

# *Welcome*

HOME



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# ABOUT US



Dear guests, hello and welcome to the  
l'Ours Polaire !

We are the Provenzano family.

What do we love?

Discover new countries and new cultures.

We have made more than 25 trips, each  
one as exotic and wonderful as the next...

During these stays, peer-to-peer rental  
platforms have been our best allies.

Better than a hotel, homestay  
accommodation is much more authentic  
and comfortable!

This is why we decided to put our chalet  
at your disposal so that you can live an  
unforgettable experience! It has been  
completely renovated and every detail has  
been thought of to anticipate your desires.  
We wish you lots of pleasure during your  
stay, it is your vacation period and we  
hope that you will make the most of our  
chalet, its facilities, the opportunity to  
relax and visit the surrounding area.

This guide is intended to answer most of  
your questions and will allow you to select  
the best sites that we think are worth  
visiting.

If you have any questions, do not hesitate  
to contact us.

Julie, Philippe, Alice and Henri



## CHECK-IN

Whenever you want **from 4 p.m.** in complete autonomy (see: access instructions).

## CHECK-OUT

**11am at the latest.**

\*\* "early check-in" or "late check-out" are options available up to 10 days before the start of your stay.

Only with prior agreement and availability of the concierge: please contact us.

## WIFI

Login : Ours Polaire

Passwords : Ours0305

## PARKING

You can park **only one vehicle** in the covered space reserved for you.

If you are bringing several vehicles, they must be parked elsewhere than on the property.

## INVENTORY

It was sent to you by e-mail before your arrival.

It is up to date and was made before your arrival.

Please note that we do not ask you to count every teaspoon or check every floorboard :) We ask you to live in the accommodation and to let us know within **the first 24 hours** if you notice anything broken that would not be noted on the inventory. If so, please make a note of it and send it back to us by e-mail (scan or photo). If there is no problem, there is no need to send it back.

Of course, we would be grateful if you could let us know if you have broken anything during your stay so that we can replace it.

We rely on you.

On the day of your departure, our concierge will be present to carry out your departure inventory.





# USEFULL INFORMATIONS

## GROCERIES

In **Saint-Gervais town center**, you'll find two small mini-markets (Petit Casino & Carrefour Express) as well as bakeries, a butcher and delicatessens.

**For bigger purchases**, we recommend Super U in Passy, or Intermarché and Grand-Frais in Domancy, which are 15 and 10 minutes away by car respectively.

## FUEL

Super U (Passy)  
Intermarché (Domancy)

For electric cars, there are charging stations at the Carrefour in Sallanches.

**However, it is forbidden to recharge your vehicle at the chalet, as the socket is not suitable.**



## GET TREATED

Medical Center Fleur des Alpes 04 50 93 51 78  
201 Avenue de Miage, 74170 Saint-Gervais-les-Bains

Sallanches's hospital 04 50 47 30 30  
380 Rue de l'Hôpital, 74700 Sallanches

## USEFUL NUMBERS

Concierge :

Owners : Julie +33610478877 ou Philippe +33620621966 (only in case of emergency)

Emergency european number : 112



# USING THE EQUIPMENTS

## ELECTRICITY

**The circuit breaker** is located in a wooden box in the corridor leading to the living room. Do not touch except in the event of a power failure.

Power cuts are common in the mountains. It usually returns after a few minutes.

## THE LIVING-ROOM

The living room lights can be dimmed: simply press and hold the switch to increase or decrease the light intensity.

**Using the TV:** If you wish to use an HDMI cable to connect a console, for example, they are located under the shelf to the left of the TV. Please do not unplug anything behind the TV.

## THE BATHROOMS

Shower doors must be pushed.

As the worktops are made of solid wood, please do not leave any water standing on them.

## STREAMING PLATFORMS

All televisions are connected, so you can cast your NETFLIX / AMAZON PRIME / DISNEY or other account to them.

## THE MAILBOX

It's also possible to have something delivered. The mailbox's key is in the key box in the entrance hall.





