FACILITIES & SERVICES

CHALETS & APARTMENTS





morgan jupe

EST. 2012

House Rules

Smoking

There is strictly no smoking inside the property or in doorways. We provide ashtrays for smokers, for use outside on the terrace.

Fireplace

If you are staying in a property with a fireplace, please ensure that the fire guard is in place at all times when the fire is lit (and overnight).

Keys

We provide three sets of keys for guests. Please sign your keys out and in at the start and end of your stay using the guest key register. Please note that replacements (if you lose them) cost €20 for standard keys and €35 for security keys.

Skis, Boots & Shoes

Please keep skis and boots in the designated storage area at all times. The electric boot dryers are programmed to come on automatically overnight. Please note that they are not designed to heat; instead they use warm air to gently dry the liners.

Please avoid wearing outdoor shoes and/or ski boots inside the property. We ask that you take shoes and boots off in the dedicated boot room (or outside the front door) and step into the property in your socks. Ski boots are strictly prohibited anywhere inside the property as they can easily cause damage to the floors and walls.

Bikes

Please keep bikes in the designated bike storage area (garage/cave/outdoor locker) and ensure all bikes have been thoroughly cleaned before being stored overnight at the property (there are plenty of bike wash facilities in town).

Security

Morzine is a very safe place but it is still extremely important to make sure that the property is locked and that all windows are shut when empty. Whilst in residence this is your responsibility so please check all windows/terrace doors, and don't forget to lock the front door behind you.

Radiators & Towel Rails

These are set to a comfortable ambient temperature. Please avoid turning them up and leaving them on high while you are out of the property. Please do not dry wet clothes, swimwear or ski gloves on any of the radiators or towel rails as the dye may run and stain them permanently.

Laundry Facilities

Please feel free to use the washing machine and/or tumble dryer during your stay. Please use liquid detergents only (not powder) and do not use either machine while the property is empty or at night.

Rubbish & Recycling

We kindly ask that you sort all of your rubbish and recycle according to the local policies during your stay with us. At the public bins you will find one for glass, one for mixed recycling (tins, cartons etc.) and one for black bag rubbish.

Electricity

French properties have an overall power limit, which causes the main fuse breaker to trip when it's overloaded. Please be aware that turning on lots of high-powered appliances at the same time could result in a loss of power.

Induction Hobs

The induction hob will only conduct heat when there is a pan on the surface. Please do not use anything abrasive to clean it.

Dishwashers

Please do not put wine glasses in the dishwasher as they can break easily. Instead, wine glasses should be washed by hand.

Check Out Procedure

On your departure day we ask that you vacate the property by 10:00 so that we can prepare for the arrival of our next group of guests. If you are leaving resort later than 10:00 then we may be able to store your luggage until later in the day, but will not be able to give you access to any of the facilities past the morning.

We will come and see you off at the end of your stay to collect keys and lift passes etc.

Taxe de Séjour

The local town mayor charges a small tourist tax on holiday accommodation, which will be billed during your stay.

The tax is based on the price of the accommodation, number of people staying and the rating of the property. This is calculated as a percentage (5%) of the nightly rate of the accommodation, with a maximum of €4.20 per person, per night. Children under the age of 18 years old are exempt.

Hot Tub Policy

IF YOU ARE STAYING IN A PROPERTY WITH A HOT TUB…

Hot tubs are wonderful places to relax but can quickly become dangerous places if our rules and guidelines are not closely observed. We maintain our hot tubs to meticulous standards to ensure that the water quality is always very high. Please follow the advice of our staff, in addition to these rules to ensure that the hot tub remains in this condition throughout your stay. If the hot tub becomes unusable at any point it may need to be closed.

Please note that hot tubs are not normally available on the first night of your stay as water balancing will have taken place.

Rules for guests

- SHOWER before use (to remove skincare products)
- DO NOT take glass or glass bottles in or around the hot tub (plastic drinkware is available).
- DO NOT smoke or eat in the hot tub.
- DO NOT add anything to the water (no oils, detergents, soaps, chemicals)
- DO NOT touch anything inside filter compartments or interfere with filters/chemical dispensers.
- DO NOT adjust the temperature.
- DO NOT allow young children (under 7) to use the hot tub.
- Adults must SUPERVISE CHILDREN (under 18) at all times and restrict their use to 15 minutes.
- REPLACE THE HOT TUB COVER immediately after use.
- DO NOT SIT, STAND OR LIE on the lid of the hot tub at any time.

Guidelines

- Our hot tubs are maintained at high temperatures in the winter (38°-40°) and cooler temperatures (26°-28°) in the summer.
- Maximum recommended soak time for adults is 20 minutes.
- Alcoholic beverages and some drugs can cause drowsiness and lower the body's resistance to the effects of overheating.
- Hot tubs should be avoided during pregnancy and/or if you suffer from any diseases of the heart and circulation, skin conditions, immunosuppression, are subject to fits, or are taking drugs affecting the cardiovascular or nervous systems.

Please note

- You use the hot tub at your own risk.
- We cannot be held responsible for your safety whilst you are using the hot tub.
- You will be held responsible for any damage and any repair costs will be chargeable. Charges for damage to the hot tub will be limited to the full cost of replacement.
- If the hot tub becomes unusable or is damaged during your stay due to negligence or departure from the rules and guidelines the following charges will be deducted in accordance with our security bond policy:
  - £75 for a drain and refill (for example, to replenish contaminated water);
  - £150 for a full deep clean (for example, to remove broken glass or debris);
  - Up to £1,000 for replacement of hot tub covers and lifting bars.

Feedback

A Morgan Jupe holiday is all about exceeding your expectations and giving you a week full of truly fabulous memories. It's extremely important for us to collect as much feedback as possible from all of our guests. We value your opinions greatly and we'd very much appreciate you taking the time to complete a feedback form at the end of your stay.

Loyalty Programme

We are delighted to have such a loyal clientele at Morgan Jupe and we're happy to see so many familiar faces returning year after year. We rarely offer public discounts and instead choose to reward loyalty...

Fully catered or luxury B&B bookings (winter only)

20% – bookings made whilst in residence (deposits required before departure);
15% – "early bird" bookings (before 31st May);
10% – "advance" bookings (before 30th September);
5% – last minute bookings (available any time to Morgan Jupe clients).

Self catered bookings (summer & winter)

10% – "early bird" bookings (before 30th September for summer and 31st May for winter);
5% – "advance" bookings (before 30th April for summer and 30th September for winter).

Refer a Friend

Recommend us to your friends and they'll receive a 5% discount on their holiday. In return, you'll receive the following gift vouchers, which can be redeemed either as credit against a holiday (if there's an open balance) or as a gift box of premium wines, delivered to your door (UK mainland addresses only):

£250 for chalet bookings (fully-catered or luxury B&B)
£75 for self-catered bookings (winter & summer; chalets & apartments)

Follow Us

Please be sure to like us on Facebook and follow us on Instagram and Twitter so that you can easily share your holiday snaps with us and stay up-to-date with our latest news when you return home.

Review Us

We love hearing your feedback and would really appreciate you taking the time to share your experience with Morgan Jupe. Please review us either on our Facebook page or on Google, using one of the following links…

Chalet de mes Reves | Apt Florimont #2 | Apt Florimont #6 | Apt Plein Soleil | Apt Sorbier