

# Information Form and General Terms and Conditions of Sale for Individual Stays in 2026 - Version effective from 27/08/2025

## PREAMBLE

The purpose of these general terms and conditions of sale (hereinafter "GCS") is to set out the respective obligations of the company VACANCES BLEUES (hereinafter "VB") and of the Holidaymaker (hereinafter the "Holidaymaker"). Signing up for a trip and/or holiday offered by VB (hereinafter "Trip") implies that the Holidaymaker unreservedly agrees to the following general terms and conditions. These terms and conditions of sale have been drawn up in accordance with Articles L.211-1 et seq. and R.211-1 et seq. of the French Tourism Code which set out the terms and conditions of activities relating to the organisation and sale of travel or tourist packages. These GCS apply to all bookings made from 1st December 2025. Contracts entered into before this date remain subject to the previous GCS, which are available in the previous editions of the brochure and on the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr). The GCS may be amended at any time without prior notice. Changes shall be effective immediately upon posting but shall only apply to bookings made after the posting of the changes. The Holidaymaker acknowledges that they are of legal age and not under guardianship. The Holidaymaker acts both on their own behalf and on behalf of the persons associated with their booking; they guarantee that they are legally authorised to exercise this right, guarantee the accuracy of the information they provide and are personally accountable for the persons registered on the same booking.

## SUMMARY OF TRAVELLERS' RIGHTS (ARTICLES L. 211-8, R 211-1-2 AND R. 211-4 OF THE FRENCH TOURISM CODE)

VB recommends that, prior to any registration, you read the following information forms provided for in the French Tourism Code:

### Namely, when purchasing a tourist package:

The travel service combination offered is a package as defined in Directive (EU) 2015/2302 and in Article L.211-2 II of the French Tourism Code. Therefore, you will be entitled to all rights granted by the European Union applicable to packages, as transposed in the French Tourism Code. VB and its organising partners will be fully responsible for the proper execution of the package as a whole. Furthermore, VB has the mandatory legal protection to refund payments and, if transport is included in the package, to ensure your repatriation in the event of insolvency, as required by law.

## Fundamental rights under Directive (EU) 2015/2302 transposed into the Tourism Code:

Both the organiser and the retailer are liable for the proper performance of all travel services included in the contract. Travellers are given an emergency telephone number or contact details to reach the organiser or retailer.

Travellers may assign their package to another person with reasonable notice and possibly subject to an additional charge.

The price of the package may only be increased if specific costs increase (e.g. fuel prices) and if this eventuality is explicitly provided for in the contract. However, the price may not be changed less than twenty days before the start of the package. Should the price increase exceed 8% of the package price, the traveller may rescind the contract.

While the organiser reserves the right to increase the price, the traveller is entitled to a price reduction in the event of a reduction in the related costs. Travellers may withdraw from the contract without paying any withdrawal fee and receive a full refund of the payments made if any of the essential elements of the package other than the price undergo a significant change. If the undertaking or organiser responsible for the package cancels the tour prior to its commencement, travellers are entitled to a refund and, if applicable, compensation. Travellers may cancel the contract without paying a cancellation fee prior to the start of the package in the event of exceptional circumstances, e.g. serious security issues arising at the destination which may impact the package. Furthermore, travellers may cancel the contract at any time before the start of the package by paying an appropriate and justifiable cancellation fee.

If significant elements of the package cannot be provided as planned after the start of the package, the traveller must be offered other suitable services at no extra cost. Travellers may withdraw from the contract free of charge when the services are not provided as stipulated in the contract and this significantly affects the performance of the tour package and the tour operator does not remedy the problem.

The traveller is also entitled to a discount and/or compensation for non-performance or inadequate travel services.

The organiser or retailer must provide assistance if the traveller experiences difficulties.

Should the organiser or retailer become insolvent, the sums paid will be refunded. If the organiser or retailer becomes insolvent after the start of the package and if transport is included in the package, the repatriation of the travellers is guaranteed. VACANCES BLEUES has taken out insolvency protection with UNAT. Travellers may contact this undertaking (8 rue César Franck - 75015 Paris) if they are refused services due to the insolvency of VACANCES BLEUES.

## Note for the purchase of a travel service (hotel or dry hire services):

If you purchase a travel service you will enjoy rights granted under the Tourism Code. The organiser and the retail travel agent will be fully responsible for the proper execution of the travel service. In addition, as required by law, the tour operator and retail travel agent are fully protected in order to refund your payments in the event that they become insolvent.

## Fundamental rights under the French Tourism Code:

Travellers will be provided with all essential information regarding the travel service before entering into the travel contract. Both the service

provider and the retailer are liable for the proper performance of the travel service. Travellers will be provided with an emergency telephone number or contact details to reach the service provider or retailer.

Travellers may transfer their travel service to another person with reasonable notice and possibly subject to an additional charge.

The price of the package may only be increased if specific costs increase and if this eventuality is explicitly provided for in the contract. However, the price may not be changed less than twenty days before the start of the package. If the price increase exceeds 8% (eight per cent) of the price of the travel service, the traveller may withdraw from the contract. While the service provider reserves the right to increase the price, the traveller is entitled to a price reduction in the event of a reduction in the related costs.

Travellers may withdraw from the contract without paying withdrawal costs and receive a full refund of payments made if any essential element of the contract, other than the price, is significantly changed. If the professional responsible for the service cancels it before the start of the service, the travellers may obtain a refund and compensation where applicable.

Travellers may cancel the contract without paying a cancellation fee before the start of the service in case of exceptional circumstances, for example if there are serious safety problems at the destination that could affect the trip. In addition, travellers may withdraw from the contract at any time before the start of the journey, subject to payment of reasonable and justifiable withdrawal costs.

If, after the start of the trip, important elements of the trip cannot be provided as planned, the traveller must be offered other appropriate services at no extra cost. Travellers may withdraw from the contract without paying a withdrawal fee if the services are not performed in accordance with the contract and this significantly disrupts the performance of the trip and the service provider does not remedy the problem. Travellers are also entitled to a discount and/or compensation in the event of non-performance or poor performance of the travel service.

