



WINTER 2020/21 – COVID-19 POLICY

As per our booking conditions this is a supplementary document that outlines details of changes to the services and facilities offered for the winter 2020/21 season as well as changes to our operational practices. As detailed in the booking conditions (which remain valid and current) the changes detailed below are understood to constitute minor amendments and do not warrant refunds under section 7 of the booking conditions.

Holiday Admin and Our Concierge Service

We will not have a team of staff in resort this year having taken the decision to only operate properties that don't have hosts. Bookings for the properties that are open will be on a sole use basis and it will be assumed that everyone on the booking is in compliance with any relevant rules on social bubbling / household mixing. Please ensure that you are familiar with the laws on such issues at the time of travel. All pre-holiday documentation and a selection of useful guides will be sent to you electronically as we need to avoid physical leaflets and documents that will be handled by different groups. For this season we will operate a system of contactless arrivals and departures. During your stay we will be available via phone, text, whatsapp or email to help with anything you may need, however big or small. We can arrange for someone to visit you at the property for anything essential but otherwise you will not see a member of our team during your stay.

Property Cleaning

Our contract cleaners are very aware of the standards to which they need to work. They will ensure that they are equipped with suitable PPE and will use appropriate anti-viral products to minimise the risk to our guests from Covid-19. They will focus on high touch areas and cleaning of the properties will be even deeper than usual. These will include items such as handrails, remote controls, light switches, thermostats, plug sockets, dining chairs, appliances, blind cords, door & window handles, key pads for entry to chalets, taps and flushes. All linen is laundered professionally and at high enough temperatures to destroy the virus. Due to the extra cleaning required we are going to need to be more rigid than normal in our timings with arrivals after 1600 hrs and departures before 1000hrs.

How Can You Help?

We request that guests comply with the following guidelines during and at the end of their stay:

- Only use the dishwasher to wash all crockery and ensure all washing up is done prior to check-out.
- Place all dirty laundry, towels/sheets/pillowcases and duvet covers into the linen bags provided for our cleaning team to collect
- Please air the property as much as possible through your stay and for a minimum of 20 minutes prior to checkout by opening windows and doors.
- Dispose of all rubbish including all leftover food prior to checkout.
- Any unoccupied bedrooms/bathrooms in your property will not be made up and where possible will be locked to prevent unnecessary 'touch'. If we are unable to lock them please simply avoid using these rooms.

Known Changes to Facilities

At the time of writing the communal sauna at Apartment Aiglon is known to be out of action. We cannot guarantee that this facility will be reinstated at any stage during the 2020/21 season.

In Resort

It is the responsibility of all guests to understand the local laws that are in force regarding social distancing, the use of face coverings and any curfews. The situation is obviously fluid and whilst we will do all we can to help you must familiarise yourself with any changes to the rules. Host Savoie cannot accept any liability for changes to local rules or indeed to changes to services in resort during your stay (e.g. lift closures, closure of restaurants and bars). Such factors are out of our control.

Health Policy

All guests in the group are requested to do their utmost to stay safe. In the event that someone displays symptoms of Covid-19 they should book a test as soon as possible in resort and keep Host Savoie up to date for the safety of our contractors and future guests. Host Savoie is under no obligation to provide additional accommodation for other group members nor accommodation for longer than the booked duration in the event of needing to isolate in resort. The costs associated with this are the responsibility of the guest and / or their insurance provider.