## THE GARDEN

**Exterior lights:** the switch is to the right of the glass door.

1st click: motion detector, then double-click to force on.

If you wish to use the garden furniture in winter, there's no problem. The code for the locks is 0305., Please reset the lock codes before you leave if they were in place when you arrived.

Nothing is available for you in the garden shed.

If you smoke, please check that there are no cigarette butts in the garden.

## USING THE BBQ

We provide you with a gas bottle with deposit. If you wish to use it and it is empty, it is your responsibility to refill it.

The BBQ will need to be cleaned and relaid before you leave.

# ACT FOR OUR PLANET

## THE HOUSEHOLD LINEN

In the event of excessive dirt on household linen, towels and bed linen, you will be charged an additional cleaning fee.

## THE HEATING

The energy-saving plan introduced by the French government in September 2022 requires all short-term rental accommodation to be heated to a maximum temperature of 19°C.

Radiators are set to this temperature and are also equipped with a presence detector. They automatically lower the room temperature when you're away, and raise it again as soon as they detect your presence.

If one of the radiators beeps, it's because it has detected a sudden drop in temperature (door or window open).

To switch it back on (and stop the beeping), briefly press the "window" button once the window/door is closed.

Please do not switch them off, as they are all connected and you will have no heating left.

Please do not dry anything on or against the radiators!

If you are less than 8 people, we reserve the right to turn off the heating in unoccupied rooms.



## THE CONSUMABLE

We provide you with a stater kit for the start of your vacation. It will be up to you to buy what you need for the rest of your stay.

The garbage can is 50 liters and the coffee maker is a Dolce Gusto.

Everything you need for basic cooking is provided free of charge: oil, salt, pepper, flour, sugar... Please replace whatever you finish.

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# RULES OF PROCEDURE

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We're delighted that you've chosen Polar Bear for your vacation.

Before we settle you in and make you feel at ease, we'd like to introduce you to our house rules. Understanding and respecting them will help everyone have a comfortable and pleasant stay! If you read them carefully, you'll be sure not to have your deposit held back when you leave.

They may seem infantilizing, but each rule has been introduced in response to a number of inconveniences.

Thank you in advance for reading it.

## BASIC RULES

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- Please respect the number of people you have booked for. You may not accommodate or invite additional guests without the agreement of the host and without modifying the reservation. The accommodation may be occupied by a maximum of 8 people (including adults and children) and 1 baby.
- All keys to the rented premises (entrance key, badge, gate) must be returned to us on departure.
- No smoking or smoking inside the accommodation, and no cigarette butts in the garden or in the vicinity of the accommodation. An ashtray is at your disposal.
- Please leave all furniture and objects in their place.

-Parties and gatherings of any kind are strictly forbidden.

We are equipped with a sound level meter that will alert us when the sound in the room exceeds 80 dB.

You will also be alerted by the box, which will beep when the noise is persistent.

Please don't touch it (we'll be warned too) :)

-Do not participate in any illegal activity in the accommodation.

-During your stay, the gardener may need to mow the lawn. We will let you know as soon as possible.

## SILENCE...

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-We hope you enjoy your vacation! However, we would be grateful if you could use the premises peacefully and limit any noise that might disturb our neighbors, especially **between 10pm and 8am**. If neighbors report excessive noise or unruly behavior we may have to terminate your vacation rental contract.

## HOME CARE

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Better than hotel accommodation, home-stay accommodation is much more comfortable and authentic! But be careful not to confuse hotel services with those offered by private owners :)

We're counting on you to take care of our home as if it were your own.

The house and garden must therefore be respected and returned in the same condition as when you arrived (tidy and clean).

If the house is not returned in a decent state of cleanliness and in accordance with the check-out protocol on page 15, you will be charged a fixed fee of **€250**.

-Do not eat or drink in the rooms.

-Do not put anything on or against the radiators, and do not turn them off.

- Cleanliness is our priority! We ask you to remove your shoes when you are in the house. Thank you.

-Please inform us immediately of any damage or breakage, even if there is no apparent damage.