The service provider or retailer must provide assistance if the traveller is in difficulty. If the service provider or retailer becomes insolvent, the amounts paid will be refunded. VACANCES BLEUES has taken out insolvency protection with UNAT. Travellers may contact this undertaking (8 rue César Franck - 75015 Paris) if they are refused services due to the insolvency of VACANCES BLEUES.

## GENERAL TERMS AND CONDITIONS OF SALE

### Art. 1 - PRE-CONTRACTUAL INFORMATION

In accordance with Articles L. 211-8 and R. 211-4 of the French Tourism Code, the following constitute elements of the pre-booking information referred to in the said articles: (I) the description of each trip or holiday appearing in the VACANCES BLEUES catalogues in force at the time of the booking and/or on the Website, (II) other relevant information appearing on this Website, (III) the present General Terms and Conditions of Sale and, possibly, the Special Terms and Conditions of Sale, (IV) the standard information forms summarising the rights of the traveller as well as the pre-booking offer/contract of sale summarising the reservation. In accordance with Article L211-9 of the French Tourism Code, VB expressly reserves the right to modify, notably by means of erratum, the information on the website and in the fact sheets, in particular with regard to the price and content of the transport and accommodation Services, the minimum number of persons required for the trip, the identity of the air carrier, the itineraries of the tours and the opening and closing dates of the hotels.

### Art. 2 • OPTION –BOOKING

The booking of a Trip can be made either through our call centre by telephone on 04 91 00 96 48 or on our website [www.vacancesbleues.fr](http://www.vacancesbleues.fr) or directly with the establishment for a stay in France. The Holidaymaker must confirm their booking before the end date of the option by sending the payment of the deposit or by providing a credit card number under the conditions provided for in Article 6. Upon receipt of the deposit, VB will send a booking confirmation by email. This booking confirmation forms the contract of sale between VB and the Holidaymaker. To this end, the Holidaymaker agrees to the use of e-mail for the conclusion of the contract or for the transmission of information relating to the performance of the contract in accordance with Article 1369-2 of the Civil Code.

### Art. 3 • NO RIGHT OF WITHDRAWAL

Holidaymakers are reminded, in accordance with Articles L221-2, 5° and L221-28, 12° of the French Consumer Code, that they do not have the right of withdrawal as provided for in Articles L221-18 et seq. of the same code. Therefore, all sales of Trips are subject to the cancellation and modification conditions set out in Article 7.

### Art. 4 • FEES

Each reservation for a Trip lasting four (4) nights or more will be subject to the payment of a processing fee of thirty (30) euros by VB. The booking fee is final and cannot be refunded – unless the Trip is cancelled at VB's initiative.

### Art. 5 • RATES

#### • General information

Prices "from" are valid on certain dates for certain departure cities and subject to availability. Final rates are given at the time of booking. Prices for Trips are all-inclusive and cannot be split up by type of service. Unless expressly stated otherwise, prices do not include any administration fees (cf. Art. 4) or comprehensive insurance (cf. Art. 20), any personal expenses (laundry, room service, telephone, passport issuing fees, etc.), tourist taxes, gratuities, the cost of obtaining visas and, more generally, any service not expressly specified in the prior information documents. In the case of international Trips, the all-inclusive price means that the price includes all variable taxes related to air travel (airport, security, fuel surcharge and solidarity taxes) or sea travel. Fares are subject to

amendment under the conditions provided for in Article 8.

#### • Discounts/Special Offers:

Special offers: Holidaymakers benefiting from a discount as part of a promotional operation or a partnership price agreement must use the said discount at the time of booking the holiday. Once the confirmation or the invoice has been issued, the Holidaymaker will not be able to benefit from any further discount. Unless otherwise stated, discounts and special offers indicated in the brochures or on the [www.vacancesbleues.fr](http://www.vacancesbleues.fr) website are not cumulative. It is hereby stated that promotional deals do not apply retroactively and therefore do not concern clients having already made their reservation prior to the date of publication of the offer. As a result, the difference between the price paid and the promotional price will not be retroactively refunded to the Holidaymaker who paid a higher price.

#### •Special rates

Flexible rate: refers to a rate that the customer can choose when booking, which can be cancelled free of charge up to 48 hours before arrival time (12 noon).

Non-cancellable/non-refundable rate: refers to a rate that the customer can choose when booking the booking. It is non-exchangeable, non-refundable and non-modifiable, regardless of the reason for cancellation.

#### • Pricing error

In the event of a manifest error in the advertised or published price or rate, such as an unreasonably low price compared to the average price of the same product during the same period, the holidaymaker is informed that the contract shall be considered null and void and that they will be refunded the deposit or the total price paid without compensation, regardless of the period during which VB becomes aware of the error, unless the holidaymaker accepts the new adjusted price communicated by VB.

## Art. 6 • PAYMENT

### • Payment schedule

Bookings for travel, stays or rental accommodation shall only be confirmed upon receipt of an advance payment equivalent to 30% of the total amount of the stay, 100% of the administrative and insurance costs and, if applicable, 100% of the transport tickets (air or rail) purchased from VB to reach the place of stay in France. Barring any mention to the contrary on the booking confirmation, the balance must be paid:

At least 65 days before departure for river and sea cruises;

– At least 45 days before departure for trips abroad and stays in France.

When a deposit is paid via the website, unless otherwise specified by the customer, the remaining balance will be automatically charged to the same payment card on the date indicated in the detailed payment schedule above. For bookings made after the balance payment deadline, full payment of the stay is required at the time of booking. Bookings for accommodation in France (room only or with additional breakfast and/or meals) of less than or equal to 4 nights are subject, depending on the establishment and the type of rate chosen, to specific payment and cancellation conditions which will be indicated on the option and the booking confirmation. These reservations imply the Holidaymaker's provision of credit card payment information (name, number and validity date) in order to guarantee payment of the stay. For bookings with a non-cancellable, non-refundable rate, full prepayment for the stay must be made at the time of booking confirmation.

For bookings with a flexible rate, full prepayment for the stay must be made at the time of booking and will be charged to the same card 48 hours before the start of the stay.

