



GENERAL CONDITIONS OF SALE APPLICABLE TO REFUGE DU CLOT : as of November 1, 2024

Half-board includes overnight stay, evening meal, breakfast and shower. Overnight stay includes night, breakfast and shower. Tourist tax is not included, it's a fixed rate of €1.15 per person over 18 per night.

Rates are subject to revision before the start of the season according to changes in the cost of raw materials.

Reservations are made online only. A deposit of €15 per person is required. For groups (associations, schools, etc.) and bivouac packages, bookings are made by e-mail, with a deposit by bank transfer to confirm the booking.

Special rates (student, family) will only be applied on presentation of proof.

Deposits will be refunded if the reservation is cancelled by e-mail only to : contact@chaletduclot.fr and no later than 72 hours in advance, and if the customer explicitly requests this within 14 days of cancellation. Transfer and handling charges will be applied depending on the country for the refund of the deposit.

Payments can be made in cash or by credit card. We do not accept cheques or vacation vouchers.

Dinner is served at 7:00 p.m. in the common room.

In the morning, the breakfast buffet is open from 6:30 to 8:30 a.m. in summer and from 7 a.m. to 8:30 a.m. in winter. Breakfast closes at 8.30 a.m., and the dormitories and sanitary facilities must be vacated at 9am.

Plan to arrive at the refuge before 6 p.m. After this time, the reservation is considered cancelled and may be rebooked.

In the event of late arrival, please telephone the keeper.

In the event of a dispute between the customer and the company, the latter will endeavor to resolve it amicably (the customer will send a written complaint to the professional or, if necessary, to the professional's Customer Relations Department).

In the absence of an amicable agreement, or in the absence of a response from the Professional within a reasonable period of one (1) month, the consumer Customer within the meaning of article L.133-4 of the French Consumer Code may, if a disagreement remains, refer the matter free of charge to the competent mediator registered on the list of mediators drawn up by the Commission d'évaluation et de contrôle de la médiation de la consommation in application of article L.615-1 of the French Consumer Code, namely :

La Société Médiation Professionnelle
www.mediateur-consommation-smp.fr
24 rue Albert de Mun - 33000 Bordeaux