-Watch out for the big mirror in the master bedroom! It's a family mirror, over 150 years old. Please do not touch or wash it.



-Please do not bring any pets without our prior agreement.

-If you bring your pet, please pick up any waste in the garden and do not allow it to climb or sleep on the beds, sofas, armchairs or outdoor furniture. You also agree to clean up after your pet and take responsibility for any damage caused by your pet.

-Excessive barking is prohibited (article R1336-5 of the French Public Health Code).

-Never leave your pet alone inside your home.

## VARIOUS

-Do not park in any parking spaces other than the one assigned to you (middle covered space). If you come with more than one car, you will have to find a parking space elsewhere.

-Do not use your ski boots in the accommodation or in the common areas.

-Don't throw anything down the kitchen sink - it's not a sewer.

-You will be charged €50 for any service provided by the concierge, except for the departure inventory of fixtures.

-Mountain weather changes fast! In the event of rain, thunderstorms, etc., please make sure to close the parasol on the terrace and stow the furniture to prevent it from breaking or flying away.







# WHAT IF ?

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- One or more radiators beep:** they detect when you open the windows and then "pause". To stop the beeping, simply press the button marked with a window. Be sure to reset them before you leave the house, otherwise you won't have any heat when you come home in the evening.
- There's a power cut:** this often happens in the mountains and can last 2/3 hours. If necessary, the electrical box is in the wooden cupboard between the hall and the kitchen.
- Internet is no longer available:** The box is in the wooden cupboard opposite the hall radiator. Try switching it off and on again. The Polar Bear may no longer appear because the box has been reset. The box name is SFR\_4118 and the factory password is 98mses5buc44jgen9ryf.
- The alarm goes off:** on your key ring, you have a badge which you must swipe over the number 8 to stop the alarm. If an operator speaks to you, say that you are a tenant and that your identification code is 3333.
- There's no hot water:** check that the water heater circuit breaker (CE or water heater in the electrical panel) is set to "auto". We have the largest hot-water tank in existence. If there are 8 of you, you'll have to limit showering time or rotate showering so that everyone has hot water (and our planet will be better off!).





# WHAT TO VISIT ?

## THE THINGS WORTH VISITING

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### Right next door (less than 10 minutes away):

Take our children to play in the Saint-Gervais thermal park, and give them a ride on the little electric train, rock-climbing, or acrobranche (10 min away)

-Take a walk along Charlotte la Marmotte's path from Le Bettex, which is flat, easy for children, and offers a magnificent view of Mont-Blanc (8 min away).

-Enjoy a romantic massage at "Terra Luna" in Saint-Gervais (5 min away)

-Meet the animals at the "Ferme des Roches fleuries", 1510 route d'Orsin (1 min away) and leave with a delicious flower cheese.


-Buy a blueberry "Montagnard" at one of Jérôme Lesève's pastry shops in Saint-Gervais (89 av du Mont d'Arbois - 5 min).

-Watch cows being milked at the "GAEC Le Val Mont-Blanc" farm, and leave with a succulent reblochon (777 route de Saint-Gervais, Combloux - 10 min away)

-Enjoy a typical Savoyard dish like "Berthoud" at the restaurant "Le Four" in Saint-Gervais (5 min away)

-Enjoy a "discovery menu" at Ferme des Cupelins without the kids (2 min away).

-Take the thermal circuit at the Thermes de Saint-Gervais. The kids love it! (10 min away).



### Not far away (less than 30 minutes):

-Take a stroll in the Merlet wildlife park, where mountain animals roam freely (30min).

-Have a snack at Jardin des Cimes, while admiring the breathtaking view of the Mont-Blanc range (25 min away). You can pick the herbs you'll use in your infusion. Our children love playing in the huge playground.

-Take a walk around Lac Vert (30 min away).

-Take the Montenvers train to Chamonix (30 min away) and climb up to the mer de glace (sea of ice), where you can visit the ice grotto.

Take the Brevent gondola to Chamonix for a raptor dinner show at the Bergerie de Plan-Praz, facing Mont-Blanc (30 min away) (only a few dates in summer).