### • Means of payment

The following means of payment are accepted for the payment of the stay:

- Credit card (Visa, Eurocard/Mastercard et American Express);

– Bank cheque: made out to Vacances Bleues and mentioning on the back: the name the date of the stay the name of the establishment the contract number (even if a letter is enclosed);

– Cash only in travel agency and postal order within the limit of the legal amount authorised, i.e. 1,000 euros;

Paper holiday vouchers and "Connect" holiday vouchers (NB: electronic vouchers are not accepted): Vouchers must be valid at the time of use.

Paper holiday vouchers must be made out to VB. Holiday vouchers for the balance of the holiday must be received by us no later than 65 days prior to the start of the Trip. The vouchers must be sent to Vacances Bleues by a secure means of delivery (e.g. registered post or Chronopost, depending on the value of the vouchers). Declared value shipments are not accepted). VB cannot be held responsible in case of non-receipt due to loss or theft of the vouchers.

In the event of cancellation of the stay, the amount paid in holiday vouchers will not be refunded. In the event of cancellation of the stay, the amount paid in holiday vouchers will not be refunded. A credit note may be issued for a future holiday.

– VB gift vouchers and sponsorship vouchers: only one discount voucher per file will be accepted. Gift vouchers and sponsorship vouchers do not have monetary value and cannot be exchanged or reimbursed in whole or in part, particularly when their validity date expires or in the event of loss or theft, nor can they be returned in monetary terms.

- Cash cheques, CADO cheques or CADO card Payments made by mail with declared value are not accepted.

- Payment in 3 or 4 instalments with charges (specified at the time of booking and within the limit of the interest rate including all taxes published in the Journal Officiel) is available when you book your trip through our call centre (a payment link valid for 48 hours will be sent to you) or on our website for orders between 400 and 5,000 euros (including all taxes) under the conditions specified below, via the ALMA payment service (a simplified joint stock company with its registered office at 176, Avenue Charles De Gaulle, 92200 Neuilly-Sur-Seine and registered with the Nanterre Trade and Companies Register under number 839100575, a company approved as a Payment Institution and Finance Company

registered under number 90786).

An Alma application form must be submitted and accompanied by copies of the Holidaymaker's identity document and proof of financial resources. If the Holidaymaker complies with the credit requirements, Alma will send a credit agreement to be signed and returned. Prior to signing the credit agreement, the Holidaymaker must read and accept Alma's General Terms and Conditions of Use (hereinafter referred to as the GTCU) and Data Protection Policy. VB accepts in advance the granting of a credit agreement concluded between Alma and the Holidaymaker in accordance with Article L312-46 of the French Consumer Code. If Alma agrees to grant credit to the Holidaymaker, the amount shall be paid by credit in accordance with Article L312-45 of the French Consumer Code. Any refusal by Alma to grant credit for a booking may result in the cancellation of the said booking, unless the Holidaymaker agrees to pay in full by an alternative method of payment. Payment security is ensured by Alma and its service providers. All payments are protected by the 3D Secure system. Alma manages remote payments and issues an electronic certificate as proof of the amount and date of the transaction in accordance with the provisions of Articles 1316 et seq. of the French Civil Code. Any termination of the General Terms and Conditions of Sale (hereinafter "GCS") between VB and the Holidaymaker shall result in the termination of the credit agreement between Alma and the Holidaymaker. In the event of withdrawal, the costs and interest incurred by the Holidaymaker shall be reimbursed in accordance with regulations.

**• Failure to pay within the time limit set out in the above paragraphs**

In the event of non-payment of the sums requested within the time limit set out in the above paragraphs, VB will not be obliged to hold the reservation and may claim compensation under the same conditions as those provided for in Article 7. Any person who has not paid for a trip will not be able to re-register without first clearing his/her account.

**Art. 7 • MODIFICATION OR CANCELLATION OF THE TRIP BY THE HOLIDAYMAKER**

Any modification or cancellation of the Trip must be brought to the attention of VB by any written means allowing for acknowledgement of receipt. The day on which VACANCES BLEUES receives the cancellation and the day before the first day of the trip or stay are included in the calculation of the deadlines. Any request for modification or cancellation received on a Saturday, Sunday, public holiday or after 5 p.m. shall be deemed to have been received on the next working day. A change to the Trip is defined as any change made after the confirmation of the booking, in particular with regard to the number of persons, the services booked, the dates and/or the duration or the destination. All requests for changes will be treated as cancellations. For any booking paid in full or in part by means of a COVID-19 credit note, if the traveller wishes to cancel this new booking, the cancellation fee schedule below will apply. Any refund will be in the form of a new credit note which can be used under the same conditions and until the end of the validity period as the original credit note.

**• Cancellation fees for a trip in France (excluding tours in Corsica and cruises)**

If the Holidaymaker cancels before departure, VB will be liable for the following charges on the total amount of the trip (excluding the booking fee and insurance costs, which will be retained by VB). - From the date of booking to 46 days before departure:

€30 cancellation fee per booking;

- From 45 to 31 days before departure: 10% ;

- From 30 to 21 days before departure: 30%;

- From 20 to 8 days before departure: 50%; - From 7 days before departure or in the event of no-show on the day of arrival: 100%.

For non-refundable bookings, 100% of the cancellation fee will be charged when the stay is confirmed. For stays in France at a flexible hotel rate (room only or with additional breakfast and/or meals) of less than or equal to 4 nights, cancellation charges will be applied at the first night rate from 48 hours prior to arrival (12 pm) and 100% in the event of No Show.

VB reserves the right to immediately offer for sale and without prior notice the rooms vacated as a result of no-show or cancellation, notwithstanding the penalties applied, which will be automatically retained by VB. In case of late arrival, the client must inform the reception desk at the accommodation as soon as possible. For trips including additional services (Spa, excursions, etc.) the total amount of these services will be retained. Any request for cancellation of a transport ticket (air or bus) purchased from VB to reach your place of stay in France will be invoiced at 100% of the price including VAT as soon as the reservation is made.

