

LE DAHU

hôtel & spa
★★★★



Welcome ♥
Your home away from home ...



Hotel & Spa Le Dahu

Family tradition since 1955



The hotel was built in 1955 by Catherine and François HEU and opened on December, 17th of the same year. It had 18 rooms at the time and was the only establishment on the right bank of the Dranse. In 1963 and 1971, it expanded to 26 rooms.

In 1986, François and Catherine's eldest son Benoît took over the management of the Dahu with his first wife Anne. They quickly undertook new renovation and expansion work in 1987 and 1990 : creation of the outdoor swimming pool, renovation and expansion of all the hotel's common areas, creation of the new bar, the wellness room and the indoor swimming pool and creation of new rooms to reach today 37 rooms classified 4*.

Since 2021, Sophie, Benoît and Anne's eldest daughter, has joined the family business to gradually take over the management.

Since the creation of the company, we strive, year after year, with our team of loyal employees, to perfect the quality of our services and our facilities so that your stay at Le Dahu is as pleasant as possible, knowing that every detail is important and can be improved, and that each of our guests is unique and should be received as such.

“ Today and for 69 years, we have been working with values that are dear to us and that were dear to my parents and grandparents: *HOSPITALITY*, which means working with passion, pleasure and quality. *AUTHENTICITY* by adopting discretion, humility and respect for our clients and team members. *FAMILY*, which has been at the heart of our company since its creation and which is reflected in our strong team spirit. And *ECOLOGY*, which is one of the driving forces behind our company's decision to be ethical, sustainable and committed.

Sophie HEU



Benoît, Sophie and Anne
second and third
generation of hosts



Our commitments

For a sustainable hotel industry



At the Hotel & Spa Le Dahu, sustainable development has always been one of our concerns.

Every day, we look for solutions to ensure that the operation of our hotel has as little impact as possible on nature and people, without reducing the quality of our services.

Here are some examples of how we are reducing our impact on the environment while at the same time improving the services we offer our guests.



EAU DU ROBINET
EN CHAMBRE

To encourage our guests to reduce their consumption of bottled water, we have chosen to offer them the possibility to consume the tap water of our village which is fresh and excellent. At the beginning of winter 2019, we have equipped each of our rooms with a "homemade" tap water kit made by an artisan from our village (Tanko Design). **See D for Drinking Water in the glossary.**



CENTRALE
DOUBLE FLUX

We recover the heat from our boiler room and integrate it into our entrance hatch and ski room. Our ski room, once locked in the evening, reaches a temperature of 25/26°C every night, allowing us to offer perfectly dry and warm ski boots every morning, thanks to the blowing shelves installed there.



BORNES
ELECTRIQUES

In order to respond in a practical way to the development of Zenn mobility (Zero Emission No Noise), we have equipped our car park with a fleet of electric charging stations compatible with all current electric vehicles.

We have a website dedicated to our different environmental, economic and social actions and on which you can follow our different projects and achievements : www.franca-nature.com



Dahu's Glossary

All information in alphabetical order



ALARM CLOCK

We can set an alarm clock on request. Please contact reception if you would like us to set your alarm clock via your room phone.

BABYSITTING

Would you like to have your children looked after for a few hours and enjoy the benefits of your stay in the mountains?

Our reception and concierge service has the possibility to find a babysitter for you during the day or evening. As requests are regular in our village, don't delay too much so that we can organize this for you.

BABYPHONE

If you don't leave the hotel but want to enjoy our infrastructures while your child sleeps in serenity, we offer a babyphone service at reception, which enables us to inform you if there is any commotion in your room.

Please do not hesitate to contact our team.

BARS

The Bar des Douceurs, located in the hotel lounge, is open from 11am to 11pm.

In summer, the Bar de la Pivotte, located above the outdoor swimming pool, is open from 11am to 9pm.

Our team offers a wide range of drinks: fruit juices and soft drinks, coffees and teas, local beers, aperitifs and cocktails, a fine selection of wines by the glass and champagnes as well as the main liqueurs and spirits. To find out more, don't hesitate to consult our drinks and cocktails menu on our website under "Restaurant".

BATHROBES & BATH TOWELS

We have bathrobes for adults (from S to XXL) and several sizes of bathrobes for children from 2 to 12 years.

If you have not ordered your bathrobe through the pre-stay questionnaire, simply ask to the receptionist at the Wellness Centre or at reception.

Light grey towels for use at the pool are also displayed in your room. In order to preserve our planet, we advise you to keep your bathrobe and pool towel during your stay.

