

NORMAL WAY FROM NID D’AIGLE TO BLANC

Evolution of the reservation system

The reservation process for all accommodation located on the normal Mont-Blanc route via Saint-Gervais has evolved since the 2019 season. It is based on the following principles:

- a global system integrating all the accommodation on the route (huts at the Nid d’Aigle, Tête Rousse, Goûter as well as the Tête Rousse base camp as long as it remains),
- the collection for each reservation of the complete identities (name, first name, date of birth and nationality) and the qualities of the persons.

This document constitutes assistance for the reservation, in order to identify all the participants, and to have the necessary supporting documents.

1. You are going to book a stay on the web

You can book your stay on the reservation page of the Mont Blanc normal route accommodation website. For this, it is necessary to log into your customer account, or create one, before starting your reservation. Then you can ask for availability and proceed with the reservation.

Customer identification is done in step 2 of the reservation process. For each participant the following information is requested:

- Quality of the participant: Guide / Aspiring guide / Individual
- Last name
- First name
- Date of Birth
- Nationality
- Professional card number (only for Guides)

All fields must be filled in to go to the next step, and finalize your reservation by paying the deposit.

In order to guarantee the fluidity of the reservation process for a greater number:

The duration of the reservation session is limited to 1h30.

Inactivity time during a session is limited to 40 minutes.

The identities of individuals will not be modifiable thereafter.

The identities of the Guides and Aspiring Guides can be changed up to 48 hours before the date of the stay in your customer account.

Following the reservation, a pdf proof is sent by email to the person reserving. It is also present and downloadable in pdf via the customer account.

The proof is per stay and includes the following elements:

Identification of the stay:

- Reference stay

- Name of the reserving person
- Accommodation
- Date of stay
- Length of stay
- Number of persons

Identification of customers containing the following fields:

- Quality: 3 choices Guide / Aspiring guide / Individual
- Last name
- First name
- Date of Birth
- Nationality
- Professional card number (only for Guides)

Recommendations

- use an up-to-date web browser, Chrome or Firefox
- connect to the reservation page on the opening day from 9:30 am
- open a single tab of your browser to proceed with the reservation of baskets
- do not close your web browser before completing your reservation (acceptance of payment of the deposit)
- make sure you have a credit card limit allowing the outstanding 3D Secure authorization request and the final transaction to be made, i.e. twice the amount of the total deposit to be paid

2. The hut keeper has booked a stay in your name

From 10 days before a given date of stay, you can book stays by phone with the hut keeper, depending on the places vacated by cancellations. The hut keeper, to create this stay, necessarily needs information about the person reserving: name, first name, email address.

Once the stay has been created by the hut keeper, an email will therefore be sent to the attention of the booking party. This email invites customers to complete the identification form on a dedicated web page.

For each participant the following information is requested:

- Quality of the participant: Guide / Aspiring guide / Individual
- Last name
- First name
- Date of Birth
- Nationality
- Professional card number (only for Guides)

All fields must be completed for validation of the form, and this, at most 48 hours after the creation of the stay.

A pdf proof will then be sent by email to the person reserving. It will also be present and downloadable in pdf via the customer account.



To access the customer account, on the reservation page, you can use your email address by identifying yourself, and click on "forgotten password" and you will receive a password by email.

The proof per stay includes the following elements:

Identification of the stay:

- Reference stay
- Name of the reserving person
- Accommodation
- Date of stay
- Length of stay
- Number of persons

Identification of customers containing the following fields:

- Quality: 3 choices Guide / Aspiring guide / Individual
- Last name
- First name
- Date of Birth
- Nationality
- Professional card number (only for Guides)

3. Modifications of stay

The stay can be canceled by the reserving without justification, and modified under certain conditions, offering flexibility in the reservation:

Cancellation: the deposit refund limit is 24 hours before the start date of the stay (so for a stay scheduled for July 13, it is possible to cancel until July 11 at 11:59 p.m.). The reserving connects to his customer account and cancels the stay.

Downward modification: the reservationer connects to his customer account and cancels one or more people, specifying which identities are deleted in the listing.

The deposit is automatically refunded. 2 € administration fees are kept per participant. For stays that have not been canceled or canceled after the refund limit: the deposit is retained.

