

COVID Safety

Introduced for the 2021-2022 winter season are new flexible terms which should allow you to book your holiday with the confidence that if your holiday can go ahead, it will do so safely and to the standard that you expect, however, in the event that your holiday is disrupted, that you have financial security.

Please see further details below:

- **Flexible Cancellation Policy**
- **Flexible Service Options**
- **COVID Safety Protocols**
- **How Morzine will be operating this winter**

Flexible Cancellation Policy

This flexible cancellation policy will address any concerns over potential COVID disruptions and your ability to cancel your holiday if necessary.

If your holiday is affected by the following government authorised scenarios, in place 7 days from the start of your holiday, you will be able to cancel and receive either an 80% refund or a 100% credit note (valid for up to 24 months):

- National, Regional or localised lockdowns restricting individuals from moving outside of their area.
- Closure of the ski resort.
- Closure of Chalet Alex.
- Closure of the border between France and your country of residence.
- Advice from FCDO (or relevant governmental body advising against travel to the resort destination).
- If you have to quarantine for more than 24 hours on arrival in France.
- If you have to quarantine for more than 7 days on return to your country of residence.

The option to cancel if you or anyone in your group is infected by COVID within 2 weeks of your arrival, or if you or anyone has to self-isolate as a result of being a close contact, **will not** be provided.

Travel insurance companies are now covering for many COVID scenarios which could impact your holiday. This flexible approach bridges the current gap where insurance policies may not provide cover, therefore, you can book your trip with confidence.

Government regulations are changing all the time. For up to date information, please check your own country's government website for Coronavirus advice and updates.

French Government Coronavirus updates - a simplified English version - this includes information about the Health Pass (Passe Sanitaire), at time of writing.

<https://www.diplomatie.gouv.fr/en/coming-to-france/coronavirus-advice-for-foreign-nationals-in-france>

Flexible Service Options

We will continue to provide guests with a high-quality service for their skiing holidays. This year, the option of a reduced contact Flexi-Service will be introduced. This may appeal to those wanting more flexibility or those wishing to isolate within their family or bubble.

Included with our Flexi-Service:

A pre-departure concierge service to help arrange all of the components of your holiday (airport transfers, lift passes, ski hire, childcare).

A welcome pack including grocery and kitchen cleaning essentials and something to help you celebrate.

COVID Safety Protocols

UK and French guidelines are monitored on a regular basis to ensure the safest and most comfortable environment for you as possible. Government guidelines will be strictly adhered to and incorporated discreetly within our service delivery. Hopefully, this will provide reassurance towards your safety.

Prior to your arrival:

Chalet Alex will have undergone a thorough deep clean prior to your arrival. This will include sanitisation to all surfaces and touch points. Certain non-essential ornaments and soft furnishings will have been removed to reduce contact risks. You will be the first people to enter the property after sanitisation.

The guidelines are evolving over time and will be monitored regularly to make any necessary changes in line with the most up to date information. We kindly ask that our guests respect these measures and act responsibly.

How Morzine will be operating this winter

Morzine is welcoming skiers and snowboarders this season. At the time of writing, there are no limitations on the number of people on the slopes or the amount of ski passes on sale. However, this depends on government regulations on foreign travel and whether businesses are allowed to open.

The 2021/22 ski season will surely be a unique one! All businesses and teams in Morzine are working hard to implement health and safety protocols. For the winter 2021/22 season, the following will apply:

- Ski resorts are due to be fully open
- No health pass will be needed to use the lifts or to ski
- Proof of vaccination is not required to purchase ski-passes
- Hand sanitizer will be available at checkouts and at the entrance to ski lifts
- Face masks are mandatory not only while riding the lifts but also while waiting to board
- Public areas are disinfected regularly
- Buying ski passes online in advance is highly encouraged. Flexible ski pass cancellation policies have been put in place – check before booking
- Reorganisation of the queues to buy ski passes and board the lifts to respect safety distances
- Hand sanitiser is available at ski pass offices, lift boarding areas and any other public spaces
- Staff have been trained on the new health and safety measures, which are also publicly displayed for everyone to see

For further up to date information please visit [Covid-19 Safety in Morzine | SeeMorzine.com](#)