**• Cancellation indemnities for foreign travel, tours in Corsica and cruises**

In the event of cancellation by the holidaymaker before departure, the following scale of charges will apply per person to the total cost of the holiday (excluding any handling fees and insurance costs, which will be retained by VB).

**General information:**

- From the day of booking up to 125 days before departure: 30%; - From

124 to 45 days before departure: 60%; - From 44 to 33 days before

departure: 85%; - From 32 days to the day of departure: 100%; - No-show on the day of departure: 100%.

**Special cases:**

Puglia, Madeira, Malta, Montenegro, Cape Verde: - From the day of

booking up to 35 days before departure: 50%; - From 34 days before

departure: 100%; - No-show on the day of departure: 100%. River cruises

(except Netherlands and Venice): - From the day of booking up to 95 days

before departure: 30%; - Between 94 and 55 days before departure: 60%;

- Between 54 and 34 days before departure: 70%; - From 33 days to the

day of departure: 100%. Netherlands and Venice cruises: - From the day

of booking to 100 days before departure: 30%; - From 99 to 70 days

before departure: 60%; - From 69 days to 40 days before departure: 70%;

- From 39 days to the day of departure: 100%; - No-show on the day of

departure: 100%.

**• Visa and travel authorisation fees**

For all trips requiring a visa or other travel authorisation: once the visa application has been submitted the fees are non-refundable.

**• Excursions or tickets for exhibitions, museums, activities or shows with a prepayment requirement to guarantee the booking**

In case of cancellation 100% of the fees will be retained once the ticket is issued.

**Art. 8 • MODIFICATION OR CANCELLATION OF THE TRIP BY VB (FRANCE AND ABROAD)**

**• Possible modifications of the programmes**

VB may be required to make changes to the programme initially planned, on its own initiative or for reasons beyond its control. Excursions or stages may be modified and itineraries may be reversed, particularly according to local requirements or when destinations are impossible to access. The cruise programme may be modified according to navigation and safety requirements. VB shall not be held responsible for any change in the cruise itinerary, including the cancellation of a stopover and/or a connection scheduled in the programme, by the cruise line or the ship's captain, if this is due to safety reasons or Force Majeure.

**• Price modification**

Within the limits provided for in articles L.211-12 and R.211-8 of the Tourism Code, VB reserves the right to revise its prices upwards or downwards in order to take into account:

- The cost of transport, in particular the cost of fuel. - Variations in fees

and taxes related to the services sold such as air/port taxes.

- Variations in exchange rates.

The prices of the trips shown in this brochure and on our website have been established according to the currencies used for the payment of the service providers, valid for any stay from 01/12/2025. - Brazil, Cambodia, Vietnam: 1 USD = 0.90 EUR.

- Norway: 1 NOK = 0.0839€.

These possible revisions would apply to all persons registered or yet to be registered and may be passed on in the invoices issued at the latest 19 days before departure. In case of an increase of more than 8%, holidaymakers who have already registered will be given the opportunity to cancel their trip free of charge (except for booking fees and pre-payments made to guarantee reservations), provided that this cancellation is made no later than 7 days after receipt of the notice of increase. From 20 days before departure, no price changes can be made.

**• Cancellation due to insufficient number of participants**

The minimum number of participants for the trip to be confirmed is indicated in the "Guaranteed departure" pictogram. If the minimum number of participants required for a trip is not reached, VB reserves the right to cancel the trip without compensation no later than 21 days before the departure date for trips lasting more than 6 days; no later than 7 days before the departure date for trips lasting 2 to 6 days; and no later than 48 hours before the departure date for trips lasting 1 to 2 days. The Holidaymaker will then be reimbursed for any sums paid but will not be entitled to compensation.

**Art. 9 • TRIP DURATION**

The duration of the trip is calculated from the day of convocation at the departure airport or boarding until the day of return. Stays are calculated on a number of nights in a hotel or on a cruise and not a number of days. The first and last day may be shortened due to late arrival or early departure depending on the timetable provided by the airlines. Holidaymakers are advised not to make any major commitments the day before their departure or the day after their return. Similarly, when holidaymakers arrange their own transport before or after the trip (between their home and the departure airport and/or port), VB strongly advises allowing sufficient time between arrival and the scheduled departure of their main flight, both outbound and return. It is recommended to choose transport tickets or hotel accommodation that are flexible or refundable. Any trip that is interrupted or shortened by the holidaymaker, as well as any excursion or package booked but not used for any reason, will not be eligible for a refund.

**Art 10 • HEALTH AND ADMINISTRATIVE FORMALITIES**

Information regarding formalities provided at the time of booking is subject to change. Holidaymakers are strongly advised to consult the website [www.diplomatie.gouv.fr/en](http://www.diplomatie.gouv.fr/en) under the headings Traveller's Advice and Entry/Exit in order to check the latest administrative and health formalities. VB declines all responsibility if a Traveller does not have the valid identity documents and/or visas required for the trip and/or the required document attesting to his/her health status (e.g. vaccination certificate) which may result in the Traveller being refused admission to the ship or to the foreign country.

The Traveller will not be entitled to any reimbursement or compensation from VB and will be held responsible for any additional costs incurred. For French nationals, the administrative formalities are specified in the booking confirmation. Foreign nationals should contact their embassy for information. The completion of formalities as well as the cost of issuing passports and visas are the responsibility of the participant and cannot be reimbursed under any circumstances.

**• General administrative formalities**

Information to be provided at the time of registration: the full names, dates of birth and identity document numbers of holidaymakers must be provided at the time of booking.

The spelling of the holidaymaker's first and last names given at the time of registration must exactly match the spelling on the identity documents that

he/she will use for the stay and/or border crossings.

**• Identity document:** Holidaymakers must present a valid identity document (often valid for six months after the return date) regardless of their destination and must comply with all police, customs and health formalities required for their trip. Extended validity French national identity cards, i.e. those with a validity extended to 15 years instead of 10, without any visible indication, will not be accepted outside France, and even in some European Union countries. VB strongly advises travellers to ensure that their passport remains valid for the full duration of their stay in the destination country

**• Travellers are strongly advised to consult** the embassy or consulate of their destination country, as well as the official website:

<https://www.diplomatie.gouv.fr/fr/services-aux-francais/documents-officiels-a-l-etranger/article/duree-de-validite-de-la-carte-nationale-d-identite-et-sejour-a-l-etranger>.