See also S for slippers

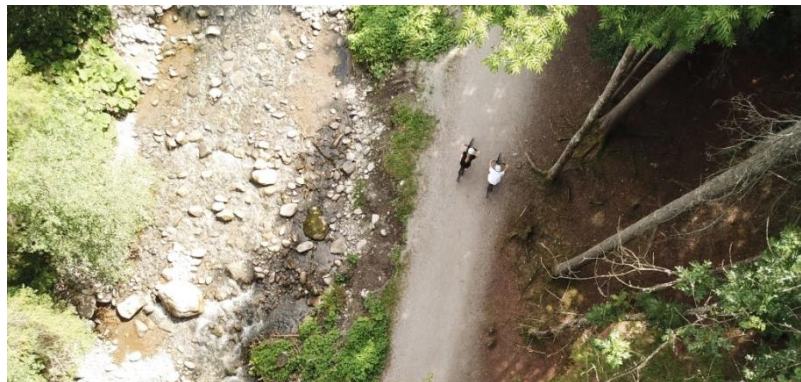


BIKES & WALKING SHOES CLEANING (SUMMER)

Cyclists and walkers can leave their bikes or walking shoes in the room opposite the main door.

Equipment is available to wash them: brushes, sponges, water jet, adjustable high-pressure cleaner, liquid soap, soft cloths.

Please ask at reception to use these facilities.



BILLING

For each purchase you make in one of our sales outlets, you will be presented with a receipt, which you can either sign, stating your name and room number for transfer to your hotel bill, or pay directly.

At the end of your stay and at your request, we can provide you with a summary of all your consumption.

BOARD GAMES

We have about 30 board games available for those who wish to play with friends or family. The complete list is available at the reception.

BREAKFAST

Breakfast is served as a buffet in our restaurant every day from 7.30am to 10am. You will find a selection of pastries, breads, cereals, cold cuts and local cheeses, fruit juices, homemade cakes, dairy produce, fresh fruits and fruit salad, eggs ...

Everything to start your day full of energy.

Breakfast in the room (7.30am to 10am): to be served in your room, hang your order outside your room door before 6am. You will find your order form on the desk blotter.

Late breakfast (10am to 11.30pm): Was your night so good that it's almost noon? We won't leave you with nothing and will put together the breakfast tray you want and serve it to you in the lounge or bar.

CLEANING

If you do not wish to have your room cleaned, hang the red sign on your door handle. No one from our team will enter your room as long as this is hung.

Attention → If you forget to remove the sign when you leave, your room cannot be cleaned after 3pm.

DAHU & AVRIL SHOPS

The display cases of our two boutiques can be seen on the ground floor in the corridor leading to the lift for Avril products and in the lounge area on the 1st floor for artisanal products.

In addition to the two shops, we also sell various cheeses and sausages.

For these products, we ask you to let us know 48 hours before your departure so that we can make arrangements with the producers and prepare your vacuum-packed orders.

If you wish to purchase products from either shop, please ask at the hotel reception or the Wellness Centre.

DEPARTURE

Please vacate your room by 11am at the latest.

Early departure - Early payment of your bill

If you are leaving before 8am, please pay your bill by 11pm the day before.

Late check-out after 11am

If you are leaving after 11am, we have a room available to store your luggage and personal belongings. If you wish to change and freshen up before your departure, the changing room in the Wellness Centre and the shower are at your disposal.

You can also request a late check-out between 11 a.m. and 5 p.m.

This request must be confirmed by our reception and a supplement will be charged.

DRINKING WATER

We are fortunate to have very good quality tap water. That is why we encourage you to drink it. In your room, we provide a bottle and glasses that you can fill directly from the tap.

ELECTRIC BIKE

We have 4 electric mountain bikes (or E-VTTs) which are available for hire throughout the summer. If you would like to try your hand at it, please ask at reception for prices and availability.

When you rent a mountain bike, we provide you with a helmet and a repair kit.

ELECTRIC CHARGING STATIONS

We have equipped our car park with five charging points for electric or hybrid vehicles: 3 Tesla and 2 T2 charging points.

Charging is free for all our resident customers on request.
If you have any problems connecting, please contact reception.

EMERGENCY TELEPHONE AT NIGHT

The director can be contacted in case of problems during the night.

You can dial 9 on your phone and she will take your call.

FREE CITY SHUTTLES

In winter and summer, there are several free shuttle services, with detailed timetables available at reception.

