

## SPECIAL CONDITIONS FOR GROUP HOLIDAYS IN FRANCE

*Version in force from 13/03/2022*

### **Art. 1 • PURPOSE AND SCOPE OF THE CONDITIONS OF SALE FOR GROUPS**

The purpose of these general sales conditions (hereinafter referred to as "GSC") is to define the respective obligations of DIFFUSION TOURISME (trade name VACANCES BLEUES), in its capacity as reseller (hereinafter referred to as "VB"), and of any natural or legal person (hereinafter referred to as "the Customer Group") who books and/or purchases a service offered by VB (hereinafter referred to as "the Trip"). The Customer agrees to these terms and conditions and accepts them without reservation by booking and/or registering for one of our trips. These conditions do not apply to "workshop" groups, which are subject to specific workshop sales conditions (available on request to VB). The clauses contained in these terms and conditions cancel and replace the clauses previously published. The CGS may be amended at any time without prior notice. In this case, the changes will come into force as soon as they are posted on the "vacancesbleues.fr" site, but will only apply to bookings made after they have been posted, and the contract will be governed by the sales conditions in force on the date of signature of the original offer. The Customer Group, who guarantees that he is duly authorised to act in this capacity, guarantees the veracity of the information provided and is personally responsible for the persons listed in the same file, acts both on his own behalf and on behalf of the persons associated with his booking.

### **Art. 2 • CONCEPT OF A GROUP**

The rates and general conditions of sale for groups apply to a party of a minimum of 15 paying adults who book a trip of the same duration simultaneously, including identical services and relating to the same invoice (hereinafter referred to as "the International Customer Group").

### **Art. 3 • PRELIMINARY INFORMATION**

In accordance with Article L. 211-8 of the French Tourism Code, the descriptive files featured on the Site and/or the brochure and/or the quote/contract, the conditions of sale, and the standard information forms that summarise the traveller's rights are intended to inform customers in particular, before they place their order, of the main features of the services offered in relation to transport and the trip, the contact details of the organiser, the price and

payment methods, the cancellation and contract cancellation conditions, and optional forms of insurance.

In accordance with Article L211-9 of the French Tourism Code, the parties expressly agree that VB may make changes to the information contained in the brochure, particularly to the price and the contents of services provided as part of the trip, as well as to the opening and closing hours and dates of the hotels, etc. At the time of your telephone booking and/or in writing on the confirmation of your stay, VB will endeavour to notify you of any corrections or errata.

#### **Art. 4 • BOOKING PROCEDURE**

##### **Making a pay-later booking**

Make a pay-later booking We offer you the opportunity to make a pay-later booking (subject to availability) without any financial commitment on the date of the pay-later booking. This pay-later booking allows you to reserve one or more seats for a period of 45 days at the fare in effect on the date of the pay-later booking. If, after 45 days, the pay-later booking has not been confirmed by signing the contract and paying the deposit, the fare conditions of the pay-later booking will lapse and the availability of the seats will no longer be guaranteed.

##### **Paying the deposit and entering into the contract**

Once the reservation contract has been signed and the first instalment has been paid in accordance with the payment schedule set out in article 9 of this contract, the reservation will be considered definitive. All persons who book a trip, stay, or any other service, must be at least 18 years of age and legally capable of entering into a contract. All persons/entities entering into a contract with VB act 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 and guarantee the accuracy of the information they provide and commit themselves personally for the persons registered on the same file.

All information provided by VB to the signatory of the contract, particularly the General Conditions of Sale, will be deemed to have been provided to all participants. The Customer is reminded, in accordance with article L. 121-20-4 of the French Consumer Code, that they do not have the right of withdrawal as provided for in article L. 121-20 et seq. of the same code.

#### **Art. 5 • FEES**

Each booking made by the Customer Group will be subject to a handling fee of 80 euros. All fees are forfeited and will not be refunded, except in the event of a change or cancellation of the stay or trip at VB's initiative.