**• Visa:** Depending on the destination and the type of passport held, a visa may be required. VB informs you that the approximate duration of the process to obtain a visa is 30 days from the receipt of all the required documents by the embassy or consulate concerned. This duration can go up to 90 days or more depending on the destination. To obtain assistance with the application process and to determine the exact processing time, travellers are advised to contact the embassy or consulate of their destination country, or visit the website:

[www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/](http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/).

**• Specific administrative formalities for minors (of French nationality)**

An exit permit is required if the minor is travelling with only one parent, with an adult who does not have parental care, or with a parent who does not share the same name. Specific formalities may be required for a minor to leave the country (or to enter a foreign country). We advise you to consult the website [www.diplomatie.gouv.fr/en/conseils-aux-voyageurs/](http://www.diplomatie.gouv.fr/en/conseils-aux-voyageurs/) depending on your destination.

For countries in the European Union: French minors of any age (even newborns) must have a valid national identity card after the date of return or a valid individual passport after the date of return.

For countries outside the European Union: A valid individual passport (often 6 months after the date of return) is compulsory and possibly a visa.

**• Health formalities**

For all information concerning the health risks that may be present in the country (countries) of destination and the countries of stopover and transit, as well as the recommendations issued by the authorities in this regard, we advise you to consult the website [www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/](http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/).

For European Union countries, it is advisable to bring your European Health Insurance Card (free of charge) and your vaccination booklet for other countries.

**• Additional formalities due to the health crisis linked to the Covid-19 pandemic**

The conditions of entry into countries change regularly. Wherever possible, Holidaymakers will be informed of any changes in the entry requirements of the destination country. However, until their date of departure, travellers are strongly advised to consult the website <https://www.diplomatie.gouv.fr-rubriqueConseils-aux-voyageurs>.

Travellers are responsible for complying with the formalities imposed by the French authorities and the country of destination due to the Covid-19 pandemic, or any comparable epidemic/pandemic. Holidaymakers agree to undergo temperature checks, screening tests, medical checks or any other measures decided by the country of destination before departure or upon arrival in the country. Failure by a Traveller to provide the required information and/or documents or to undergo a health examination required by the authorities shall constitute grounds for cancelling this contract at the Traveller's expense without entitling the Traveller to a refund of any sums paid.

Furthermore, Holidaymakers agree to comply with the procedures established by governmental and local authorities to contain the Covid-19 pandemic, or any comparable pandemic/epidemic, including social distancing, the use of face masks and hygiene protocols or any other measures. (Non-exhaustive list).

**Art. 11 • PRE- AND POST-ACHEMINATION**

**• Organised by the Client**

No delay or cancellation preventing a Client from taking a main flight, a pre/post-ACHEMINATION or from going to one of our establishments or to the place of departure of our Trips on the outward or return journey can be attributed to VB and no refund can be made. We advise customer to:

- Allow sufficient time between the arrival time of your connecting flight and the departure time of your main flight, both on the outward and return journeys;

- Not plan any professional commitments for the day before or the day after departure;

- Book travel tickets or hotel accommodation before or after the trip that can be modified or refunded.

**• Organised by VB**

VB can arrange connecting flights (before and after the main holiday) from certain cities in France, subject to availability. The Customer is invited to contact a holiday advisor to see if connecting flights can be arranged.

We endeavour to confirm the best possible connection for the customer, however, depending on the date of registration or departure and aircraft capacity, we may have to confirm a flight the day before or after the international flight. In this case, any additional accommodation and/or meal costs incurred will be charged to the customer. Pre- and post-trip schedules are generally communicated 45 days prior to departure. Once issued, pre-post tickets cannot be changed or refunded.



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## Art. 12 • AIR TRANSPORT

### • Identity of the air carrier

In accordance with articles R. 211-15 to R. 211-19 of the French Tourism Code, VB will communicate at the time of booking the identity of the air carrier(s) known at that time to be operating the flight(s). In the event of a change of carrier, Holidaymaker will inform the Holidaymaker by any means at the time of booking and until boarding.

### • Schedules/Place of stopovers and connections

When known before or at the time of booking, the estimated departure and return times are communicated to the client, it being specified that they are subject to change. These times are subject to change and are often finalised well before departure due to the large number of departure airports and the limitations of each airport. In addition, significant delays or even a change of airport may occur due to a technical incident, adverse weather conditions or other factors.

Likewise, where known before or at the time of booking, the duration and location of stopovers and connections are communicated to the client; they are also subject to change. They are also subject to change. In any event, and in accordance with article L. 211-10 of the French Tourism Code, the client will be given the necessary documents and information on the scheduled time of departure and, if applicable, the latest check-in time, as well as the scheduled times of stopovers, connections and arrival, in good time before the start of the trip. No refunds will be given for unused seats on either the outward or return journey.

### • Special/charter flights

Please note that the departure and return times of special/charter flights are not known at the time the trip is planned and may only be known between 8 days and 24 hours before departure.

### • Refund of air taxes

If, for any reason, the Holidaymaker is unable to board the aircraft, he/she may request no later than fifteen days after the planned date of travel, and in writing, the reimbursement of aviation taxes and other charges payable upon actual boarding of the passenger, in accordance with the applicable regulations, for the amount invoiced, after deduction of the 20% handling fee retained by VB. The fuel surcharge is not refundable.

### • CO2 emissions

Customers wishing to estimate the carbon dioxide emissions generated by their journey are invited to use the French Civil Aviation Authority's online calculator, available at: <https://eco-calculateur.dta.aviation-civile.gouv.fr/>.

## Art. 13 • GENERAL INFORMATION ON HOLIDAYS AND TRAVEL

### • Hotel classification

The star classification shown on the website and in the catalogue corresponds to that awarded by Atout France for establishments located in France. The star ratings of hotels abroad are assigned according to the local classification system, which may differ from French standards.