To get to and from the Dahu, you can use the D bus (as in "Rive Droite" but also as in "Dahu" □) which runs every half hour. The bus stop is located at the crossroads below Le Dahu.

FREE AND PRIVATE SHUTTLE OF THE DAHU

In winter, we organize a free shuttle service at fixed times with our minibuses to the Pleney and Super-Morzine gondolas, the ski schools and the Intersport shops in Joux-Plane and Super-Morzine.

Contact our reception team to know the schedules and book your place in the shuttles.

At certain times of the day, priority is given to people going to ski lessons.



HAIR DRYER

In your dresser drawer or in the bathroom is a hair dryer.

HEATING

We are concerned to provide you with the best comfort while preserving as much as possible our environment by limiting our greenhouse gas emissions since our current heating is produced by oil-fired boilers.

The heating in your room is set for a temperature of 20°C during the day and 18°C at night from 11pm to 6.30am. As soon as these temperatures are reached, the heating switches off automatically.

If you require a higher (or lower) temperature, please contact reception who will make the necessary changes.



LAUNDRY

You will find a form in your wardrobe that allows you to give your clothes to our linen maid for cleaning.

She will do her best to get them to you within 24 hours.

Clothes that cannot be machine washed will be taken to the dry cleaner and delivered to your room within the time limit set by the dry cleaner.

An ironing board and an iron are at your disposal. Please ask for them at the reception or with our housekeeper.

MASSAGES & TREATMENTS

In the 2 cabins (one of which is a duo cabin) on the first floor we offer a wide range of facial and body treatments as well as relaxation and energy massages.

In summer, you can also enjoy an outdoor massage with a view of the surrounding mountains.

We invite you to check our spa menu, which you can find at the reception, in the Wellness Centre or on our website.

Please contact the reception desk by dialing 9 (all day) or directly the Wellness Centre by dialing 1616 (from 4pm to 7:30pm).

We advise you to book your treatments at least 24 hours in advance.



MINIBAR

As part of our commitment to more sustainable tourism, we have removed minibars from all our rooms in 2020. For our guests who wish to keep merchandise cool, we suggest that you leave it with us at the reception or restaurant and we will store it in our professional refrigerators.

If you need to freeze your cold packs, please feel free to leave them with us until you leave.

NIGHT CODE

From 11pm, access to the hotel is via the night door located to the right of the main entrance at the top of the two steps. The night code was given to you on arrival.

If you no longer have it, please ask for it again at the reception desk before leaving the hotel.

PARKING

The two car parks in front of and below the hotel are at your disposal.

It is possible that at certain peak times our car park is too limited and you may have difficulty finding a space. In this case, we would be grateful if you would leave your keys at the reception. We will take care of your car so that will be parked in the best conditions.

In the event of heavy snowfall: we have to use specialized equipment, which means that we have to move all parked cars. Please hand in your car keys before leaving for the day.

PETS

For a supplement of €11 per day, we welcome your pets, provided that their size and training allow them to live together harmoniously.

We remind you that pets are not allowed in the restaurant or near our swimming pools and that they must be kept on a lead in the rest of the hotel.

Please take your dog for its daily walk outside the hotel property.

PICNIC

If you are going to the mountains or on a day trip, we can prepare a backpack or packed lunch for you to order the day before at reception.

RECEPTION AND CONCIERGE SERVICES

The reception is open from 8am to 11pm every day.

You can reach them by dialing 9 from your room.

We are at your service to :

- provide you with bathrobes, towels and slippers outside the Wellness Centre's opening hours,
- advise you and book your massages and wellness treatments,
- advise you on walks and outings around Morzine,
- organize ski lessons, tennis lessons, rafting, horse riding, paragliding, golf, etc. with and for you
- book your trips with the hotel shuttles (winter only),
- provide you with information and prepare your ski passes, mountain bike passes and Multi-Pass,
- book and hire the Dahu electric mountain bikes for a day or half-day,
- introduce you to and book the services of ski instructors, mountain guides and mountain bike instructors whose qualities we know will help you discover the best of our mountains,
- book a restaurant in Morzine or the surrounding area,
- book a taxi for you,
- offer you items and souvenirs from our shop depending on the season,
- take note of your diet and allergy requirements,
- give you an extra blanket and pillow for your room,
- inform you about the board games we can provide you with,
- carry out currency exchange operations (US\$, Swiss Franc, £)
- and much more ...

REPAIRS

If you notice any imperfections or malfunctions, please report them directly to the reception desk, which will ensure that the repairs are carried out as soon as possible.

