

— Hotel —
SHORTLIST
THE CURATED COLLECTION

EXCLUSIVE HOTEL REPORT

Six Senses Residences Courchevel



COURCHEVEL 1850, FRANCE

9.2

GUEST RATING
191 REVIEWS

CURATED LUXURY · INDEPENDENTLY ASSESSED · A PRIVATE COLLECTION

Overview

FAMILY-FRIENDLY

CATEGORY ★★★★ (4-star)	LOCATION Courchevel 1850, France
ADDRESS 291 Rue des Tovets, 73120 Courchevel	BOOKING.COM RATING 9.2 / 10
GOOGLE RATING 4.6 / 5 — 191 reviews	BUILT / RENOVATED ~2018
OWNER Fares Karam	COORDINATES 45.4157, 6.6346

Parking Problematic — One guest reported parking garage too low for cars with ski boxes, unable to enter; another mentioned difficulty with vehicle pickup during freezing weather.

Families Multiple bedroom apartments suitable for large families; Spacious layout with room for families with nannies; Ski facilities and equipment handling for children; Welcoming staff accommodating to children's requests

INDEPENDENT ASSESSMENT

Due-diligence report

HotelShortlist puts every hotel through independent due diligence: we analyse thousands of guest reviews, pest and noise reports, pricing and location before a hotel enters the curated collection. This assessment is based on 191 real guest reviews.

✓ No material risk signals
This hotel meets every one of our quality thresholds.

BOOKING.COM

9.2 / 10
Guest rating

GOOGLE

4.6 / 5
191 reviews

POSITIVE FEEDBACK

87%
166 positive of 191

BUILT / RENOVATED

~2018

87%

■ Positive 87% (166) ■ Neutral 6% (11) ■ Negative 7% (14)

What guests love — and what to watch for

The most frequently recurring themes drawn from guest reviews, with mention counts.

✓ WHAT GUESTS LOVE

87% POSITIVE

- ✓ Exceptionally warm, genuinely caring, and highly professional staff across all departments who consistently go above and beyond to ensure guest comfort and create memorable experiences (42x)
- ✓ Perfect prime location in Courchevel 1850 with convenient walking distance to ski lodge, town center, restaurants, and Sumosan, eliminating need for transportation for most activities (31x)
- ✓ Luxurious, spacious, and thoughtfully equipped apartments with full kitchens, washing machines, and multiple bedrooms providing genuine home-away-from-home comfort for families (28x)
- ✓ World-class spa facility with expert massage therapists, sauna, jacuzzi, and included spa credits that deliver genuine luxury relaxation experiences (19x)
- ✓ Outstanding concierge and guest relations team that secures last-minute restaurant reservations even during peak periods and manages complex guest requests with remarkable efficiency and responsiveness (18x)
- ✓ Convenient on-site ski rental shop and ski concierge services with equipment delivered directly to mountain slopes, eliminating logistical hassles for winter sports (12x)
- ✓ Consistent year-over-year quality and service standards with loyal guests returning repeatedly and describing the property as a beloved second home destination (8x)
- ✓ Dedicated butler service available for larger residences providing personalized attention and service exceeding typical hotel standards (6x)

✗ WATCH OUT FOR

7% NEGATIVE

- ✗ Breakfast delivery system suffers from poor quality control with stale/hard bread, inconsistent butter provision, limited flexibility to modify items, and insufficient portions relative to guest numbers (8x)
- ✗ Deficient housekeeping standards including failure to clean refrigerator interiors after multiple requests, inconsistent room cleaning schedules requiring guest reminders, and inadequate deep cleaning protocols (4x)
- ✗ Critical security vulnerability with ground-floor windows allowing unauthorized entry during guest occupancy; theft of €107,449 in jewelry and belongings with insurance dispute ongoing for 6+ months and inadequate liability acknowledgment from property management (3x)
- ✗ Cramped lobby and reception area undersized for a luxury 4-star property, creating uninviting first impression and inadequate guest waiting space (3x)
- ✗ Spa service inconsistencies including missing amenities (towels, robes, slippers not refilled), poor orientation on facility controls, and basic massage treatments not delivering luxury experience at €280 per person pricing (3x)
- ✗ HVAC system lacks cooling capability with thermostats only heating, forcing guests to keep windows/doors open in warm months (end of March registering 24°C consistently) (2x)
- ✗ Inflexible check-out and check-in policies refusing late checkout accommodation despite 4pm check-in time creating inconvenience for guests needing just additional hours (2x)

- ✗ Poor reliability of partner recommendations including ski company Oxygene providing inferior instruction and car service billing disputes without resolution, undermining trust in concierge guidance (2x)

4 other serious guest complaints

Non-pest issues guests flagged (cleanliness, maintenance, billing), sorted most recent first

