

AVORIAZ CHALETS COVID-19 FLEXPLUS

FLEXPLUS – 100% GUARANTEE

Due to Covid-19, we are continuing to offer our special arrangement for the 2021/22 season's bookings for all direct bookings. Should your ski holiday be affected* by Covid-19, we will provide a credit voucher for **100% of the amount you have paid**. You can then use the voucher to rebook at any time in the 2021/22 or 2022/23 season to the same value or a 50% cash refund, providing your balance has been paid in full.

Government restrictions must be in place on the start date of your holiday to be entitled to our COVID-19 Flexplus and you must notify us by email as soon as you know you are unable to travel.. Any credit notes or refunds will be issued 30 days after the agreed start date of your holiday.

***Covid-19 Restrictions – Specific times they apply**

Our Covid-19 Flexplus – 100% Credit Note applies if one or more of the following restrictions affects you on the day you are due to travel:

- Closure of French borders
- Closure of Swiss borders (on the condition you have flights booked to Geneva)
- French National or Local Government introduces local or general lockdown measures resulting in Avoriaz Chalets being unable to accept guests.

If the Government Restrictions imposed, or the travel advice given by the French Government, or your home/return country's Government, changes part way through your holiday forcing you to cut your holiday short, Avoriaz Chalets will not issue a credit voucher or refund for any part of your holiday. You will need to claim this on your travel insurance. If you wish to make a claim on your travel insurance, then Avoriaz Chalets will supply any documentation you need.

Avoriaz Chalets cannot accept liability, pay any compensation or supply a voucher, if the booking is cancelled due to concerns about future government restrictions being applied, a disinclination to travel because of Covid-19, or if your travel arrangements (flight, ferry or tunnel crossing) are cancelled for any reason other than those listed above.

If you are showing signs or symptoms of Covid-19 or test positive for COVID 19, Avoriaz Chalets does not accept any liability or responsibility to issue refunds or credit vouchers and will not pay any other compensation. You will need to claim this on your travel insurance. If you wish to make a claim on your travel insurance, then Avoriaz Chalets will supply any documentation you need.

Our Flexplus guarantee is only applicable to direct bookings made on our website and is not applicable to bookings made through 3rd parties. For 3rd party bookings, the Ts &Cs of the 3rd party will apply.

All other Terms and Conditions as published, continue to apply.