**Frequently**asked questions

**Q - What payment methods do you accept?** Deposits can be paid via bank transfer (details will be provided via email). Should you wish, we can also take payment via debit / credit card

**Q - What deposit is needed to secure the holiday?** If you would like to book we require a non-refundable deposit of 25% of the holiday cost

**Q - When do I have to pay my holiday in full?** Your final balance is due 8 weeks before departure. You will be sent a reminder via email when the balance is due.

**Q - Can I make changes to the booking?** If you wish to change the date of your stay, please contact us for availability and if the week that you wish to move to us available we will do our best to accommodate you. An administration fee of £50 per person will be payable

**Q – Can I cancel my holiday?** Cancellations must be notified to us in writing by the Party Leader and will only be effective when we acknowledge the written notice of cancellation. In cases of cancellation by the Client prior to 8 weeks before the holiday, the deposit paid will be forfeited. Between 8 and 4 weeks of the start date of the holiday 50% of the holiday cost will be forfeited. Within 4 weeks of the start date of the holiday the full balance will be forfeited

**Q – What time is check in / check out?** In order to allow the chalet to be properly cleaned between stays the standard checkout time is 10am on the day of departure and the check in time is 4pm on the day of arrival. If you are arriving / leaving outside of these times, please let us know in advance

**Q – My flight is not until later, can I request a later checkout?** The workload on changeover day is significant as all linen and towels have to be changed, washed, dried and ironed, the entire chalet has to be cleaned top to bottom and we have to complete the weekly shop for food and provisions for the next guests. For this reason we really do need the 6 hours grace between our guests departure and the next groups arrival. If you are looking to leave the resort later than 10am, please speak to us with plenty of notice as we may be able to arrange for somewhere for your bags prior to your departure

**Q - Can I pre-book ski hire?** Yes, you can order your ski and snowboard equipment through our partner Erna Low – [www.ernalow.co.uk](http://www.ernalow.co.uk/)

**Q - Which ski schools do you recommend?** We recommend the following:

ESF 04 79 06 02 34 for childrens and adults group beginner / intermediate lessons and for the Jardin des Enfants (3-5 years old)

Oxygene 04 79 41 99 58 for small group child lessons and upper intermediate / advanced children

TDC Ski 06 15 55 31 56 for advanced / expert / guiding, adults only

**Q - When should I book lessons?** We advise to secure lessons as early as possible to ensure you have the best choice especially on peak holiday dates such as Christmas, New Year, Half Term and Easter.

**Q - Can I pre-book lift passes?** Yes, you can order your lift pass through our partner [www.ernalow.co.uk](http://www.ernalow.co.uk/)

**Q - What are the child prices?** Prices for the chalet are based on full occupancy of 6 adults. Where the chalet is fully occupied by 6 adults, 2 children under 12 can stay for free. Where the chalet is occupied by less than 6 adults, the children will be charged as adults up to the total count of 6

**Q - What equipment and food can you provide for small children and infants?** We do not provide equipment for infants and small children with the exception of a high chair (on request). Nappies and baby foods are available in the supermarkets in resort

If you do have smaller children and you would like them to eat simpler children’s meals with a bedtime prior to your 4 course dinner, please discuss this with us on booking

**Q –Do you provide a babysitting service?** Our staff are kept pretty busy looking after our guests, cooking and cleaning and work 6 days a week. There are babysitters available in resort that we can help you to organise

**Q – What age children can sleep in the bunk room?** Although the room is small and cosy the beds are full sized single beds, so children of most ages could sleep in there. We would recommend that the room is not suitable for example for larger teenagers. The top bunk is accessed via a ladder and so we would not recommend this bed for children under a certain age, perhaps 5 years old

**Q - I have a dietary requirement, can you cater for me?** Our mission is to be as flexible as we can but please note we do not operate a commercial kitchen set up and as such we cannot guarantee that there will not be traces of certain foods in some of the dishes that we cook. For this reason, we cannot accommodate any guests with a severe allergy to any foodstuff. Many ski resorts also do not offer the huge selection of gluten, dairy or lactose free products available in large UK supermarkets. If you do have any dietary requirements, please let us know prior to paying your deposit as with planning, we will usually be able to accommodate most requirements

**Q - Are there hairdryers?** We do supply hairdryers in our chalet, however if you have your own that you particularly like you are more than welcome to bring it.