### • Single rooms and cabins

Rooms in the same category may have different surface areas, particularly in older buildings or those classified as historic monuments, without this leading to an increase or decrease in rates. Although sometimes less well located and smaller in size, single rooms and cabins are available for booking at an additional cost. Holidaymakers who have registered alone and have not opted for a single room will be charged the single room supplement at the time of registration. If one of the occupants due to stay in a double room cancels their booking, the remaining person will need to pay a surcharge for staying in a double room for single use.

### • Sea view

When a hotel specifies that the room is sea or garden side or other, the view is never guaranteed. The sea view or the garden view or other view can be frontal or partial lateral.

### • Hotel stay

Half-board and all-inclusive packages start with dinner on the first day and end with breakfast on the last day. Half board includes: dinner, bed and breakfast. Full and half board packages start with dinner on the first night and end with breakfast after the last night. Drinks, including mineral water, are not included unless otherwise stated in the description. This option is compulsory for all persons (adults and children) in the same booking who have chosen the half-board or full-board package. The "Drinks Package" or "All Inclusive" options allow unlimited consumption of certain drinks during certain time slots for people over 18. The corresponding bracelet must be worn. Drinks are served during the bar opening hours. Alcohol abuse is dangerous for your health and should be consumed in moderation. Vacances Bleues cannot guarantee that the planned or alternative meals offered in its restaurants will meet special dietary requirements, including for medical or religious reasons.

### • Theft

Holidaymakers are strongly advised not to take any valuables with them to limit the risks of loss or theft. All personal belongings and valuables (money, jewellery, credit cards, electronic devices, etc.) remain the responsibility of the Holidaymaker. These valuables and personal belongings must be placed in the safes located in the rooms when necessary.

## Art. 14 • ACCOMMODATION CONDITIONS (HOLIDAYS IN FRANCE)

### • Special requests

If, at the time of booking, the Holidaymaker expresses a special request (such as a specific campsite pitch, orientation, floor, etc.), VB will make every effort to satisfy the request, subject to availability. However, VB cannot guarantee that such requests will be fulfilled. Failure to comply with a special request may under no circumstances be used as grounds for cancellation, or as a pretext for any request for reimbursement or compensation.

### • Accommodation occupancy

For safety reasons, the number of people arriving for a stay may under no

circumstances exceed the number of places in the allocated accommodation and the number of people indicated on the booking agreement. Full-board and half-board accommodation is allocated according to family composition.

### • Arrival/departure times

The Customer shall occupy and vacate the room at the times stated in the Contract. The Customer may be charged an additional night's stay at the posted public rate if the Customer exceeds these times. VB will inform the Customer of the check-in and check-out times in good time before the start of the journey or stay if these times change. The Customer is advised to take precautions and inform the reception staff in the event of a late arrival if the accommodation does not have a night reception.

### • Stay in a rental formula

#### Linen/cleaning:

Bedding and towels are included in the rental fee. The Holidaymaker is responsible for cleaning during and at the end of the stay. A cleaning service at the end of your stay (excluding crockery and kitchen area) is available at an extra charge. The rates for each establishment can be found on the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr). It can be booked at the time of your reservation or on-site.

#### Comfort package:

A Comfort Package, which includes bathroom and bed linen, beds made on arrival, change of bathroom linen on request and final cleaning (excluding crockery and kitchen area), is available at an additional charge and can be booked at the time of booking or on site (the rate applicable to each facility can be found on the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr)). This package is included for stays of less than three nights.

### • Children

Minors must be accompanied throughout their stay by at least one adult with parental authority or parental authorisation.

#### Children's discount:

For destinations with a per person rate, discounts may be granted to children according to their age (age limits apply at the start date of the holiday and not at the time of booking) up to a maximum of:

- 100% of the adult rate (including VAT) for children under 2 years of age;
- 50% of the adult rate (including VAT) for children aged 2 to 5 inclusive;
- 25% of the adult price (including VAT) for children aged 6 to 11 inclusive;
- 10% of the adult price (including VAT) for children aged 12 to under 15.

These discounts are applicable to children provided that they share the same room with two paying adults. The above discounts do not apply when booking apartment-type rental accommodation.

### • Pets

Small pets (less than 8 kg) except for category 1 and 2 dogs defined as dangerous are accepted in all our VB establishments. Only one pet is allowed per accommodation unit and only in certain types of rooms/accommodation per establishment. Pets must be kept on a leash in all public areas of our establishments. For reasons of hygiene, pets are not permitted in restaurant and breakfast areas during serving hours and in the vicinity of swimming pools. A supplement will be charged per night according to the tariff conditions of the establishment (for the tariff applicable to each establishment, please refer to the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr)).

### • Security deposit

Upon arrival, the Holidaymaker may be required to pay a deposit of up to €250. It will be returned to him/her at the end of the stay, subject to a satisfactory inventory of the accommodation, less any additional costs (unpaid extras, damage, cleaning costs, etc.).

### • Internal regulations

Internal regulations are displayed in each establishment. In the event of failure to comply with the rules and regulations, damage, violence, disrespect for others, failure to pay for the stay, failure to comply with the accommodation capacity, VB reserves the right to terminate the stay in advance, without a refund or compensation.

It is strictly forbidden to smoke in all the accommodation, which is non-smoking.

### • Damage

The Holidaymaker must inform the establishment of any damage caused by him/her. He/she is responsible for any damage caused by him/her and undertakes to pay the cost of repairing any damage to the accommodation (rooms, common areas such as the swimming pool, whirlpool, garden and sanitary facilities).

### • Sports and other facilities

Access to facilities such as the steam bath, fitness room, etc. is subject to the conditions of use of these facilities.

Minors using the swimming pool must be accompanied by an adult according to the specific conditions and timetables of each establishment. The opening hours of the spa, restaurants and other facilities are subject to change without prior notice.