#### **Art. 6 • ROOMING LIST**

The Customer Group must provide VB with a list of the names of the members of the group at least 30 days before the start of the holiday. Any delay in sending this list could result in the withdrawal of rooms and/or reserved services. This list will be used to determine the amount invoiced in the event of a change to the number of participants, resulting in cancellation fees, pursuant to the terms of the article "TOTAL OR PARTIAL CANCELLATION" in these conditions.

#### **Art. 7 • RATES**

##### **Rates**

For each of our offers we give an example of the price per person "from" in a double room. The rates provided include taxes, are fixed, and cannot be broken down by type of service. The Group Customer may be required to pay a tourist tax to the local authority through VB, the amount of which varies according to the location. This tax is shown on the invoice and must be paid at the time of the stay. The amount of the tourist tax may be changed annually and without notice by each municipality. In such event, Vacances Bleues will bill for the difference in price caused by this tax rise.

Unless expressly otherwise stated, our rates do not include: administration fees, transport costs, the surcharge for a single room, multi-risk insurance, personal expenses, and more generally, any service not specified in the preliminary documents.

Each booking request, subject to the possible adjustments provided for in article 12 below, will be the subject of an offer with a validity date, containing your itinerary and its fixed and definitive price. In accordance with the VAT regime applied to the margin of travel agencies, the invoices issued by VB do not specify the VAT collected on sold services.

##### **Discounts and promotional offers**

If you are entitled to a discount as part of a promotional offer or partnership pricing agreement, you must claim it when you book your holiday. Once the confirmation or invoice is made out, the group client is not entitled to any further discounts. Furthermore, unless expressly stated, discounts or promotions cannot be combined. Promotional offers do not apply to Group Customers who have already made their reservation when the offer becomes published. They are therefore not refundable.

### **Free of charge (in Vacances Bleues establishments)**

VB offers the following free of charge offers

- 1 free stay in a double room for every 20 paying guests (the 21st guest is free), incl. excursions.
- 2 free stays for every 40 paying guests (i.e. the 41st and 42nd free stay) in a double room, including excursions.

### **Art. 8 - TRANSPORT**

The rates provided do not include the cost of outbound/return journeys or the cost of transport for excursions from the place of stay. Our teams are on hand to help you organise your transport (air, rail, sea or land). A quote and the specific conditions of sale applicable to transport are available on demand.

### **Art. 9 • PAYMENT SCHEDULE**

Unless otherwise stated in the contract, payments will be made as follows:

- A first deposit of 5% of the total cost of the Trip, with a minimum of 500 Euros, is due at the time of signing the Contract.
- A second deposit of 45% of the cost of the Trip is due 2 months after signing the Contract or at the latest 120 days before the start of the Trip.
- The balance must be paid at the latest 30 days before the start of the trip.

### **Late bookings**

For bookings made after the balance payment deadline, at any destination, full payment of the stay is required at the time of booking.

### **Non-compliance with the payment schedule**

Failure to pay the sums due within the aforementioned deadlines shall relieve VB of any obligation to maintain the reservation and shall result, automatically and spontaneously, into the cancellation of the agreement by the Customer Group, with VB being entitled to the cancellation fees provided for in article 9. Any person who has not paid for a previous stay in full will not be able to re-register without first clearing their account.

### **Art. 10 • PAYMENT METHODS**

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

- - Bank card (Visa, Eurocard/Mastercard and American Express): payment by bank card is the preferred method as it allows for an immediate confirmation of the booking. Bank card transactions ensure that the booking and the payment of the stay are guaranteed.
- Bank transfer,
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- Bank cheque: made out to Vacances Bleues and mentioning on the back: the name of the International Customer Group, the date of the stay, the name of the establishment, the contract number (even if a letter is enclosed).
- Cash within the legal limit, so 1,000 euros (amount considered not accepted).
- Holiday vouchers and connect holiday vouchers (please note that e-holiday vouchers are not accepted): They must be valid at the time of booking. Paper holiday vouchers must be made out to VB. You are advised to send them to Vacances Bleues and by secure delivery (e.g. registered post or Chronopost depending on the value of the holiday vouchers).