**Q - Are there towels and bathrobes in the chalet?** Hand and bath towels are provided and towels are changed mid week if you prefer. Bathrobes are available for all guests too

**Q - Do I need to take my own toiletries?** Complimentary toiletries (shampoo and conditioner) are provided in the chalet

**Q - Is there Wi-Fi in the chalet?** Of course, your welcome pack will tell you the password

**Q – Can I smoke / vape in the chalet?** For the benefit of other guests, the chalet and the entire Choucas building is of course non-smoking. You can however access the front balcony from the lounge / dining area and you are welcome to smoke outside on the balcony

**Q - Will there be a safe in my room?** The building is an exclusive one and there are only 6 apartments in total – all are owned. Access to the building is via code and key and the door to the apartment double locks. We do not provide safes and whilst we are confident your possessions will be perfectly safe, we would not recommend you carry valuables that you will not be wearing on your person

**Q – What TV channels does the chalet have?** The TV is a brand new cinema style smart TV. The chalet is subscribed to a service which allows us access to most UK and international channels plus Sky and streaming channels (eg Netflix, Prime etc…)

**Q – Can I play music / watch films with surround sound?** You can play music via the Sony Bluetooth speaker or the Sonos sound bar. Please note it is a French law that after 2200 the noise must not be loud enough to disturb neighbours

**Q – Am I expected to tip the staff at the end of my stay?** Our staff work incredibly hard both visibly and behind the scenes to ensure your stay is memorable for all of the right reasons. If you are satisfied with the service you have received then any and all tips will be gratefully received by them. The amount of course is entirely up to you but in our experience tips of up to 5% of the stay amount are considered appropriate

**Q – Do you provide slippers?** Slippers are provided for the comfort of all guests. Of course you are welcome to bring your own. Outdoor shoes are not worn within the chalet. Please note also that the flooring in the chalet is a soft wood and high heels are not allowed as these leave indentations in the wood

**Q – Is the chalet warm?** The chalet is wonderfully cosy with underfloor heating throughout (centrally controlled) together with adjustable room stats in the main living space and each of the bedrooms. The bathrooms have heated towel rails and underfloor heating which guests can adjust to their taste. Please speak to our staff to ensure your staff is comfortable

**Q – Is there ample storage space?** There is hanging and shelf space throughout the chalet and a large ski locker room on the ground floor for boots, skis and poles, snowboards, helmets etc. 3 of the cupboards in the apartment are locked as they contain provisions for the chalet – bedding, towels, cleaning products etc

**Q – Are there any other charges?** French law requires all guests of holiday accommodation to pay a tourist tax (taxe de sejour). This is calculated on a per adult and per night basis according to the classification of the accommodation. We are currently pending classification for the Choucas Blanc, but are expecting that it will be rated 5\* and as such the tourist tax will be approximately 4€ per adult per night. The tourist taxe must be paid during the week of stay at the Town Hall (Mairie) which is approximately 200m from the Choucas Blanc. If preferred, our staff will be delighted to collect the monies from guests, visit the Town Hall and bring back a receipt

**Q – Do you accept pets?** Most of our guests come by plane and as such are not transporting pets. Because of this and the standard and quality of the furnishings of the chalet we unfortunately have to say no to pets (for now)

**Q – Do you offer a turndown service?** Of course, whilst you are relaxing after dinner with a cheeseboard and a glass of wine, our staff will make sure your rooms are ready when you are ready to go to bed

**Q – What time do you serve breakfast**? We will discuss this with you prior to your arrival and on an ongoing basis throughout your stay. Some of our guests like to be on the first lift at 0845 and want to eat breakfast at 0745 whilst others prefer a more leisurely start. We are happy to fit with your group as best as we can

**Q – Are there any board games in the chalet?** Absolutely, there is a wide choice of games for adults and for children on the shelves to the right of the TV

**Q – Does the chalet have a fireplace?** Yes it does have a log burning fire, in the middle of the lounge. Please ask our chalet staff to light this for you after dinner. Please note it is a condition of the building’s insurance that only staff can light the fire

**Q – I am driving to resort, do you have somewhere I can park my car?** The building has an underground car park where we have a lockable garage that can take most cars. Please let us know if you need to use the garage and note that access to the underground parking and the garage is via our staff