## Art. 15 • ISSUANCE OF GIFT VOUCHERS - TRAVEL LIST

VB offers the sale of gift vouchers or the opening of a travel list giving rise to the issue of a gift voucher so that the person of your choice may choose a holiday from the Vacances Bleues range. The gift voucher is valid for 18 months from the date of issue, and can be used to purchase a Trip from the Vacances Bleues reservation centre. The gift voucher's validity date is the date on which the Trip is completed. A gift voucher cannot be used to buy another gift voucher. The gift voucher is nominative and cannot be assigned to third parties. The voucher must be returned at the time of booking. Any damaged voucher may be refused. If all or part of the trip is paid for with gift vouchers, refunds in connection with any cancellation (subject to the application of the cancellation charges set out in Article 7) will be made in the same form up to the amount originally paid for with gift vouchers.

## Art. 16 • HOLIDAYMAKER'S OBLIGATION TO PROVIDE INFORMATION

The Holidaymaker must inform VB, in writing and prior to booking the trip or stay, of any details or special needs that may affect the performance of the trip or stay (person with reduced mobility with or without wheelchair, presence of an animal, transport of musical instrument, golf equipment, diving equipment, etc.) and of any other special request of the Holidaymaker.

## Art. 17 • ACCESSIBILITY

On the website, the destinations adapted to persons with reduced mobility are indicated by a pictogram. The establishments with rooms equipped with access facilities in accordance with the applicable standards are generally indicated as suitable for persons with reduced mobility. However, VB or any other service provider cannot provide and/or charge for additional services such as special medical assistance or equipment. The establishments cannot guarantee that the person with reduced mobility will have access to all the activities and facilities of the proposed destinations by their own means. Disabled persons and persons with reduced mobility must provide VB with essential information about their disability prior to booking in order to assess the suitability of the trip and to ensure comfort and safety. For security reasons, VB reserves the right to deny a registration for a destination it deems inaccessible, without such denial constituting a refusal to sell.

## Art. 18 • LIABILITY OF VB

In accordance with Article 211-6 of the French Tourism Code, VB is responsible for ensuring the proper delivery of the services contracted. And in accordance with Article L211-17-1 of the same Code, VB is also required to provide assistance to the customer in the event of any difficulties encountered during the trip.

Under no circumstances can VB be held liable for:

- Loss or theft of airline tickets by the traveller(s)
- Failure to provide the authorities and/or carriers with the administrative and/or health documents required to undertake the trip and/or enter the country(ies) of travel and/or cross the borders, in accordance with the information provided by VB.
- Damage attributable to the traveller or to a third party not involved in the provision of the travel services included in the contract, or to an event of an unforeseeable and unavoidable nature or to exceptional and unavoidable circumstances. VB can never be held liable for indirect damage.
- Late arrival at check-in and/or boarding of any transport route, including air transport. VB cannot be held liable for any refund of transport tickets in this case. - The execution of services bought on the spot by the traveller and not foreseen in the travel programme, nor of pre- and post-transportations taken at the initiative of the traveller.
- Cancellation due to exceptional and unavoidable circumstances and/or for reasons related to the safety of the travellers and/or injunction of an administrative authority: in this case VB reserves the right to modify the dates, schedules or itineraries scheduled if it deems it necessary to protect the safety of the travellers without recourse from the latter.

## Art. 19 • TRANSFER OF THE TRIP OR HOLIDAY

The Holidaymaker may transfer their contract (excluding insurance policies) to a third party, provided the contract has not yet taken effect. VB must be informed of the transfer by registered letter with acknowledgement of receipt no later than seven (7) days before the start of the trip—or fifteen (15) days in the case of a cruise. The notification must specify the names and addresses of the transferee(s) and participant(s) and include proof that they meet the same conditions as the original Holidaymaker, including any visa requirements. The transfer remains subject to the airline's approval of the traveller substitution. The Holidaymaker (assigning and/or receiving person) will be charged a minimum of €50 per person for handling fees and any other costs.

## Art. 20 • COMPREHENSIVE INSURANCE

Comprehensive insurance (for an amount equal to 5% of the price of the holiday) will be offered to the Holidaymaker prior to booking. The comprehensive insurance package includes the following guarantees: Trip Cancellation, Baggage Damage, Delayed Arrival, Traveller Assistance, Vehicle Assistance, Trip Interruption, Civil Liability for Holidaymakers, as well as coverage related to epidemics and pandemics. In accordance with the provisions of Article 7, the Cancellation Guarantee allows, within the limits and under the conditions established by the Comprehensive Insurance, the reimbursement of the sums withheld by VB, except for the amount of the booking fees and the subscription to the Comprehensive Insurance Guarantees. The Holidaymaker has a cooling-off period of 30 days from the date of subscription, in the case of comprehensive insurance and provided that no claim has been made. After this period, the subscription is final and cannot be refunded. The Holidaymaker is strongly advised take out personal insurance if he/she does not already have coverage. Late purchase of insurance is only possible if both the following conditions are met: (i) the period between registration for the trip and purchase of the insurance does not exceed 14 days and, (ii) the trip is scheduled to depart in more than 30 days. Details of the conditions and guarantees are available on the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr). VB reminds the Holidaymaker of the obligation to declare any claim to the insurer as soon as it occurs and at the latest within two (2) working days for Baggage cover and within five (5) working days in all other cases.

## Art. 21 • SPECIAL TERMS AND CONDITIONS OF LOYALTY AND REFERRAL PROGRAMMES

VB offers holidaymakers free access to its loyalty and referral programme. Full terms and conditions of use are available on the website:

[www.vacancesbleues.fr](http://www.vacancesbleues.fr).

#### Art. 22 • PROFESSIONAL LIABILITY

VB is insured with MMA, by a professional liability insurance policy in accordance with the provisions of articles 20 and following of the decree n° 94-490 of June 15th 1994 taken in application of Article 31 of the law n° 92-645 of July 13th 1992. Guarantees are acquired up to a maximum of €5,000,000 per insurance year.

#### Art. 23 • QUALITY OF THE STAY

Holidaymakers may share their personal experiences online via the VB holidaymaker opinion site by means of a satisfaction questionnaire. This questionnaire aims to measure the quality of service provided throughout the purchase process. This questionnaire will be sent by e-mail. The information collected in this questionnaire is subject to automated data processing, for which VB is responsible. The data is personal (first name + first letter of the last name) and will be used by VB in accordance with the regulations in force and in particular those relating to the protection of personal data.