#### **Art. 11 • CANCELLATION AND CHANGES TO A STAY BY THE CUSTOMER**

All changes or cancellations to the Journey, whether in whole or in part (absence of one or more people, change of dates, change of destination), must be notified in writing to the Company by registered letter. Only the date of receipt of this written notice by VB will be used to determine applicable fees. Any change or cancellation request received on a Saturday, Sunday, public holiday or after 5pm will only be processed on the next working day.

#### **Total or partial cancellation (except in special circumstances)**

By total cancellation we mean giving up a stay, actioned following the signature of the contract without a simultaneous booking, and of at least an identical amount, for a new stay. Partial cancellation is any change made after the contract has been signed with regard to:

- Reducing the number of participants,
- Reducing the duration of the holiday,
- Cancelling certain reservations,
- Any modification leading to a reduction in the price of the holiday.

Any total or partial cancellation will incur the following fees:

- More than 91 days before the start of the stay: 5% of the total price of the cancelled booking,
- Between 90 and 61 days before the start of the stay: 20% of the total price of the cancelled booking,
- Between 60 and 15 days before the start of the stay: 50% of the total price of the cancelled booking,
- At least 15 days before the start of the stay: 100% of the total price of the cancelled booking.

### **Changes to the number of participants**

In the event of the partial withdrawal of participants more than 30 days before the start of the stay, up to a maximum of 10% of the participants stated in the contract, no corresponding sum will be retained. However, in the event of a partial cancellation concerning more than 10% of group participants, or in the event of a cancellation less than 30 days before the start of the stay, the penalties above will apply. This rule will also apply to the accommodation and catering services provided in VB establishments.

However, it does not apply to stays in partner establishments or to additional services such as transport, excursions, thalassotherapy, balneotherapy, tickets for shows, sporting or cultural events, ski hire, ski packages, ESF ski lessons, etc., which cannot be refunded once they have been booked and the corresponding tickets have been issued.

### **No-show at ETA or interruptions to stay**

The Customer Group must inform VB by telephone of any delay to their time or date of arrival as soon as possible. If the Customer Group fails to do so, VB will retain 100% of the cancellation fees and reserve the right to put the rooms back on sale 24 hours after the agreed date of arrival.

In this event, or in the event of any interruption to the stay caused by the Customer Group, or of the renunciation of services included in the package, the Customer Group will not be able to claim any compensation or credit. If your booking is for a group ticket, you must be part of your group for travel to and from the event. If, due to their late arrival, a particular participant travels to the location of stay by their own means (i.e. those not included in the packages), they will not be able to claim a refund.

### **Specific cases**

Excursions or show tickets requiring pre-payment to guarantee the booking will no longer be refundable once the tickets have been issued.

### **Revising rates after changing a booking**

VB reserves the right to charge for accommodation, meals, room hire, breaks, drinks, etc. on an individual basis and to amend these terms and conditions to apply the individual terms and conditions and the individual price if the actual number of participants is less than 15 paying adults following the cancellations. In the event that 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.

## **ART. 12 • CANCELLATIONS OR CHANGES TO BOOKINGS MADE BY VB**

### **Cancellations made by VB**

In the event that VB cancels the booking, without offering an equivalent alternative solution, the Customer Group will immediately receive a refund for the whole of the sums that they have already paid, as well as, by way of compensation, a sum equal to the penalty that the Customer Group will have needed to pay, as of the day of cancellation, if they had cancelled the booking themselves. The date on which the cancellation request was received will be the date used to calculate this amount. In the event of cancellation by VB due to exceptional and unavoidable circumstances within the meaning of article L211-2 of the French Civil Code, the only remedy shall be the immediate reimbursement of the sums paid, to the exclusion of any other remedy.

