884 Villars sur Ollon, Switzerland
www.villarschalets.com Tel: (+41) 024 495 4586

BOOKING CONDITIONS

Confirmation of Reservation

Upon receipt of the signed booking form, we will send you a confirmation invoice. This is our formal acceptance of the booking. Please check the details, and advise us at once of any inaccuracies. It is understood that the person making the booking will be deemed to act on behalf of all members of the party.

Final Payment

Details for the final payment will appear on your invoice, and the balance must be paid in full not later than 8 weeks before the first day of the holiday. If the balance is not received by us by this time, we will be entitled to cancel the booking without prejudice to our claim for cancellation charges. For bookings made within 8 weeks of the start of your holiday, the full cost should be paid at the time of booking.

Included in the Price

Unlike some other rental properties, the rental rate is fully inclusive of all bed linen, bathroom towels, tea towels, electricity, heating, pre / post stay cleaning & laundry (additional mid-stay cleaning can be arranged if required), local agent liaison and key handover & collection.

Excluded from the Price

The tourist tax or 'taxe de sejour' is payable directly by the client to the Commune. This is normally around CHF3 per adult per night. We provide two full sets of linen and towels for Chalet Melchior. Our concierge lives nearby and we will be able to put you directly in contact with her so you can organise your cleaning and laundry requirements. She charges CHF25 per hour for cleaning and can set up an account for you at the laundry by Aiglon College.

Security Deposit

The chalet is furnished and equipped to a very high level, therefore a refundable security deposit is payable at time of balance due. This is refunded within 10 working days of departure following full inspection of the chalet. The client is responsible for the transfer costs on payment of the security deposit and Chalet Melchior is responsible for the transfer costs on repayment of the security deposit.

Arrival / Departure

Chalet **Melchior** is available from 16.00pm on the start day of the booking until 10.00am on the final day, unless we have made a prior arrangement with you.

Cancellation

If you wish to cancel a booking, you should advise us by telephone and confirm the cancellation in writing, signed by the same person who signed the original booking form. In all cases of cancellation the deposit will be forfeited. If the cancellation is made after the final payment is due, you are liable for the full cost of the holiday. We will however use our best endeavours to re-let, and if successful will refund the cost of the holiday, less costs incurred.

Your Responsibilities

You agree to allow only those of your party to occupy the chalet. No pets are allowed. You undertake to leave the chalet and all its furnishings and effects in a clean state and in good order. You also undertake to advise us if any missing or damaged items and of any damage to the property and to reimburse us for such loss or damage. Smoking inside the chalet is strictly forbidden.

Our Responsibilities

We accept responsibility for any loss or damage sustained by you as a direct result of negligence of anyone employed by us, or an agent under our control. We do not accept responsibility whatsoever for happenings or actions outside our reasonable control, such as breakdown of domestic appliances, plumbing, temporary invasion of pests, acts of insurrection, theft, break-in, industrial disputes, floods, or other events amounting to force majeure. We have taken the greatest care in the preparation of the information presented to you and every effort has been made to ensure accuracy. We do our utmost to ensure that the accommodation is satisfactory and enjoyable, and take all reasonable care to maintain the property in good condition at all times. Although we take every reasonable care to ensure that nothing untoward occurs during your stay at Chalet Melchior, we shall not be held liable for any injury, loss, accident, delay, inconvenience or irregularity arising, howsoever caused.

Acceptance of Booking Conditions

In signing the booking form, you acknowledge that you have read these conditions and that you accept them without reservation or exception.