

NORMAL ROUTE FROM NID D'AIGLE TO MONT BLANC

Changes to the booking system

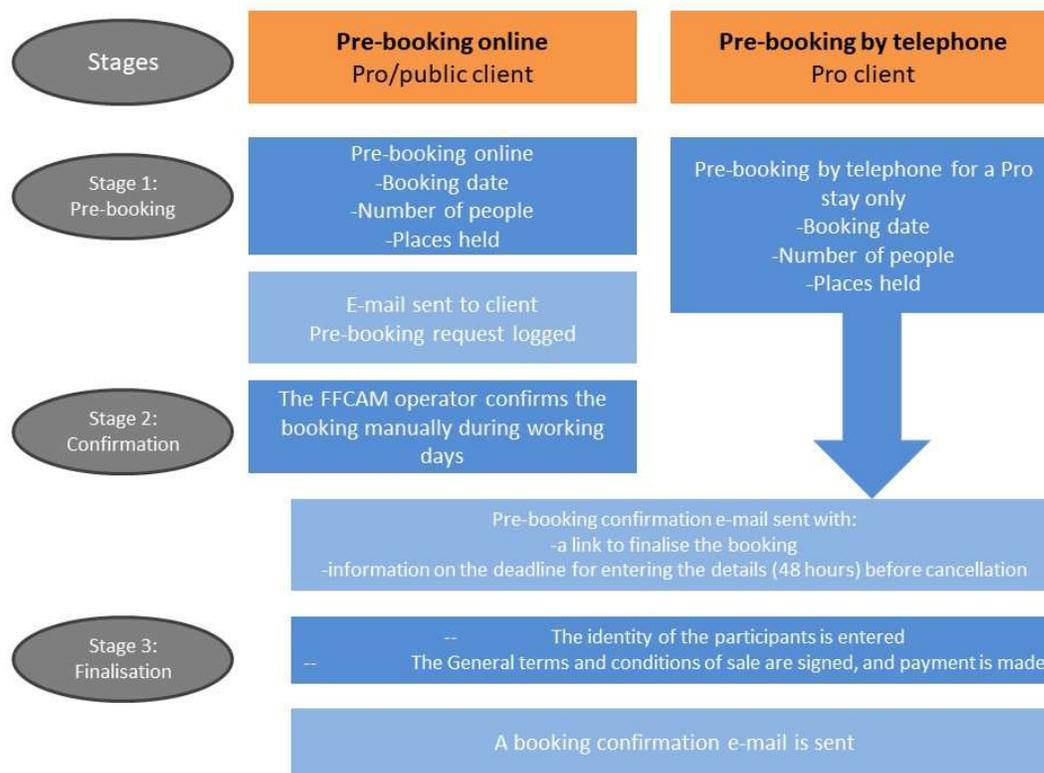
The booking process for all accommodation located on the normal Mont Blanc access route via Saint-Gervais will change as of October 2021. These changes are based on the following principles:

- 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, and proof of identity.
- a pre-booking system, temporarily holding the desired places, and a deadline for finalising the entire booking. The latter will be final once the identity of the participants has been entered and the deposit paid.
- the setting-up of a booking centre for professionals only with a dedicated operator who can be contacted by telephone.

This document is intended to assist the person making the booking.

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

Bookings are made in 3 stages:



Stage 1: Pre-book your stay on the Professional Bookings or General Public Bookings page of the website <https://montblanc.ffcam.fr/>

To do so, you need to log into your customer account, or create one, before you begin booking. Once you have done this, you can check availability and make the pre-booking.

After pre-booking, you will receive an e-mail to inform you that your pre-booking request has been logged.

To ensure the pre-booking process runs more smoothly for more people:

- the duration of the booking session is limited to 1 hour 30 minutes.
- idle time during a session is limited to 40 minutes.

For holders of a business account, pre-bookings can be made by telephone via our operator. The number will be displayed once you have logged into your professional customer account on the Professional Bookings or General Public Bookings page of the website <https://montblanc.ffcam.fr/>

Stage 2: An FFCAM operator will confirm the pre-booking and send you a link by e-mail so that you can finalise your booking.

NB:

- you have 48 hours to finalise your booking from the time this e-mail is sent, otherwise your pre-booking will be lost
- this e-mail is not sent immediately. It is sent as soon as possible by an operator on working days.

If the pre-booking is made by telephone (for professional customers only), the finalisation e-mail is automatically sent as soon as your pre-booking is logged.

Stage 3: You can complete your booking by:

- identifying the participants
- accepting the General Terms and Conditions of Sale
- paying the deposit and booking fees: €5 per booking basket. These booking fees do not apply to bookings for the Nid d'Aigle refuge alone.

NB: Booking fees cover handling costs for online or telephone bookings.

To identify customers, the following information is requested for **each participant**:

- Capacity of the participant: Guide / Trainee Guide / Private Individual
- Surname
- First name
- Date of birth
- Nationality
- Professional identity card number (for Guides only)
- Identity document: identity card, passport or driving licence in JPEG or PDF format.
NB: registered credentials will be checked, and any non-compliant bookings will be cancelled.

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

It will not be possible to change the names of participants after that.

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 e-mail to the person who made the booking. This document can be downloaded as a PDF file via the customer account.

The supporting document is generated **per stay** 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 (for Guides only)

Recommendations

- **to pre-book on the Internet, use a web browser – Chrome or Firefox – with the latest updates**
- **open a single tab in your browser to pre-book baskets**
- **do not close your web browser until you have completed your pre-booking**

2. The caretaker has taken a booking in your name

10 days before a given date, you can book a stay by phone with the caretaker if places have become available following a cancellation. In order to make this booking, the caretaker will need information about the person booking the trip: surname, first name, e-mail address.

Once the booking has been processed by the caretaker, an e-mail will be sent to the person booking the stay. This e-mail 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 (for Guides only)

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

A confirmation PDF will then be sent by e-mail 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 e-mail address as your username, and then click on “Forgot your password?” to receive a password by e-mail.

The supporting document per stay 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 (for Guides only)

3. Stay changes/cancellations

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

If you wish to cancel or shorten a stay, you must do so online by logging into your customer account.

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 up until 11 July at 11.59 p.m.). The person who booked the stay must log into their customer account and cancel the stay.

Reduction in the number of participants: the person making the booking must log into their customer account and cancel one or more people, specifying which names are to be removed from the list.

The deposit is automatically refunded. However:

- a €15 administrative fee is charged per participant for a stay in the Goûter, Tête Rousse or Tête Rousse base camp refuges
- a €2 administrative fee is charged per participant for a stay at the Nid d'Aigle refuge

NB: Administrative fees cover the costs incurred in cancelling a booking

The booking fee of €5 per basket, associated with the initial booking, is not refundable.

If stays are not cancelled, or are cancelled after the deposit refund limit, the deposit will be kept.

Example: You book a one-night stay for 2 people at the Goûter refuge. You pay 2 x €45 as a deposit and a €5 booking fee, coming to a total of €95.

You cancel your booking before the advance payment is due. Administrative fees (2 x €15) are kept along with the €5 booking fee. You will receive a refund of €60.