-Taste a "petits gourmands" pastry in Chamonix. You absolutely must try the salted butter-caramel mille-feuille! (30 min away)

-In summer, enjoy an aperitif on the Place de l'Eglise in Megève, during the international jazz festival (15 min away).

-Take a walk in the Gorges de la Diosaz, in Les Houches (20 min away)

-Summer tobogganing at Les Planards in Chamonix (30 min away)

-In summer, take the kids to play at the "Paradis des Praz" in Chamonix, to enjoy the cool shade and play on the little stream (30 min away).

-Take the kids to the Chamonix playground,

# WHAT TO VISIT ?

## THE THINGS WORTH VISITING

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Store on rue Joseph Vallot in Chamonix, and look up to admire the view (30 min away)

-Stroll to Cocktail Scandinave in Chamonix, and come back with your arms full of Scandinavian decor (30 min away)

-Take the kids for a donkey ride in Les Contamines: "ânes et mômes", chemin du Praz 0662507505 (20 min away)

In winter, take a dog-sled ride with "Les Voyageurs de l'hiver" 06 21 83 52 39 - [stritchmatter.b@free.fr](mailto:stritchmatter.b@free.fr) (20 min away)

-Take a ride to Megève or Chamonix (20 min away), two towns with breathtaking views of Mont Blanc.

Treat the kids (or adults) to a paragliding trip <https://a2l-parapente.com/fr/activites> (departure from Saint-Gervais)

-Go swimming at Lac des llettes in Sallanches (20 min away)

### It's worth the drive to :

-Go to the Emosson dam in Switzerland, accessible via a vertiginous funicular and a small train on the mountainside (1hr)

Visit Annecy, its old town with cobbled streets, winding canals and pastel-colored houses (1hr)

-Admire Lake Geneva, nestled between the Jura mountains and the Alps, in Geneva (1hr away - remember to bring your European identity card or passport).

-Cross the Mont-Blanc tunnel to taste ham in Aosta (1hr15 - remember to bring your European identity card or passport)





# EXIT PROTOCOL

**Check-out is at 11am maximum.**

Our concierge will take care of the check-out while he is cleaning.

**The cleaning fee covers standard cleaning after your departure.**

We therefore ask you to leave the accommodation in a clean and tidy condition:

- Wash the dishes and put them away
- Take out the bins (shed opposite the garden)
- Do not leave excessive dirt

If the accommodation is left in a state that requires thorough cleaning (e.g.: major stains dishes not done, rubbish, furniture moved ... ), additional costs will be charged.

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**We ask you to return the accommodation in a decent condition  
and respectful of the cleaning lady.**

- Empty the refrigerator and freezer of your leftover food.
- Empty the dishwasher. Put away the dishes.
- Clean and cover the BBQ. Close the gas bottle.
- Empty all trash cans (bathrooms, kitchen, toilet trash, ashtray)  
and throw them in the trash container.

Dear guests,

We strive to make your stay as pleasant as possible.

Could you please take the time to give us some written feedback in our guest book and on the platform where you booked?

If something went wrong during your stay, don't hesitate to let us know so that we can do what's necessary and, above all, improve.

Airbnb's rating system is different from the classic one: it has two levels.

The first level (good) has only one possible rating: 5\*.

The second level (bad), has four possible ratings: 1\*, 2\*, 3\* or 4\*.

So if you're satisfied with your stay, please give us a 5\*.



**PERFECTION DOESN'T EXIST, BUT WE ARE HERE AND THE ACCOMMODATION MATCHES THE ADVERTISEMENT**



FOR AIRBNB THIS IS NOT A GOOD NOTATION AND YOUR HOST WILL LOSE HIS SUPERHOST STATUS



THERE ARE MAJOR PROBLEMS: YOUR HOST WILL RECEIVE A WARNING



THIS ACCOMMODATION IS TO BE AVOIDED, IT DOES NOT CORRESPOND TO THE ADVERT



YOU NEED TO DELETE THIS PROPERTY FROM AIRBNB

*Merci !*

