

NORMAL ROUTE FROM NID D'AIGLE TO MONT BLANC

Changes to the booking system

The booking process for all accommodation located on the normal Mont Blanc access route via Saint-Gervais is undergoing changes for the 2019 season. These changes have been based on the following principles:

- a comprehensive system that incorporates all the accommodation along the entire route (Nid d'Aigle, Tête Rousse, Goûter mountain refuges as well as the Tête Rousse campsite, as long as it remains operational),
- collection of complete personal details (surname, first name, date of birth and nationality) and other relevant information concerning the persons staying.

This document is intended as an aid to assist the person booking ensure that all members of their party have been identified and that they have all the necessary supporting documentation.

1. You are planning to book a visit on the Web

You can book your stay on the booking page of the websites of the Goûter or Tête Rousse mountain refuges. To do so, you need to log in to your customer account, or create one, before you begin booking. Once you have done this, you can check availability and make the reservation.

The process of identifying customers is carried out in step 2 of the booking process. The following information is required for **each participant**:

- Capacity of the participant: Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (only for Guides)

All fields **must** be completed to proceed to the next step and finalise your reservation by paying the deposit.

It will not be possible to change the names of participants at a later date.

The names of the Guides and Trainee Guides can be changed up to 48 hours before the start of the stay in your customer account.

Following the booking, a confirmation PDF will be sent by email to the person booking. This document can be downloaded as a PDF file via the customer account.

This document is **specific to each named person** (one page for each participant) and includes the following elements:

Details of the stay:

- Stay reference

- Name of the person who made the booking
- Accommodation
- Date of stay
- Length of stay
- Number of people

Customer information containing the following fields:

- Capacity (3 choices): Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (only for Guides)

2. You booked a professional stay on the Web before the establishment of the identification procedure

Two periods specifically for professional bookings were opened up in 2018, for the 2019 season. At the time of these bookings, the personal details of those involved were not collected. As a consequence, an email will be sent to all professional bookers who made bookings for these slots. This email will request customers to fill in the identification form in their customer account.

The following information is required for **each participant**:

- Capacity of the participant: Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (only for Guides)

For the form to be accepted, all fields **must** be completely filled in.

It will not be possible to change the names of participants at a later date.

The names of the Guides and Trainee Guides can be changed up to 48 hours before the start of the stay in your customer account.

Following the booking, a confirmation PDF will be sent by email to the person booking. This document can also be downloaded as a PDF file via the customer account.

This document is **specific to each named person** (one page for each participant) and includes the following elements:

Details of the stay:

- Stay reference
- Name of the person who made the booking
- Accommodation
- Date of stay
- Length of stay
- Number of people

Customer information containing the following fields:

- Capacity (3 choices): Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (only for Guides)

3. The caretaker has taken a booking in your name

Starting 20 days before a given date, you can book a stay by phone with the warden, subject to the number of places made available as a result of cancellations. In order to make this booking, the caretaker will need information about the person booking the trip: surname, first name, email address.

Once the booking has been processed by the caretaker, an email will be sent to the person booking the stay. This email will prompt customers to fill in the identification form on a dedicated web page.

The following information is required for **each participant**:

- Capacity of the participant: Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (only for Guides)

For the form to be accepted, all fields **must** be completely filled in within 48 hours (at the latest) of the booking having been made.

A confirmation PDF will be then be sent by email to the person booking. This document can also be downloaded as a PDF file via the customer account.

To access your customer account, go to the booking page, enter your email address as your username, and then click on "Forgot your password?" to receive a password by email.

This document is **specific to each named person** (one page for each participant) and includes the following elements:

Details of the stay:

- Stay reference
- Name of the person who made the booking
- Accommodation
- Date of stay
- Length of stay
- Number of people

Customer information containing the following fields:

- Capacity (3 choices): Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality

- Professional identity card number (only for Guides)

4. Changes to your stay

Bookings can be cancelled by the booking party without explanation, and may be modified under certain conditions, thus providing flexibility:

Cancellation: the deposit refund limit is 24 hours before the start date of the stay (thus, for a stay scheduled for July 13, it is possible to cancel up until 11 July at 11.59 p.m.). The person who booked the stay logs into their customer account and cancels the stay.

Reduction in the number of participants: the booking party logs into their customer account and cancels one or more people, specifying which names are to be removed from the list.

The deposit is refunded. A €2 processing fee is applied per person. In the event of stays that are not cancelled, or that are cancelled after the deposit refund limit, the deposit will be withheld.