



**BEST UK CHALET COMPANY**

PRESENTED BY  
THE TELEGRAPH SKI AND SNOWBOARD

## **Chamonix All Year**

**About us** Our UK based company has been around for over 13 years and is now the biggest family run holiday accommodation provider for Chamonix with over 80 properties to choose from. With our 13 years' experience - our customers trust in us. We genuinely care that our guests enjoy their stay with us and we promise guests good value and good quality accommodation in Chamonix - no matter what size the property is. Together with our Chamonix Resort Shop online [www.chamonixresortshop.com](http://www.chamonixresortshop.com) and office in-resort we offer a ***complete / one-stop-shop chalet holiday experience***. So customers can also organise and purchase everything from transport, ski passes, lessons, and ski hire, to more personal services like massages, private chefs, babysitting and even grocery shopping deposited into their accommodation. Not many can really genuinely claim this in Chamonix or in other resorts. We are passionate about all things Chamonix and have developed a series of short video clips to encourage tourism to Chamonix and help guests visualise what they might experience and the activities they can take part in during their stay. Check out our youtube channel to see some of these short films a year ago.

**Achievements in the last 12 months and how this has benefited guests / the resort. We relaunched our accommodation lettings website** <https://chamonixallyear.com> which is market leading, fully responsive to all platforms, allowing guests to book 24/7 via desktop, tablet or phone. To help guests understand the resort we included a comprehensive guide to Chamonix. We implemented **LIVE CHAT** so guests can instantly get in touch with us - we were able to help some guests urgently find replacement accommodation when they were let down by other competitors (link to review). We incorporated **UpFront Reviews** so that guests can write and see independent reviews from other guests - 95% of past guests would recommend us. You can read guest reviews here and also see older reviews on our website here. Our website traffic has increased by over 40% year on year which helps to drive new interest and new business to the Chamonix resort. **We relaunched our Chamonix Resort Shop website** [www.chamonixresortshop.com](http://www.chamonixresortshop.com) and extended the opening hours of our in-resort shop, allowing guests more time to conveniently book everything they need through one company. We also implemented a price promise to guests that we charge the same price as if they were to go to each individual supplier directly. We think it's important to offer guests something unique in Chamonix, and we devised some innovative products for guests from winter wine tours, to exhilarating skidoo nights in Italy and there's more to come!

**We merged our Airport Transfers side of the Business with Chamonix Valley Transfers** [www.chamonix-valley-transfers.co.uk](http://www.chamonix-valley-transfers.co.uk) so we carry both our guests and offer affordable airport transfers to other visitors to Chamonix. We now also offer guests day trips, and ski days to neighbouring resorts like Courmayeur, Megeve and Verbier too which means guests can make the most of the Mont Blanc Unlimited ski pass on sale covering these ski areas. We are rated number 3 transport provider in Chamonix on Trip advisor, with Aiguille du Midi lift being number 1 so quite difficult to beat! Finally we teamed up with [www.climatecare.org](http://www.climatecare.org), so when guests book accommodation they can offset the carbon emissions generated by their holiday.