



## SARL.Alpeslocation.com

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# QUALITY CHARTER

For 13 years, Alpeslocation.com has been offering you accommodations in the winter as well as in the summer in the areas of **Morzine, Avoriaz, Montriond, St Jean d'Aulps, Seytroux and all of the Vallée d'Aulps.**

In order for your holiday to be as enjoyable as it can be, we strive to select properties answering your expectations in terms of comfort, location, equipment... Our team of dynamic professionals is, by all means, at your disposal, to listen to you and help you find the accommodation that best suits your needs and budget.

### Our Quality Charter allows

- To make sure, regardless of which property is rented, it is up to standards in terms of comfort and welcoming quality, as well as being clean.
- To make your choice easier with a simple and transparent ranking system in terms of the equipment of the selected accommodation.

### For this, you will find the two sections below

- A first section entitled « **Minimum Criteria** » which is a **common core** to all the accommodations put up for rental. Every criterion is detailed in order to clarify and help you make a choice.
- A second section entitled « **Ranking Criteria** » which allows to list item by item all the **additional equipment** in the accommodation, in addition to the minimum criteria. Each criterion allows the property to obtain a point and to be ranked within the agency (from 1 to 4 Snowflakes), compared to other properties. In the descriptions of each property these additional criteria are highlighted with the notion : « **GOOD POINTS ACCORDING TO OUR CHARTER** », You can, at any moment, ask us for the detailed ranking document with the listing of all of the equipment present in the property subject of the matter, and so, its ranking.

# ESSENTIAL CRITERIA

## **Reception :**

The arrival and departure of the tenant is accompanied by a cordial and kind service from one of the members of our agency, or sometimes by the owner himself.

This person will give you information on the resort, the surroundings, the activities program and will collect the breakage deposit, cleaning deposit and holiday tax, if appropriate.

Welcoming note, documentation, greeting gestures, printed copies of the inventory, a minimum of necessary maintenance and cleaning products for the end of the week, are at the tenants disposal upon arrival.

## **Outside :**

The roof and Velux are in a good state.

The faces of the building respect the architectural surroundings of the concerned area and the edges of the building are clean and not cluttered.

## **Flooring :**

The floors are in a good state, of good quality, clean and spotless, not ripped and laid out according to the art's norms. The materials are easy to maintain and clean, assuring a perfect soundproofing and resistance.

The carpets must be cleaned every year with the help of a machine.

## **Walls and ceiling :**

The walls and ceilings are covered in perfect state and watertight materials.

## **Water :**

Hot and cold water at all times is obligatory on all of the equipment.

## **Security :**

The accommodation is supplied in electricity and, if appropriate, in gas. These supplies as well as the ventilation in the rooms where gas is used, answer to the normal demands of clients ; these installations have to insure the security of its users. No electric cables should be apparent along the walls or flooring, they have to be protected and fixed.

Access to the electric switchboard has to remain free for the duration of the rental period.

## **Heating :**

The accommodation has to include a fixed means of heating in every room insuring a minimal temperature of 19°C all year round. A wood stove, fireplace or chimney are not considered as a main heating source.

## **Obscurity :**

A shading system (blackout curtains or blinds, shutters) is mandatory. For high Velux, a closing cane should be made available. The curtains should be clean and in perfect condition. They should be consistent with the overall rental (walls, ceiling, decoration ...). In case of invasion of privacy, net curtains are required.

## **Furniture :**

In a good state, clean and harmonized, in proportion with the accommodation capacity of the rental.

It has to be recent and maintained.

## **Cupboards and storage :**

In a sufficient amount and relative to the accommodation's capacity.

Each bedroom and bathroom has to be equipped with a coat hanger.

## **Entrance hall or fitted space :**

There is a door mat at the entrance to wipe your feet on.

There is a sufficient amount of coat hangers (corresponding to the accommodation capacity of the rental)

**Kitchen/kitchenette :**

Equipped with an aeration system and/or a ventilation system (VMC). Possibility of storage appropriate to the accommodation capacity. The kitchen, separated or included into the living room is in a perfect state. The number of dishes has to be at the minimum double the accommodation capacity of the rental.

