

Chalet Elegance – Chamonix, France

A refined alpine retreat by SAS Lorenzo Location

Welcome to Chalet Elegance. We are delighted to host you in the heart of Chamonix. Please find below our booking terms and important information to ensure a smooth and memorable stay.

1. Booking & Payment Terms

To confirm a booking, a 30% non-refundable deposit of the total rental amount is required at the time of reservation. The remaining 70% balance must be paid no later than 30 days before the scheduled arrival date. (For example, if check-in is on 9 October, the balance must be received by 9 September.) Direct bookings receive approximately a 5% reduction compared to the price advertised on Airbnb and other rental platforms. Payments can be made by bank transfer; full payment details will be provided upon confirmation of booking.

2. Cancellations & Refund Policy

The 30% booking deposit is strictly non-refundable, regardless of the reason for cancellation. If the booking is cancelled more than 30 days before arrival, only the 30% deposit will be retained. Cancellations within 30 days of arrival, after the balance has been paid, are non-refundable. Once full payment has been received, the total booking amount is non-refundable. In the event of unforeseen circumstances, guests may contact SAS Lorenzo Location to discuss the possibility of rescheduling, subject to availability.

3. Rates & Inclusions

All quoted rates are per night and include: exclusive use of the chalet (and annex if booked), final cleaning, bed linens and towels, slippers and toiletries, a welcome food pack, and all utilities (heating, electricity, and water). There are no hidden costs or service charges.

4. Occupancy Limits

The main chalet accommodates a maximum of 14 guests, and the annex up to 4 guests. The total number of guests must not exceed the limit stated in your booking confirmation. The property is rented exclusively to registered guests; subletting or hosting unregistered visitors is not permitted.

5. Respectful Use of the Property

Guests agree to treat the property and surroundings with care. Quiet hours are between 10:00 PM and 9:00 AM. Smoking is strictly prohibited inside the property. Pets may be permitted only with prior approval from SAS Lorenzo Location.

6. Damage & Responsibility

No security deposit is required at the time of booking. Guests are asked to report any damage immediately. Minor wear and tear (such as broken glassware or small laundry damage) will not be charged. However, in the event of significant damage caused by negligence or misuse, SAS Lorenzo Location reserves the right to request reimbursement for repair or replacement costs.

7. Liability

SAS Lorenzo Location and the property owner are not responsible for loss, theft, or damage to guests' personal property during their stay, or for any accident, injury, or illness occurring on the premises, except where caused by proven negligence. Guests are advised to obtain adequate travel and personal liability insurance before arrival.

8. Acceptance of Terms

By confirming a booking directly with SAS Lorenzo Location, guests acknowledge that they have read, understood, and agreed to these Terms and Conditions in full.

With thanks and warm regards,

Leila Lorenzo

SAS Lorenzo Location

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