RESTAURANT

Our restaurant is open from Tuesday to Sunday for dinner from 7.15pm to 9.15pm.

If you feel peckish during the day or don't want to eat in our restaurant, our bar menu offers savoury and sweet treats, all 100% gluten-free, to enjoy in the lounge, on the terrace or in the garden (summer)!



SAUNA

The sauna is available by reservation only, as it takes about 30 minutes to start up and warm up. Reservations can be made at the reception desk by dialing 9 or directly at the reception desk of the Wellness Centre.

The session for 1 to 3 people is 10 € for 30 minutes or 14 € for 45 minutes.

See also S for Steam Room

SHUTTERS

Most of our bedrooms are now equipped with a roller shutter.

If your room has one, simply press the button at the head of the bed on which the direction of operation is engraved.

Please take care not to leave a chair in the doorway to avoid injury or damage to the shutter when lowering.

In room 216, please check that your balcony door is closed. If it is not, your shutter cannot be operated when you descend.

SKI ROOM / BIKE ROOM

Please leave your ski or bike equipment in the ski room opposite the main entrance.

You can dry your boots on the blowing racks and your gloves, helmets and hats on the special shelves.

This room is closed from 11pm to 8am and is under video monitoring.

SLIPPERS

In order to limit the amount of waste produced at the hotel, we have decided to provide you with reusable slippers.

After each use, the slippers are machine washed and disinfected to ensure a high level of hygiene.

Many sizes (36 to 46) are available. You can obtain them at the hotel reception or at the Wellness Centre.

See also B for Bathrobes.

SMOKING AREAS



In application of the anti-smoking law of 15 November 2006, it is forbidden to smoke in places assigned to collective use. This is a public health law that protects the health of staff and customers in companies.

In this spirit, all the rooms at Le Dahu are declared "non-smoking".

Therefore, we invite you not to smoke in your room and to use your balcony or the restaurant and bar terraces if you wish to smoke.

In case of non-compliance, we will ask you to pay an indemnity of 260 € corresponding to the restoration of the room.

SOCIAL MEDIAS



You want to follow our adventures and keep in touch with the Dahutian community.

Feel free to follow our pages on Facebook, Instagram, LinkedIn and Youtube. We share content on a regular basis and look forward to hearing from you via these platforms.

STEAM ROOM

The steam room is available by reservation only, as it takes about 30 minutes to start up and heat up. Reservations can be made at the reception desk by dialing 9 or directly at the reception desk of the Wellness Centre.

The session for 1 to 3 people is 10 € for 30 minutes or 14 € for 45 minutes.

See also S for Sauna

SWIMMING POOLS

We recommend you to change in your room. A changing room and a toilet are also available in each of our pools.

In order to guarantee the quality of the water for your bathing, we carry out daily controls. To help us maintain the quality, we ask you to take a shower before your swim (either at the back left of the Wellness Centre or under the willow tree outside).

Our indoor pool (Wellness Centre): The wellness Centre is open from 8 am to 10 pm. You will find a swimming pool heated to 28°C, a rest and relaxation area, a whirlpool heated to 35.5°C, a sauna, a steam room and a tonic shower.

You can access it directly from your room by taking the lift on level -1. Please enter with slippers, which we can provide on request or other clean indoor shoes.

Our outdoor swimming pool: During the summer you can enjoy our outdoor swimming pool heated to 28°C. You are welcome to use the pool from 9am to 9pm and can be reached directly from the hotel entrance on the left by following the small path in the gardens.

SAFETY INFORMATION : WE DO NOT ACCEPT ANY RESPONSIBILITY FOR ANY ACCIDENTS THAT MAY OCCUR WHILE SWIMMING IN THE HOTEL'S POOL AND WE STRONGLY ADVISE PARENTS TO ACCOMPANY THEIR CHILDREN. OUR STAFF MAY REFUSE ACCESS TO THE POOL TO UNACCOMPANIED YOUNG CHILDREN.

TAXI

If you would like us to book a taxi for your departure, please let us know as soon as possible so that we can make the necessary arrangements with the Morzine taxis (which are not numerous!).

We would also like to remind you that bookings are compulsory for bus transport to Thonon-les-Bains and Cluses stations. For further information, please contact the SAT office in rue du Bourg near the church or call +33 (0) 450 79 15 69.

TELEPHONE

Please contact the reception desk by dialing 9 if you wish to have a telephone line with access to the outside network.

To access the outside, dial 0 and then your number.