### **Change due to VB**

In the event that one of the essential elements of the trip or stay cannot be carried out due to circumstances that VB could not have foreseen at the time of the conclusion of the agreement, or due to the fault of third parties not involved in the provision of the services specified in the agreement, or due to acts of God or exceptional circumstances that cannot be avoided within the meaning of the law, VB shall inform the client without delay. The Customer Group will then have the option of either terminating the contract or accepting the proposed change. The Customer Group must make its choice within 48 hours of being informed. The date on which VB's request for change is received is decisive. The cancellation will prompt the immediate refund of all sums already paid, while overpayments will only be refunded if received, where applicable. It is hereby stipulated that the compensation referred to in the previous paragraph "Cancellation by VB" shall not be payable in the event of a cancellation of the modified trip by VB pursuant to this paragraph.

### **Changing programmes**

In the event of force majeure or exceptional and unavoidable circumstances, VB may have to modify its services partially or completely, close a shared facility, etc. In these cases, VB will offer replacement services or a lump sum compensation.

**Art. 13 • DURATION OF STAY**

The duration of stay is calculated as the number of nights, not the number of days. No refund will be made for late arrivals or early departures.

**Art. 14 • CONDITIONS OF STAY**

**Single room:** A surcharge is always applied for single rooms. They are in limited supply and are often not as well positioned and less spacious than standard double rooms. In no circumstances can single rooms account for more than 10% of the rooms provided for a particular group.

If this quota is exceeded, Vacances Bleues may refuse these rooms, or accept them with a related surcharge.

**Sea side/view:** Views are never guaranteed, even if the establishment states that the room has a sea view, garden view or whatever the case may be. The sea view or the garden view, or any other view, can be frontal, lateral or partial. Special requests must be made at the time of booking (e.g. specific room orientation, side-by-side villas, etc.). These requests may not be considered a commitment on the part of VB. Therefore, we will do everything we can to fulfil them, but we cannot make any guarantees in that respect. Requests for baby cots, car parking, etc. will be met subject to availability and are therefore not binding on us. Failure to comply with such requests shall not constitute grounds for cancellation or entitlement to a refund or compensation.

**Catering:** A half-board stay includes dinner, overnight accommodation and breakfast. Full board includes dinner, overnight accommodation, breakfast and lunch. Drinks, including mineral water, are not included unless otherwise stated in the description. As part of the "all inclusive" package, services are no longer provided after breakfast on the day of departure, unless otherwise stated in the description. From the moment that the catering services are unable to cater for an elimination diet, it cannot fulfil requests related to specific diets. The menus are provided solely for information purposes and may vary according to supply.

**Pets:** Pets (dogs and cats) weighing less than 8 kg are accepted in some of our properties (check with [www.vacancesbleues.fr](http://www.vacancesbleues.fr)). Only one pet per lodging. Pets must be kept on a leash in all common areas of our establishments. For the sake of good hygiene, pets are not permitted in restaurant and breakfast areas during serving hours. A surcharge will be applied per pet and per night according to the rate conditions of the establishment.



**Conditions of occupation:** All guests agree to use their assigned bedroom and all the facilities of the establishment as they see fit, observing the rules and respecting the rules of decency and order. In addition, if guests show any form of behaviour that goes against regulations, public order and decency, VB will ask them to leave the premises without any compensation and/or a refund. If VB notices any form of damage or that an object is missing through the fault of the Customer, VB will be entitled to charge the sum corresponding to the damage caused.

**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 if necessary.

**Sports and other facilities:** Information is provided for information purposes only about sports and leisure activities and services available at the resorts. We will not be held liable based on this information in the event that these services are modified or suspended during your stay.

**Relocating:** In the event of total or partial relocation, at the discretion of VB, the group will be accommodated in a facility of an equivalent category at no additional cost and as close as possible to the original hotel booked.

**Special requests:** Special requests must be made at the time of booking (e.g. specific room orientation, side-by-side villas, etc.). This request cannot be considered as binding on VB. Therefore, we will do everything we can to fulfil them, but we cannot make any guarantees in that respect. Requests for baby cots, car parking, etc. will be met subject to availability and are therefore not binding on us. Failure to comply with such requests shall not constitute grounds for cancellation or entitlement to a refund or compensation.