Our stay at Six Senses Courchevel ended with a very serious theft incident. On 27 December 2025, while my wife and I were inside our ground-floor residence preparing for checkout, a bag containing personal belongings and jewellery with a claimed value of approximately €107,449 was stolen after an unknown person allegedly entered through a window that had been left slightly open for ventilation. The incident was reported immediately to the police, and a formal complaint was filed the same day. Supporting photographs, invoices and documentation relating to the claimed items were also provided. What has disappointed us most is not only the incident itself, but the way the matter has been handled afterwards. One position advanced on behalf of the insurer is that the property should be treated as a "residence" rather than a "hotel" for liability purposes. For a property operating under a respected luxury hospitality brand, this position was particularly disappointing. As a guest, I experienced the property through reception, concierge and hospitality services, and I reasonably expected the standards of care associated with that level of brand. More than six months later, the matter remains unresolved. The insurer continues to dispute the claim and has offered €15,000 against a claimed loss of approximately €107,449, without any admission of liability. For us, the key questions remain: * How could an intruder allegedly enter a luxury ground-floor residence while guests were inside? * Why were guests not specifically warned about any security risks associated with the window configuration? * What level of security and post-incident support should guests reasonably expect from a luxury hospitality property? This review reflects our personal experience. The dispute remains ongoing.

Google review · 1/5 · Jun 22, 2026 · Nasser Marafie

Very nice hotel and location! BUT service from the staff wasn't helpful at all during the whole stay .. the follow up is very very bad and was very surprised me and my 2 others friends The cleaning in the room wasn't done properly, we ask the cleaning team to clean inside the fridge as it was dirty nothing was done after 2 days of request 1 day after coming back from the ski we enter at 6 pm and cleaning wasn't done, we needed to call and remind them to send the cleaners It's 5 star only for the beauty of the hotel and location All the rest staff, concierge, cleaning, service is very very bad

Google review · 1/5 · Feb 29, 2024 · Younes Kirat

The Spa is a poorly run and maintained specifically does not have indoor jacuzzi or working saunas. Ultimately the staff fail to advise of the lack of facilities when booking. Ignorant staff with poor understanding of Spas and treatment. This hotel is clearly run to steal money at any cost given its high leverage finance construction model.

Google review · 1/5 · Feb 21, 2022 · Cameron

This not a five star hotel. It's barely a hotel. Small, and I mean small. Stains on everything, no roomservice, a reception/lobby the size of a closet. Impossible to find your way in het hotel. Parking was too low, normal car with skibox not able to enter. Doors can't open fully because they jam halfway. Crooked furniture, bad design, bad finishing. Oh and long black hairs on the (not very clean) towels. Costs 1200 euro per night, never go here!

Google review · 1/5 · Feb 5, 2022 · Vlog- Vrienden

What guests report

View	Mountain views praised; balconies highlighted as desirable feature
Bed & mattress	Comfortable beds mentioned; apartments spacious and cozy
Bathroom & water	Small bathrooms noted by some guests; adequate facilities with hot water
Breakfast	Daily delivered basket breakfast with personal chef service; quality inconsistent with stale bread, limited flexibility, insufficient portions
AC / heating	Heating only with no cooling function; problematic in warm seasons

Room intel

Extra charges guests were surprised by

- Double charging reported—guests advised to triple-check final bills
- Car service charges applied even when vehicle not ultimately used

Insider tips

- › Book massages with Justy at the spa—consistently praised for exceptional technique and personalized care
- › Request a room with balcony and mountain view; multiple guests specifically praised these aspects
- › Breakfast is delivered in baskets daily—specify dietary preferences in advance as flexibility is limited
- › Ski concierge located just 5 minutes walk away on the piste; ski equipment delivered directly to slopes
- › Plan spa visits during daytime hours to avoid crowds; peak times are very busy
- › Request a room away from lobby/reception if seeking quiet—small reception area may cause ambient noise
- › Verify HVAC system has cooling capability before booking in late March/April—some units heat-only
- › Use ESF ski school instead of hotel-recommended Oxygene for better instruction quality

In guests' words

Selected reviews, quoted verbatim in the original language.