If you wish to reach another room, dial 1 followed by the room number.

To reach the different services of the hotel, here are their numbers:

- Reception: 9
- Wellness Centre: 1616 or 9
- Housekeeper: 2130 or 9
- Restaurant: 1515 or 9

TELEVISION

You will find the remote control in front of the screen.

Here are the available channels (subject to the programming of our satellite):

- | | |
|-------------------------------|-----------------------------------|
| 1. TF1 | 23. Numéro23 |
| 2. FRANCE 2 | 24. RMC Découverte |
| 3. FRANCE 3 | 25. Chérie 25 |
| 4. CANAL + (non décodée) | 26. LCI (info en continu) |
| 5. FRANCE 5 | 27. France Info (info en continu) |
| 6. M6 | 101. BBC 1 (GB) |
| 7. ARTE (Europe) | 102. BBC 2 (GB) |
| 8. C8 (généraliste) | 103. CBB (GB) |
| 9. W9 (musique -séries) | 105. ZDF (Allemagne) |
| 10. TMC | 106. ZDF NEO (Allemagne) |
| 11. NT1 | 110. RTL (Autriche) |
| 12. NRJ 12 (12-25 ans) | 111. Eurosport Allemagne |
| 13. LCP | 112. Vox (Allemagne) |
| 14. France 4 (séries, cinéma) | 115. ITV1 (GB) |
| 15. BFM TV (info en continu) | 116. ITV2 (GB) |
| 16. itele | |
| 17. Cstar (musique, séries) | |
| 18. GULLI (jeunesse) | |
| 19. France Ô | |
| 20. HD1 | |
| 21. L'Équipe 21 (sports) | |
| 22. 6TER (généraliste) | |

TIPS

If you wish to offer a tip to our staff to thank them for their services, we advise you to leave it with the reception or the management, who will distribute it among all the members of the team in the interests of fairness. Thank you in advance on behalf of all of us.

WIFI



With your personal computer, tablet or smartphone, you can connect free of charge via the WIFI set up in the rooms and in the rest of the hotel.

When you arrive at the hotel, you will receive one or more connection codes that you can use to connect by following the procedure below:

Choose the "Dahu Wifi" network

Once connected, a page will automatically appear

Enter the code you have been given remembering the hyphen between the two sets of numbers.

If the connection page does not arrive automatically:

- Launch your browser, taking care to close any tabs already open
- Go to "www.dahu.com". The login page will appear
- Enter the code remembering the hyphen between the two sets of numbers.

The fact that we provide you with free and unlimited internet access implies that you are committed to a responsible attitude.

Our fidelity program

More than a loyalty program ...

A big family.



LA RUCHE
Votre fidélité récompensée
Your loyalty rewarded

Because our company wouldn't exist without you, and it's a great pleasure to welcome you year after year. We are honored to present our "La Ruche du Dahu" fidelity program.

Joining the 'La Ruche du Dahu' fidelity program is free and immediate once a customer has stayed in our establishment.

Each year, on October the 1st, the euros spent between December the 1st of the previous year and September the 30th are valued. These euros are valued as follows

- 1 point earned for every €100 spent on accommodation
- 2 points earned for every €100 spent on our ancillary services (restaurant, bar, spa, shop, etc.).

Points are considered eligible when the booking is made via direct channels: via the www.dahu.com website or by telephone or email to our reservations department. They are valid on all rates displayed, including special offers.

Points have no expiration date, as long as the member's fidelity account is active. A fidelity account is considered active if the member makes a reservation or uses up their points. Points are cancelled after 5 years of inactivity.

As soon as you reach 126 fidelity points you enter the very privileged 'hexagon' of our loyal bees and you will receive your fidelity card the next time you come.

Nominative and unique,
made of wood by a local designer,
it's a small symbol of belonging,
that opens the door to many advantages
at Le Dahu, but also with our
partners and friends in Morzine
and the surrounding area.

More informations on our website

And on the next page you'll find the story
of La Ruche du Dahu



LOYALTY

WITHOUT YOU, WE ARE NOTHING

Because without faithful bees, a hive would not survive. Because the more honey is produced, the more sustainable the hive is.

Same pattern for us, the more our customers invest in us, the more Dahu develops, and the more we can offer new experiences and maintain the quality of our services for ever more successful stays.

HOSPITALITY

A UNIQUE HOUSE SINCE 1955

Just as a hive is made up of cells, our house is made up of bedrooms and living areas in which passionate employees and customers interact.

