Conciergerie service brochure

Ski passes, skiing lessons for your youngest child or a birthday cake for the oldest, the spa session you've been dreaming about for weeks... your trip to the mountains is rapidly approaching and you don't know where to start to keep the whole family happy! Because our mission has always been to create holidays that stay in your memory, we have created our concierge passes. Personalised offers, tailor-made according to your requirements to ensure a stress- and hassle-free stay.

With our concierge passes, experience a new way to enjoy your holiday. A flexible and adaptable vacation experience thanks to the extensive services provided by our holiday advisors. All the essential services for your stay can be booked by our teams and made available upon your arrival.

CONCIERGE PASSES AT A GLANCE

	 **SNOW PASS** The essentials for a smooth and stress-free holiday	 **BOOKING PASS** All Snow Pass services, plus a booking service for numerous activities	 **SERENITY PASS** A comprehensive service for a complete holiday experience with nothing to get in the way of you enjoying yourself
Ski pass delivered to your accommodation on arrival	✓	✓	✓
Organisation of ski equipment rental	✓	✓	✓
Ski lesson booking	✗	✓	✓
Station / airport transfer booking	✗	✓	✓
Ordering and delivery of groceries	✗	✓	✓
Delivery of bread and pastries	✗	✓	✓
Booking of activites	✗	✓	✓
Restaurant reservations	✗	✗	✓
Catering service (private chef, meal deliveries)	✗	✗	✓
Private transport during your stay	✗	✗	✓
CONCIERGE PASS PRICES	90 €	300 €	600 €

CONDITIONS OF SERVICE

The concierge service is available during agency opening hours :

- December to April: **7 days a week from 9am to 7pm**
- Off-season: **Monday to Friday from 9am to 6pm**

The concierge service includes organisation and booking of services subject to availability in your resort. Quotations will be sent to the client for approval prior to bookings being confirmed.
The cost of services and activities will be invoiced directly to the client by the service provider.

Food and beverages, not included in the price of in-accommodation catering services, will be invoiced to the client upon arrival.

Requests for cancellation or **amendment** of bookings **received less than 72 hours** in advance will only be considered with **the agreement of the service provider,** subject to availability and according to their general conditions of sale. In case of cancellation within this delay, the full cost of the service may be invoiced to the client.

In the provision of its concierge services, **we act solely as an intermediary.** We cannot be held liable in the event of a dispute between client and service provider relating to the quality of the products and/or services provided.