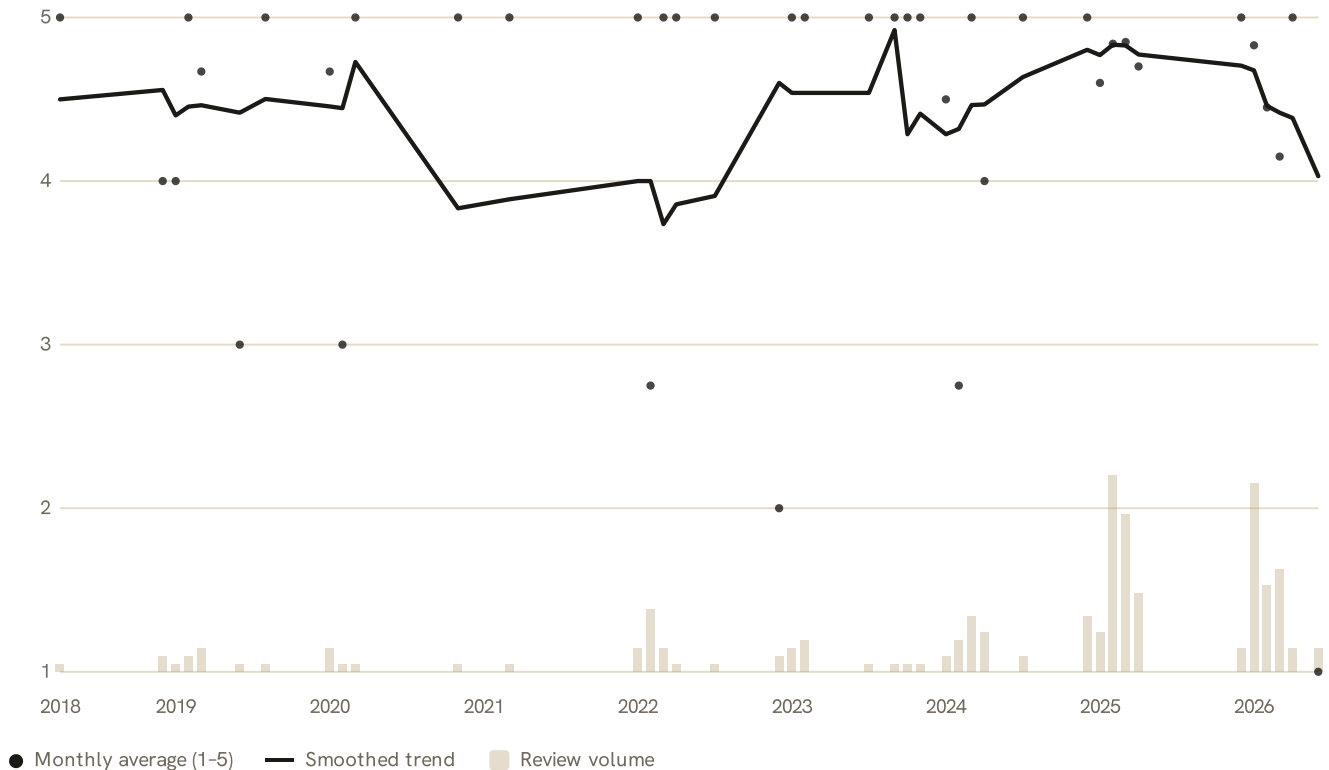
★★★★★

Maryam Ahli · Jan 2022

„We were a very big family and the hotel received us wonderfully; they were patient and kind. They listened to our request of not wanting the rooms to be far from each other. They even upgraded us upon arrival which was a wonderful surprise. The view from each room was amazing and the breakfast each day was immaculate. The rooms were...”

Reviews over time

Monthly average guest rating (1-5). The line is the smoothed trend, dots are the monthly average, faint bars show review volume.



★★★★☆

Juliana P · Apr 2025

„Mixed Experience - Great Staff, But Room for Improvement I'll start with the areas that could use improvement: No On-Site Restaurant - Traveling with kids and a nanny, we were hoping for the convenience of room service or at least a restaurant on-site. Breakfast was delivered in a basket each morning, but this setup really lacked the...”

★★★★☆

Melody · Apr 2024

„Pros: 1. It's nice to be able to have hotel like amenities but in a chalet setting esp with a ski rental should downstairs 2. The private chef breakfast that's included 3. The spa credit per room that's included Cons: 1. They do not recommend the best. If you are going to ski do not use the ski company they recommend, Oxygene, use ESF...”

★★★☆☆

Arjun Shah · Dec 2022

„There were multiple reasons why this was not the greatest hotel to visit. Firstly when we asked for the car to pick my family members up from the ski lodge. It was freezing outside and I highly recommend that they have more cars and drivers. When they did the deep clean all they did was demented to be the beds not the couch kitchen or...”

★★★★★

필립 · Sep 2023

„최고의 시설, 최고의 서비스를 제공합니다. 비치되어있는 용품들도 품질이 좋네요. 객실과 욕실이 넓어서 좋았습니다. 테라스도 넓고 의자 및 릴렉스쇼파가 비치되어 있습니다. 직원들도 친절하고 서비스도 좋습니다. 다만 접근성과 경관이 좀 답답한 느낌인건 단점이네요.”

LOCATION

Where it is



291 Rue des Tovets, 73120 Courchevel

Courchevel 1850, France

Coordinates: 45.4157, 6.6346

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This report was compiled by HotelShortlist for its members. The curated collection contains only hotels that meet our quality and guest-satisfaction standards.

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