#### **Art. 15 • ACCESSIBILITY**

Not all of our establishments are accessible and/or adapted to persons with reduced mobility. Persons with reduced mobility must provide VB with essential information about their disability prior to registration so that assistance can be provided and the stay can be adapted to their specific needs, in order to ensure the comfort and safety of all participants. 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. 16 - LIABILITY OF VACANCES BLEUES**

VB is liable for fulfilling the obligations provided for in this contract. However, in the event of non-performance or improper performance of the contract due to: the Customer Group, the unforeseeable and insurmountable act of a third party unrelated to the provision of services under the contract, force majeure within the meaning of Article 1218 of the French Civil Code, or exceptional and unavoidable circumstances within the meaning of Article L211-2 of the Tourism Code, VB shall be relieved of all or part of its liability.

**Art. 17 • TRANSFER OF THE TRIP OR HOLIDAY**

A participant can transfer their contract (except insurance contracts) to a third party, provided that this contract has not come into effect and on the condition that they have informed VB about such transfer with acknowledgement of receipt at least seven days before the start of the trip, specifying the name(s) and address(es) of the assignee(s) and of the participant(s) of the trip and justifying that such participant(s) meet the same conditions as the original participant(s) in order to carry out the trip or stay. The client (transferor and/or transferee) will be charged a minimum handling fee of €50 per person, as well as any other costs.

**Art. 18 • MULTI-RISK INSURANCE**

VB has negotiated and subscribed to Multi-Risk Insurance n°4316 (4.5% TTC of the total price of the stay) for its holidaymakers who have booked a tourist package with ASSURINCO. The main guarantees of this contract concern: cancellation of trip/interruption of stay, repatriation insurance, loss of luggage insurance and civil liability for private life abroad. The full general conditions of insurance can be sent on request before registration and will in any case be sent when the stay is confirmed. Comprehensive insurance is optional and must be taken out at the latest before the date of application of the cancellation fee schedule. The subscription fee is charged to the Customer Group upon payment of the deposit. If the Holidaymaker has a previous guarantee for the risks covered by the insurance taken out, you have the possibility of cancelling this insurance free of charge within 14 days of its conclusion and as long as no guarantee has been taken out.

**Art. 19 • QUALITY OF THE STAY**

The Customer Group will be able to share his personal experience with the community of Internet users on the VB Holidaymaker Opinion site by means of a satisfaction questionnaire designed to measure the quality of the 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. 20 • EVIDENCE**

In accordance with the provisions of Article 1316-2 of the French Civil Code, it is expressly agreed that, except in the case of an obvious error by VB, the data stored in the information system of VB and/or their partners and/or service providers, especially in the electronic messaging tools used, have evidentiary value with respect to orders placed and the performance of the parties' 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. 21 • COMPLAINTS**

**During the trip**

We encourage you to contact VB if you notice any non-conformity in the provision of 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 stay**

The holidaymaker can lodge a complaint with VB for non-performance or poor performance of the contract. This complaint must be sent within 15 days of the trip or holiday by registered letter with acknowledgement of receipt to the above address. Once the matter has been brought to the attention of VB, and if no satisfactory reply is received within 60 days, the holidaymaker may refer the matter to the Tourism and Travel Ombudsman, whose contact details and procedures for referral are available on the website:

[www.mtv.Travel](http://www.mtv.Travel) by sending an online request or by post to Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17.

#### **Art. 22 • PERSONAL DATA PROTECTION**

The International Customer Group representative agrees to provide the personal data necessary to perform the contract and guarantees that it has obtained the other participants' consent to collect such data for the same purpose. The information provided by the representative of the client group will be recorded in a computer file by VACANCES BLEUES. Certain information must be provided to VACANCES BLEUES when you register and/or request a travel plan; they are indicated by an asterisk. If you do not provide this information, your request will unfortunately not be processed. The other information requested is optional. The processing of personal data is necessary to enable VB to offer you a contract for the purpose of carrying out the holiday and to execute it. The personal information collected is used to provide the Customer Group with all the information relating to the holiday(s) requested, to propose similar services or holidays which may interest the Customer Group, to compile statistics, to subscribe the Customer Group to newsletters and, with his/her consent, to communicate information relating to VACANCES BLEUES and its partners (news, products and services, commercial prospecting and personalised offers). For the purpose of facilitating your stay, the data we collect is shared with our subsidiaries and partners, with the suppliers of the services you have booked (hotel, transport, etc.) or with our technical suppliers (IT, host, e-mail distributor, online payment suppliers, etc.) located within the EU. Our subsidiaries and/or partners undertake, in strict compliance with the rights to the protection of personal data and in accordance with the legislation in force, to use personal data only to carry out specific tasks that are essential for the execution of the holiday. VB will not transfer or sell any personal data concerning the International Customer Group to any third party.