And like the bees that see their hives renewed from season to season, it is now in the hands of the 3rd generation of the Heu family that the history of Dahu continues to be written and this since 1955 thanks to the investment and participation of all.

ECOLOGY

COMMITTING TOGETHER IN THE LASTING WAY

Just as the bee is fundamental in maintaining biodiversity through its pollinating action, the Dahu, through its committed, civic, sustainable actions, aims to be a positive actor for its ecosystem by developing relationships of trust with everyone and by controlling its impact on ecology.

Being a member of the Ruche du Dahu allows you to participate directly in all the efforts and actions that we carry out on a daily basis.



SHARING

GROWING TOGETHER

Within the hive there is a structured organization: each bee plays a role which evolves over the course of its life.

The same goes for **our customers who see their loyalty status progress as their stays progress** with associated rewards and benefits.

But also for the members of our team who, as the seasons go by, flourish in their professional careers.

LOCAL

PROMOTING THE LOCAL ECONOMY

To feed themselves and produce, bees use products from the surrounding nature (flowers, water).

We do the same for most of our purchases. At the restaurant, with our chef who gets her supplies from local producers or from our vegetable garden. In our shop which highlights the creations of artisans from the region or on our wine list from the Alpine Arc

□

Spécial cycling information

For our cycling & mountain-biking guests



We're delighted to welcome you and your steed/mount/bicycle to the heart of our mountains for some great adventures! Our establishment is equipped to make your stay as comfortable as possible.

LIFT PASS

If you would like to buy a lift pass to use the ski lifts with your bike, you can do so at a preferential rate directly from our receptionists.

CYCLING WELCOME GUIDE

Download the guide to discover the Accueil Vélo approved structures by sector in Haute-Savoie and Savoie:



ROUTES

To help you find your way around or if you'd like to know more about the routes/rides you can take to discover our wonderful countryside, we have several paper brochures available at reception, depending on the type of cycling you do - don't hesitate to take one with you!

They are also available in digital format by flashing the following QR codes:



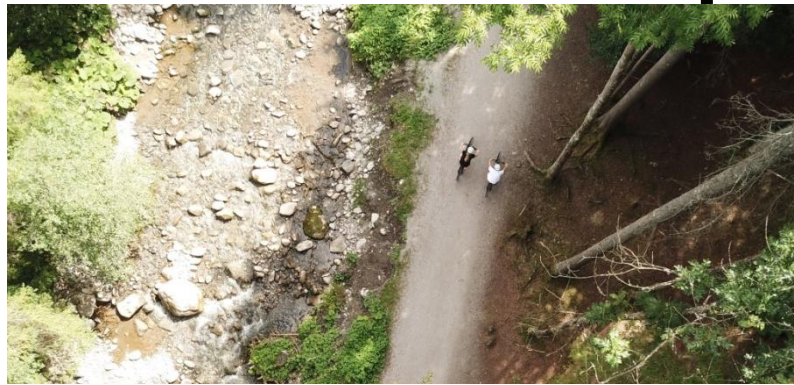
If required, we can also guide you to the starting points of the itineraries and answer any questions you may have.

BIKE ROOM

As soon as you arrive, you can store your bike and equipment in our storage room on the ground floor opposite the main entrance. It is locked from 11pm to 8am and under video surveillance.

BIKE HIRE

We have 4 electric mountain bikes (or E-VTTs) available for hire throughout the summer. If you would like to try your hand, please ask at reception for prices and availability. When you hire a mountain bike, we provide you with a protective helmet and a breakdown kit.



PARTNERS

Bike hire companies and repairers we trust:

- **INTERSPORT:** 180 Rue du Bourg - 74110 Morzine. All types of bikes and spare parts. Discount up to 30% with the code DAHU
- **ALAN SHOP:** 155 Route de la Plagne - 74110 Morzine. DH bikes mainly
- **PLENEY SPORT:** 107 Taille de Mas du Pleney - 74110 Morzine. DH and Enduro bikes
- **TORICO:** 93 Rue du Bourg - 74110 Morzine. All types of bikes with a more extensive road range.

REPAIRS

We have a repair kit in which you will find the essential tools you will need if necessary. Please ask at reception for one.

BIKE WASHING AREA

An area is set aside for cleaning the bikes and suitable equipment is at your disposal: brushes, sponges, water jet, adjustable high-pressure cleaner, liquid soap, soft cloths. And if you're concerned about the environment, don't hesitate to use the 'non-potable' water that comes from the rainwater harvested from our roof 😊