Are mandatory :

- Minimum 2 electric hot plates
- 1 sink unit + draining rack
- Electric coffee maker
- Kettle
- Toaster
- Microwave oven
- Pressure cooker

**Shower room or Bathroom :**

It is individual, inside the accommodation, closed off by a door and an entire partition, has to be equipped with a ventilation system (VMC, window, fan). It must not directly open onto the living room or the kitchen except for studio apartments.

1 bathroom/toilet bin must be present. The shower curtain will be regularly cleaned and replaced once a year. The taps and plumbing has to be in a good functioning state.

**WC**

Located inside the accommodation, separate or situated inside the bathroom, must in all cases be equipped with a ventilation system as well as with the necessary materials to their use (brush, lid, seat).

**Bedrooms :**

Except for studios, the bedrooms must be separated from the living room and dining area by a door or entire partition, with direct aeration.

Layout :

- 1 person bed = 90cm x 190cm minimum but two bunked beds are accepted as 80 cm par 190 cm. (*The space between the safety fence and the bedspring has to be in a frame of between 60 and 75 mm in order to avoid a child sliding in between the sleeping space and the wood and a sign with a notice warning the user that « sleeping on the high part of the bed is not recommended for children under 6 years old » has to be present on the bed in a visible, readable and permanent manner »).*
- 2 person bed = 140 cm x 190cm minimum.
- a bedside table and lamp have to be accessible to each occupant, or a lamp and bedside table in between two twin beds.
- A storage unit or wardrobe or coat pegs per bedroom.

**Bedding accessories :**

The bedding (mattress and bedspring) is clean, in perfect state, protected by a cover sheet and/or mattress cover.

Metal, horsehair and foam bedsprings are excluded.

Bedsprings with slats are required and the mattresses should have a density of 25 to 30 kg/m<sup>3</sup>.

A bedspread and two blankets and / or duvets per bed are required. With a mandatory provision of minimum 1 pillow per person.

Convertibles are of good quality and in perfect condition. Convertibles and double beds with a width shorter than 140 cm cannot be recognized only for 1 person. Pillows, bolsters, duvets, blankets, bedspreads & mattress covers should be clean, without a single stain, or marks and in very good condition. The bedding of the sofa, bunk beds, swing bed, sofa bed, bunk beds & BZ has the same quality features as permanent bedding.

**Living room :**

The area of the living room is of minimum 12 m<sup>2</sup> for 2 people.

**20m<sup>2</sup> studios have a maximum capacity of 4 people.**

**30m<sup>2</sup> studios have a maximum capacity of 5 people.**

Televisions have French channels, foreign channels will be used as a superior ranking criterion.

**Decoration :**

Tastefully decorated, all in harmony with the furniture

**Services :**

A book with useful information and emergency services.

Tourism documents (flyers...).

For buildings of over 3 floors without lift, this should be indicated in the rental agreement.

**Maintenance :**

- Hoover / vacuum cleaner.

- Interior washing drying rack.

- Organized and closed bin (not a bucket).

- Broom, bucket, dustpan, mop.

**Parking :**

There is the possibility for the tenants to park their car in close proximity to the accommodation.

# RANKING CRITERIA

In order for the accommodation to obtain its ranking, it has to respect all the criteria stated in the first part, but also meet the following conditions.

If the property meets :

- 1 to 8 criteria : it will be ranked as 1 SNOWFLAKE
- 9 to 16 criteria : it will be ranked as 2 SNOWFLAKES
- 17 to 25 criteria : it will be ranked as 3 SNOWFLAKES
- More than 25 criteria : it will be ranked as 4 SNOWFLAKES
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Baby bed

Baby chair

Baby bath

Hifi system

Internet connexion

Freezer

Raclette machine

Fondue machine

Extractor unit

Washing machine

Tumble dryer

Dish washer

Iron and ironing board

Provided sheets and towels

Hair dryer

Towel drying radiator

Separate toilet

Foreign TV channels

Sauna or hammam

Tastefully decorated with mountain ambiance furniture

Fireplace or wood stove

Provided firewood

Board games

Billard, babyfoot or ping-pong

Private parking

Closed garage

Oustide playing areas for children

Garden furniture (deck chairs, parasols)

Barbecue

Karcher for mountain bikes

Closed storage for bikes

Lift

Swimming pool