#### Art. 24 • EVIDENCE

In accordance with Article 1316-2 of the French Civil Code, and except in the case of an obvious error attributable to VB, the data recorded in VB's information system and/or that of its partners or service providers—particularly within electronic messaging tools—shall be deemed to have evidentiary value with regard to orders placed and the fulfillment of the parties' respective obligations. The data on computer or electronic media thus stored constitute evidence and if produced as evidence by VB in any litigation or other proceedings, they shall be admissible, valid and enforceable between the parties under the same conditions and the same probative force as any document that would be established received or kept in writing.

#### Art. 25 • FORCE MAJEURE

Force majeure shall mean any event external to the parties presenting an unforeseeable and insurmountable character that prevents the Customer or the hotel operator from fulfilling all or part of their obligations under the contract. Cases of force majeure or acts of God are those usually recognised by the case law of the French Courts and Tribunals.

Neither of the parties may be held liable towards the other party in the event of non-performance of its obligations resulting from an event of force majeure. It is expressly agreed that force majeure suspends the performance of the parties' mutual obligations and that each party shall bear the costs arising from it.

#### Art. 26 • COMPLAINTS

##### • During the trip

We encourage you to contact VB if you notice any non-conformity in the provision of services during your trip. In the event of a complaint, we will take into account your failure to report any non-conformity in the performance of the services during your trip, if this could have financial consequences.

##### • After the trip

The Holidaymaker may lodge a complaint with VB for non-performance or poor performance of the contract. This complaint must be sent within 15 days of the end of the trip or holiday by registered letter with acknowledgement of receipt to the above address. After referring the matter to VB, and in the absence of a satisfactory response within 60 days, the Holidaymaker may refer the matter to the Tourism and Travel Ombudsman, whose contact details and procedures can be found on the website: [www.mtv.Travel](http://www.mtv.Travel) by sending a request online or by post to the following address: Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17.

#### Art. 27 • PERSONAL DATA

The information that you send us is recorded in a computer file by VB. Certain information must be provided to VB when you register and/or make a travel request; it is indicated by an asterisk. Your requests may not be processed if you fail to provide the requested information. The other information requested is optional. The processing of your personal data is necessary to enable us to offer you a contract for the purpose of making your trip and to execute it. Personal data we collect are used to provide you with access to any information about your trip(s) or travel requests, to process your requests (itineraries, travel services), to offer you similar services or trips in which you may be interested, to compile statistics, to register you for newsletters at your request and, with your consent, to send you information about VB and its partners (new products and services, commercial brochures and personalised offers). Please note that in order to process your order for travel services, your data will be passed on to VB's subsidiaries and partners, suppliers of the services you have booked (hoteliers, transporters, etc.) or to technical service providers (IT, hosting, email distribution, online payment service provider, etc.), which may be located outside the European Union. Our subsidiaries and/or partners undertake to use your personal data exclusively to carry out certain functions that are essential for your trip, in strict compliance with your rights to the protection of personal data and in accordance with applicable legislation. VB will not transfer or sell your personal data to any third party. Your data are retained for the duration of the contractual relationship and for the period necessary to meet a legal or regulatory obligation. In any case, if you do not contact us for a period of three years, your personal data will be permanently deleted or made anonymous. In accordance with the French Data Protection Act n°78-17 of January 6th 1978, as amended, you have the right to access, oppose (in particular to the sending of marketing communications), rectify, limit and delete your personal data, as well as the right to portability. These rights can be

exercised by writing to: Vacances Bleues - 32, rue Edmond Rostand - BP 217 - 13431 Marseille Cedex 06 or by sending an email to: [donneespersonnelles@vacancesbleues.fr](mailto:donneespersonnelles@vacancesbleues.fr). You have the right to lodge a complaint with the CNIL if you consider that we are not complying with the regulations applicable to personal data. For more information on how we collect and process your personal data, please see our privacy and cookies policy at [www.vacancesbleues.fr](http://www.vacancesbleues.fr). In accordance with Article L 223-2 of the French Consumer Code, you may register your number on the National Do-Not-Call List to block telemarketing calls.

#### Art. 28 • PHOTOS AND ILLUSTRATIONS

The photographs in this brochure provide only a partial representation of the sites and hotel facilities featured. In the event of printing errors or omissions in the brochure, VB reserves the right to make the necessary corrections.

Photos: Wallis, Pexels, Fotolia, Adobe Stock, Shutterstock, iStock, Thinkstock, Getty Image, Masterfile, Sarmentelles 2023 - Fabrice Ferrer, Alamy, Vacances Bleues, Helwin Goetzinger, Alexandre Sattler, Lucas Schmitter, Kevin Hogan.

#### Retailer

##### VACANCES BLEUES

SAS with a capital of €914,694

Registered office: 32, rue Edmond Rostand - 13006 Marseille

RCS Marseille 421 866 344

Registration Atout France IM 013100138

Intra-community VAT number: FR 80 421 866 344

#### Organisers

##### VACANCES BLEUES ÉVASION

SAS with a capital of €1,219,592

Registered office: 32, rue Edmond Rostand - 13006 Marseille

RCS Marseille 378 713 309

Registration Atout France IM 013100145

Intra-community VAT number: FR 85 378 713 309

##### VACANCES BLEUES HÔTELS

SAS with a capital of €677,416.24

Registered office: 32, rue Edmond Rostand - 13006 Marseille

RCS Marseille 391 127 875

Registration Atout France IM 013100144

Intra-community VAT number: FR 51 391 127 875

##### VACANCES BLEUES RÉSIDENCES

SAS au capital de €1,913,397.1

Registered office: 32, rue Edmond Rostand - 13006 Marseille

RCS Marseille 424 860 435

Registration Atout France IM 013100146

Intra-community VAT number: FR 56 424 860 435

##### FINANCIAL GUARANTEE INSTITUTION

UNAT - 8 Rue César Franck - 75015 Paris

##### INSURANCE

Hiscox - 12 quai des Queyries - CS 41177

33072 Bordeaux

