



Step-by-step booking guide

For bookings made via our booking platform

Thank you for choosing Valley Lodge for your stay in the Hautes Vosges! Please follow the steps below to ensure your booking runs smoothly. Please note that if you do not make your downpayment or pay your security deposit on time, or if we don't receive the signed rental contract, we may cancel your booking.

1 – Booking and downpayment

When you book via our booking platform, you will be prompted to make a 30% downpayment on the total cost of your stay by credit card. You will then receive a confirmation email.

2 – Rental contract and useful documents

You will receive an email with a link to sign a rental contract online a couple weeks before your arrival. Our house rules and local recommendations will also be attached to this email.

3 – Balance payment

On the date shown on the confirmation email, the balance will be automatically debited from the credit card used to book your stay. If this transfer is blocked (as often happens when banks require two-factor authentication), we will send you a secure payment link by email. You will receive a confirmation email once you have paid. *Payment by bank transfer is available (please inform us in advance).*

4 – Preparing your arrival

A couple weeks before you arrive, we will contact you by email to ask for some additional information, such as how many beds you need, how old your children are, etc. This helps us get everything ready for your arrival.

5 – Security deposit payment

Seven days before your arrival date, a preauthorization request will be sent to the credit card you used to book your stay for a security deposit of €600. If the preauthorization is rejected, we will send you a secure link to approve the preauthorization. This must be done as soon as possible, and at the latest 48 hours before your arrival.

6 – Sending the Access Guide

One to two days before you arrive, we will send another email with information on how to access the lodge and the key box code.

7 – Your arrival (from 4 pm)

We use self-check-in for your convenience. Please let yourself in using the key box. Once you are in the lodge, please send us a message to confirm you have arrived. We may be able to welcome you in person, on request, if we are available.

8 – Your departure (before 11 am, except on Sundays: 3 pm)

The day before your departure, we will send you a message to ask you what time you want to leave the next day.

Most of the time, we can meet you at your planned departure time to collect the keys. If we are not available, you can leave the keys in the key box and confirm that you have left via a message.

9 – Security deposit refund

Once we have checked the lodge (usually the same day, and always within 5 days), we will cancel the deposit preauthorization (unless deductions from the deposit are owed in line with our terms and conditions) and notify you to confirm we have done so.

Cancellation

If you wish to cancel your stay, the easiest way to do so is to click on the link provided in your confirmation email. The cancellation policy stated in the confirmation email applies.

We hope you found this guide helpful. Feel free to contact us if you have any questions.