

Addendum to the Booking Terms and Conditions

Covid-19 cancellation provisions and revised booking terms

If a *Government Covid-19 Restriction is imposed and/or if Chalet La Fenice decides to close due to Covid-19 restrictions and/or Covid-19 safeguarding reasons, and this impacts the dates of your booked holiday at Chalet La Fenice, we will offer the following cancellation options:

1. Where the holiday has been fully paid, or part thereof, you may seek a refund for the value of holiday already paid, minus the deposit paid of 30% of the value of the reservation. The retained deposit may be used for another booking at Chalet La Fenice to be taken within a period of 12 months. The new booking will be subject to the price and availability of the new desired dates; or
2. Where the holiday has been fully paid, you may prefer not to receive a refund but instead defer your booking to the same holiday period or comparable holiday period within a period of 12 months. In this case, the price of the new booking shall remain unchanged from the original booking but will be subject to availability.

To qualify for these cancellation terms, you must cancel your booking (by emailing us on info@chaletlafenice.com) at least 7 days prior to your arrival date, confirming one or more of the above Covid-19 measures are in place at that time (and current advice must support the fact that such measures will continue to be in place during your dates booked and are not planned to be withdrawn before your arrival).

For the avoidance of doubt, *Government Covid-19 Restrictions shall mean:

1. where the Government in the home country of the group leader, advises against all BUT ESSENTIAL travel to the WHOLE of Italy;
2. the closure of the Italian borders;
3. where the ski resort of Breuil-Cervinia and Valtournenche are closed in their entirety due to safeguarding measures implemented locally for the prevention of the spread of Covid-19;
4. where a further lockdown is implemented across the whole of Italy;
5. where your return country is requiring a mandatory quarantine period on your return and that of all other members of your party. This does not include a quarantine period on return due to a positive Covid test;
6. where the Italian Government has introduced mandatory quarantine measures for travellers from your home country covering a period equal to or longer than the duration of your stay.

In such situations, we will require proof from an official Government website confirming quarantine measures are in force and proof of your residency in the country effected before we are able to process a cancellation request.



For the further avoidance of doubt, the above *Government Covid-19 Restrictions will not apply where such restrictions are imposed due to your vaccination status and/or due to a positive Covid -19 test before travelling. It is the responsibility of all the members of the party to ensure they comply with travel regulations enforced by both the country of origin and Italy, e.g. complying with vaccine passport, testing etc. If a member of the group fails to do so and is unable to travel, then the Covid-19 cancellation policy does not apply.

If any of the above Government restrictions or quarantine measures come into place mid-way through your stay and you must leave, it will not be possible for Chalet La Fenice to consider any form of cancellation refund or to provide a credit for any part of your holiday cost. If you wish to make a claim on your travel insurance, then we will do our best to supply any documentation you may require.

If you decide that you do not wish to come once the balance payment has been made but there is no official *Government Covid-19 Restriction, you will be cancelling your booking and our standard cancellation policies will apply.

These Covid conditions will only apply if strictly related to the Covid-19 pandemic and if they impact the dates of your booked holiday. We will require proof from an official Government website demonstrating that such measures listed above are in place triggering these cancellation rights. Where necessary, we may also require proof of your residency in the home country effected before we are able to process your cancellation choice.

All other T&Cs remain the same.