

YOUR NEXT PEACEFUL
holiday

SUMMER 2021



OUR *recommendations*

This leaflet will give you information about your summer booking. It is our priority to inform you of the applicable procedures in order to guarantee your safety during your stay.

The GSI staff will inform you about the government guidance evolution and of the sanitary measures to be taken immediately.

OUR CANCELLATION *and conditions terms*

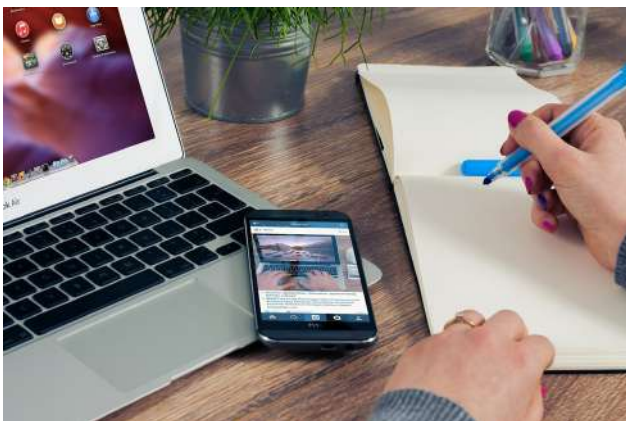
Your rental agency GSI offers you flexible cancellation policy.

For your summer bookings, here are our terms and conditions:

Cancellation with refund if the stay has been made impossible:

- by restrictions binding the tenant or the lessor, in the context of the fight against the COVID 19 epidemic: new lockdown, movement restrictions, ban on stays in a second home or any decisions made by the French authorities and/or those of the tenant's country of residence,
- by COVID 19 contamination of the tenant or one of the participants in the stay and subject to the provision of a medical certificate,
- by the statement from the tenant or one of the participants in the stay as a contact case subject to the provision of medical or administrative proof.

A TRAINED *staff*



All our staff members are trained in new welcome procedure which adapts to Covid-19 measures. During your stay and on each GSI agency, a referent will be available to inform you, reassure you and guide you.

Each GSI employee, depending on the position held, undertakes to wear protective equipment to prevent the spread of the virus during their working hours: mask, gloves, permanent access to hydroalcoholic gel.

- Our agencies protocol:**
- Information display in different languages at the entrance of our agency
 - Desk access limited to one person (wearing mask is compulsory)
 - Ground marking to maintain physical distance

Welcome and reception



In order to limit contacts and visits in our agencies, we advise you to contact us by phone as much as possible.

Therefore, we will plan your arrival and help you to pick up the keys in the best way.

All extra services and tourist taxes will be paid at the time of booking, before arrival.

If you need to go to the agency:

- Only one person per group wearing a mask will be allowed to come in.
- The credit card payment (without contact when possible) will be encouraged.
- In case the agency is closed, please contact the numbers on (or next to) the main door.
- Your bill will be sent by email.



HAVE YOU DOWNLOADED THE GSI APP?

Visit Google Play or Apple Store without further delay, it's free and essential for a successful vacation!

How to pick up the keys:

We invite you to download the GSI APP on Google Play and App Store. It's free and very convenient for you to have access to all information regarding your stay. Check In, Check Out, ... all you need to success your stay is IN. Happy discovering!

Check-in:

From 5pm to 7pm (please confirm this to your GSI agency)

Check-out:

Before 10am (please confirm this to your GSI agency)

YOUR STAY

in the mountains

A strengthened sanitary protocol

Sanitary rules are our main concern. Therefore, we are implementing, in collaboration with our cleaning service providers, a reinforced sanitary protocol in accordance with the government recommendations.

Your accommodation will be checked before your arrival.

Apartments cleaning

Each apartment will be cleaned and disinfected by professionals following strict procedures.

An even more comprehensive disinfection will be carried out in the contact areas such as door handles, switches, taps, remote controls and any item that may have come into contact with hands.

We remind you that it is essential that everyone takes responsibility by leaving the accommodation as clean as possible after their stay. Cleaning/Disinfection instructions for the apartments will be displayed inside the accommodation.

Bed sheets and towels

In order to avoid manual handling as much as we can, the beds won't be made in some accommodations (in this case, you will find the laundry in the apartment). Be sure to use the provided bed protectors. When you will leave, please put the sheets and linens in the provided bags and leave these bags in the apartment entrance hall.

The common parts

One person or family from the same accommodation by lift only.

We will enforce the rules of physical distancing by reorganizing our spaces. People gatherings will be allowed in accordance with prefectural decrees.

Wellness areas (for some residences)

Swimming pool access

An opening hours schedule for these services and facilities will be adapted to health requirements.

SPA access (sauna – hammam – Jacuzzi)

Unless new measures are taken, SPA access will be closed.

Fitness areas access

An opening hours schedule for these services and facilities will be adapted to health requirements.

Check out guidelines

- Air the apartment.
- Put the dishes and cutlery in the dishwasher and set it on.
- Empty the bins and take the trash out.
- Pack the sheets and linens in the provided bags, and let these bags in the apartment entrance hall.

GET IN TOUCH

with our agencies

You can contact us by phone or e-mail.

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In those peculiar times, the mountain will become a summer refuge to get back to peace and simple joy.

We would be happy to be your local and loyal partner here. Your trust is so precious that we will do all we can to show you that you made the right choice.

We are looking forward to hosting you in the Alps most beautiful resorts!

