

FAQ – Guest

Who are LiveTheSeason?

Live The Season is the trading name of KandM Property Ltd, a UK company operating since 2008. We specialise in marketing properties in ski resorts for a seasonal holiday let and finding suitable guests to rent these properties.

What is a Seasonal Let?

A seasonal let is a holiday booking from 1 month long to the whole ski season duration (a maximum of 6 months). You are generally booking the whole property, although we do have some property where we book by the room or the bed (shared accommodation) but these are clearly marked. This will be your home for the duration of the booking period so only people you invite in will cross your doorstep.

What type of people want seasonal lets?

All sorts of people look for seasonal lets and they range from gap year students, resort workers, professionals and families taking a sabbatical to live their dream, remote workers, weekend holidaymakers, to chalet operators looking for commercial opportunities or staff accommodation.

What type of properties do you have?

All sorts is the short answer. We have properties ranging from basic studios through to luxury chalets and everything in between.

How do I find a property?

Use our search facility to select criteria to filter our property database and create a list of possible properties. You can leave the criteria quite open but the results list may come back quite long.

- Decide which country, ski region and resort you would like to live in for the winter.
- Decide on your budget.
- Decide how many bedrooms you want your property to have but don't forget that in smaller properties there are usually sofa beds in the lounge.
- Hit the "search" button

You can also call us or email us with your specific requirements and we will come back to you with some options.

How does it all work?

Very simply, when you find a property that suits your requirements, get in contact with us to tell us you are interested in it. We will then confirm whether the property is available and ask you to pay a holding deposit of 30% to reserve it.

In order to confirm the booking, we ask you to print, sign and return two copies of the contract that we send you. We will then sign one original copy and return it to you. We also need you to provide proof of identity (usually a scan a copy of your passport) for all those involved with the booking and email these scans to us. Once we have received all documentation and the deposit funds have cleared, we will confirm that the property is reserved for you.

The next payment is the balance of the rental amount (70%) and is due 10 weeks before you are due to move into your winter home.



The seasonal accommodation professionals

Four weeks before you move in a damage/utilities deposit is required. This will be returned to you at the end of the booking period subject to a successful check-out procedure/inventory check and less any utilities charges.

Well before the season starts we ask you what your move in plans are so we can arrange the key collection / handover with the property owner.

On the day you move in you will collect keys from the property owner or their appointed local management agent. You will be given a property inventory and asked to sign it. We advise that you check this document carefully and mark-up anything you disagree with. Please note down any marks/damage not listed. It is worth doing this to avoid any disagreement when you come to move out. Photos are always worth taking of any concerns you have on check-in. Return a copy of the inventory to the owner/local agent and us, along with any photos you have taken. Then you are free to enjoy the season.

Towards the end of the season we will contact you to ask what your moving out plans are. If you need to move out earlier than originally anticipated then please contact us to confirm arrangements with the owner. On the day you want to move out a check-out procedure will be completed which includes a damage check and reading the meters so your utilities costs can be calculated. After this has been deemed satisfactory, your damages/utilities deposit will be returned to you less any damage/replacement costs and the utilities charges. We will communicate this all to you.

What currency do I make payments in?

We work with property in several different countries and currencies. We advertise the property in the currency the owner requires payment in, but this will be stipulated in the contract and all payments must be made in the correct currency.

Can I pay weekly or monthly?

Unfortunately no. Our owners require all rent to be paid in advance.

Why do I have to pay all the seasons rent in advance?

The reason we ask for full payment before occupation is to protect us and our property owners from guests defaulting on monthly payments during the season. For example, injury causing you to go home early.

Property owners let their properties in good faith and would not be able to re-let remaining months to ensure their property costs are covered. Therefore, we ask for full payment before you move in. This is why a seasonal let booking is much better value than you renting a property by the week.

What is the damages/utilities deposit?

This is a deposit you must pay to guard against any damage you might cause to the property or contents during your let, and to cover any utility costs (if excluded from the rental price) so you don't have to find extra money at the end of the season.

This deposit amount is set by the owner and the value will be identified to you at the time of your booking.

When do I have to pay the damages/utilities deposit?

This must be paid four weeks before your booking period starts and we must have received cleared funds before any keys are handed over.

How are utilities charged for?

Some owners will include electricity and water within the price of the rent. Other owners will charge this as an extra, based on actual meter readings (taken before and after the contract booking period), with the relevant sum deducted

before the balance of the deposit is returned. We can advise on typically costs depending on size of property but do remember that actual usage will be in your control.

When will my damages/utilities deposit be returned to me?

As soon as your booking period ends we request owners to finalise the season by ensuring the check-out inventory is taken and all utilities charges are calculated. Most owners are very quick with this but some do take a while as they wish to have the property inspected to ensure that everything is there and in the same state it was when you moved in. The majority of deposit payments are repaid within a month.

What happens if my damages/utilities does not cover the charges?

The damages/utilities deposit amount is based on a fair wear and tear and average bills. You are liable for all damage repair costs and utility charges during the rental period. If the damages/utilities deposit fails to cover these costs at the end of the season then we will seek to recoup the extra costs from you.

What do I need to bring with me?

Sometimes bedding (duvets, pillows, and blankets) is provided but the quality can be quite varied so it is best to assume no bedding is provided unless it has been explicitly confirmed to you. In all cases you will need to provide your own linen and towels (don't forget tea towels either). Sleeping bags are not an acceptable form of bed linen. It is also worth noting that French pillows tend to be square rather than oblong. Like the UK, the larger French supermarkets will sell all of this if you don't want to take anything with you and sometimes you can rent bedding and linen in resort.

Some shared accommodation providers will supply a pillow, duvet, bed sheet, duvet cover and pillow case. This will be made clear to you with your move-in instructions and you will be responsible for any laundry of these items during the season. At the end of the season there will be a small charge for a final launder.

Pots, pans, crockery and glassware are generally supplied but please note that this will not include every gadget, pan shape, or wooden spoon you may have at home. Please refer to the property description for what larger equipment is also included with the property. If there is something particular you need then you should plan to take it with you or buy it locally.

Don't forget adapter plugs for all your UK gadgets.

Do I need travel insurance?

We do recommend you take out some form of travel insurance, both for you personally and for your personal possessions. Accidents on the slopes do happen and as much as it is a rough way to end your ski season, you do need to be able to pay for the treatment you receive locally. In the most serious of cases, you may even need to pay to get yourself home.

Do I need tenant's liability insurance?

Under French law there is a requirement that all tenants must take out insurance to protect the property from the tenant's own negligence. This is a bit like buildings insurance in the UK, but you, as the tenant, must take it out and some owners will demand proof you have this before handing over keys to their property.

Will the property have a phone/broadband?

This will vary by property and is usually identified in the property description.

Are the phone/broadband costs included in my rent?

Some owners will include this in the rent and others may include it as an extra utility cost. In some cases, the owner may wish you to take over the contract for the duration of your holiday booking.

If there isn't a phone/broadband connection, can I get one?

We will need to ask the owner, but most owners will not have an issue. However, you will need to arrange this yourself and any contract must be in your name and all costs associated (connection and line rental) will be your responsibility. There are short term contract options available with some French telecoms companies. France Telecom even have an English helpline.

Wifi pay-as-you-go dongles bought locally may be another option for you to consider but do remember, there are usually plenty of cafes, bars and restaurants with free Wifi.

Do I need to pay Tax de Sejour?

This is a locally payable tourist tax and may be an extra charge you will need to pay in resort if the owners do not include it within the price of the property rental.