



Valet d'Anniviers

Property Management
& Concierge Services

Changeover Services

Changeover

This service is designed for those property owners who wish their property to be prepared before their guests arrival and who wish their guests to have a local contact in the resort. This service is designed for those property owners who keep their property for private usage only, or who choose to let their properties privately i.e. not through a local letting agent.

Property owners need to subscribe to our [Key Holder](#) or [Key Holder Plus](#) service to be able to use our Changeover Services.

If a property remains empty for a significant period of time before your clients arrive, we may have to carry out additional cleaning before your guests arrive. Should more than 2 hours of cleaning be required, permission from the owner will be sought from the owner prior to cleaning.

The Changeover Services includes the following for your guests / clients: -

- keys handed over upon arrival
- an explanation of the property if required (eg where to store skis)
- a clean property (see [cleaning services](#) for prices)
- beds made (see [bed making services](#) for prices)
- fresh towels laid out (see [laundry services](#) for prices)
- heating turned on
- key appliances (dishwasher, cooker etc) in working order
- toilet roll in each WC
- soap in each bathroom
- new bin liner in the kitchen
- a Valet d'Anniviers contact number in case of emergencies
- our weekly information sheet

Cost of service

For Key Holder clients – CHF 50 per changeover plus additional costs for bed making, cleaning and laundry
For Key Holder Plus clients - no charge for Changeover Services, additional costs for bed making, cleaning and laundry



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Key holding

Our Key Holding service enables us to hold a set of your keys in the event they are needed locally. This service offers property owners the peace of mind that, should the need arise, the property can be accessed at any time.

There are two services, namely 'Key Holder' and 'Key Holder Plus'. Both of these services require the owner to deposit keys with Valet d'Anniviers. If the property is for the sole use of the owners, one set of keys is required, however if guests of the owner will be using the property and collecting keys from us, we will require 2 sets of keys (1 set for us and 1 set for your clients / guests). We can arrange to have additional keys cut if required.

The **Key Holder** service is our basic service, where we simply hold a key on your behalf. Any further services required thereafter are chargeable at our published rates.

The **Key Holder Plus** service is our premium service and includes the following within the annual fee:

- Monthly property check (normally CHF 25 per month / CHF 250 per annum)
- Annual property review and maintenance report (normally CHF 280 – CHF 590)
- Heating turned on and off prior and post property visits (normally CHF 25 per visit)
- Minimum heating kept on throughout winter, and checked monthly (usually from October / November through to April / May) (normally CHF 75)
- Changeover services (normally CHF 50 per visit)
- The Valet d'Anniviers Information file. This file, which is updated twice a year, contains a comprehensive range of information (normally CHF 100)

Cost of service Key Holding : CHF 300 per annum
Key Holding Plus : CHF 750 per annum

Key Management

We will keep your keys secure and ensure they are available for your guests.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Owner Liaison

We will liaise with the property owner to ascertain the details of the guests stay. Thereafter, we will organise everything else. The owner will be asked for the following : -



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- Contact details of guest (name of main contact and e-mail address)
- Number of guests
- Date of arrival and departure
- Estimated arrival time
- Bed making instructions

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Meet and Greet

We will meet your guests upon arrival in the area, furnish them with keys and explain all relevant information about the property. During the meet and greet, we will re-confirm the leaving date and time.

From this point forward, your guests can enjoy their stay in your property.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Laundry

Our laundry services are tailor-made for your requirements and are priced on a per head basis. So if you require all of your bed linen, towels and bath mats to be laundered after your guests leave, that is what we will do. All fresh linen will be returned to your property, ready for future use.

To eliminate the possibility of guests arriving before the laundry is finished, it is a policy of Valet d'Anniviers that clients must have at least 2 full sets of laundry.

Our Laundry Services are only available to Key Holding clients and are not available to guests that have booked their stay in the property through a local letting agent.

Cost of service individually priced for each client, depending on a pre-agreed number of items. However, as a guide, on average our clients pay between CHF 17.50 and CHF 22.50 per person per visit for their laundry costs. If ironing is required, there is an additional charge of CHF 7.50 per person.

Cleaning

We will ensure that your property is cleaned after your guests leave. Cleaning is priced on an individual property basis, however to ensure that our clients know exactly where they stand, you will be billed a pre-agreed amount per clean. This will not vary for 12 months.



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Let's say your 2 bed apartment is priced at taking 2.5 hours to clean, then that is what you will be billed for each clean, regardless of whether our cleaners took 15 minutes more or 15 minutes less. We work on the basis that across all cleans for your property, there is an average amount of time spent. That is what we charge. This is reviewed annually.

We do ask however that guests try and leave the property as they found it.

Our Cleaning Services are only available to Key Holding clients and are not available to guests that have booked their stay in the property through a local letting agent.

If a property remains empty for a significant period of time before you clients arrive, we may have to carry out additional cleaning before your guests arrive. Should more than 2 hours of cleaning be required, permission will be sought from the owner prior to cleaning.

Cost of this service: CHF40 per hour.

Bed Making

If you would like the beds made prior to your guests arrival, we will use the owner provided linen and ensure that all beds are made prior to arrival.

Cost of this service: CHF10 per double bed and CHF 6 per single bed

Weekly Information Pack

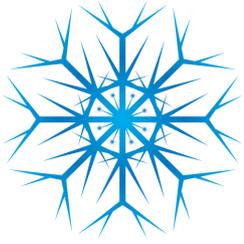
Upon arrival, your clients will be provided with details of forthcoming events, shop and lift opening hours, tv guide and the weather forecast for the forthcoming week

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Heating

We will ensure that your heating is turned on in advance of your guests arrival, so that they arrive to a warm and welcoming property.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge



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Key Appliances

We will ensure that the key appliances in your property are working before your guests arrive. This includes the dishwasher, washing machine, oven, TV and internet.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Extras

Sometimes, certain little things get your guests stay off to a bad start. We make sure that before your guests arrive, there are new loo rolls in each WC, soap in each bathroom and a new bin liner in the kitchen. If your guests require anything further, we are on hand to assist.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Emergency Contact

As part of our Changeover Services, your guests will have our contact details, so should there be an issue, your guests always have someone local they can contact, who speaks English and French.

Cost of service For Key Holder clients – included within changeover charge of CHF 50 per visit
For Key Holder Plus clients – no charge

Valet d'Anniviers Information Pack

Your guests will find that the Valet d'Anniviers information pack is an ideal source of information to find out more about the area. This comprehensive file, which is updated twice a year, contains useful local information on the following; -

- Emergency contacts
- Opening times of shops, restaurants and other local places of interest
- Local events
- Lift information
- Restaurants and hotels
- Maps
- Concierge services
- Ideas for days out - including within Val d'Anniviers, Valais and beyond
- Useful links

Cost of service For Key Holder clients – CHF 100 per year



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For Key Holder Plus clients – no charge

Holiday Services

Your guests are welcome to purchase any of our Holiday Services which are aimed at enhancing the visitor's experience in the region by taking care of those time consuming or more mundane tasks that take time to arrange when you are on holiday. See our 'Holiday Services' section to view the detail and prices of our services.

Catering Services

We provide a complete range of Catering Services including taking care of any shopping requirements, providing a variety of welcome hampers, a comprehensive range of homemade frozen food and our demi catered package, which includes the daily delivery of breakfast and a 3 course freshly cooked meal delivered three times a week, for you to reheat at your convenience.

We also provide a range of food for children and babies, freshly baked cakes, in-house catering for dinner parties, breakfast delivery, catering for children's birthday parties and providing canapes for evening drinks parties.