Personal data is retained for the duration of the contractual relationship and for the period necessary to meet a legal or regulatory obligation. In any event, if the International Customer Group does not contact us for a period of three years, their personal data will be permanently deleted or made anonymous. In accordance with the French Data Protection Act no. 78-17 of 6 January 1978, as amended, the International Customer Group has the right to access, oppose (in particular to the sending of marketing communications), rectify, limit and delete their personal data, as well as the right to portability.

These rights may be exercised by writing to Vacances Bleues Diffusion Tourism at the following address 32, rue Edmond Rostand - BP 217 - 13431 Marseille Cedex 06 or by e-mail to [donneespersonnelles@vacancesbleues.fr](mailto:donneespersonnelles@vacancesbleues.fr). The Customer Group has the right to lodge a complaint with the CNIL if it considers that VB does not comply with the applicable regulations on personal data. Please see our privacy and cookies policy at [www.vacancesbleues.fr](http://www.vacancesbleues.fr) for more information on how we collect and process personal information. [www.vacancesbleues.fr](http://www.vacancesbleues.fr). In addition, by applying the provisions of Article L.223.2 of the French Consumption Code, VB informs you of the right of the International Customer Group to register for the Bloctel list of opposition to cold calling. For this purpose, the corporate customer must visit [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr).

## **ART 23 • STANDARD INFORMATION FORMS**

### **Standard information form for tourist package contracts**

The travel service mix offered is a package as defined in Directive (EU) 2015/2302 and in Article L.211-2 II of the Tourism Code. Therefore, you will be entitled to all rights granted by the European Union applicable to packages, as transposed in the Tourism Code. VB and its organising partners will be fully responsible for the proper execution of the package as a whole. In addition, VB has the 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.

### **Essential rights under Directive (EU) 2015/2302 transposed into the Tourism Code**

Both the organiser and the retailer are responsible 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 possibility is explicitly provided for in the contract and may in any case 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. In case 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.

In case the professional 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 important 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 rendered 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 travellers is guaranteed.

VACANCES BLEUES has taken out insolvency protection with UNAT. Travellers can contact this entity (8 rue César Franck - 75010 Paris) if they are refused services due to the insolvency of VACANCES BLEUES.

#### **Standard purchase information form for travel service contracts (hotel services)**

If you purchase a travel service you will enjoy rights 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 have protection to refund your payments in the event that they become insolvent.

#### **Basic rights under the Tourism Code**

Travellers will be provided with all essential information regarding the travel service before concluding the travel contract. Both the service provider and the retailer are responsible for the proper execution 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 travel service may only be increased if specific costs increase and if this possibility is explicitly provided for in the contract and may in any case not be changed less than twenty days before the start of the journey. In case the price increase exceeds 8% of the price of the travel service, the traveller can withdraw from the contract. If 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 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 professional responsible for the service cancels it before the start of the service, the travellers can obtain a refund and compensation if necessary. Travellers can cancel the contract before the start of the service without paying a cancellation fee in exceptional circumstances, for example if there are serious security problems at the

destination that are likely to affect the trip. Furthermore, travellers may cancel the contract at any time before the start of the package by paying an appropriate and justifiable cancellation fee. Suitable alternative services must be offered to passengers at no extra cost if, after the start of the journey, important elements of the journey

cannot be provided as planned. 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 price reduction 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 can contact this entity (8 rue César Franck - 75010 Paris) if they are refused services due to the insolvency of VACANCES BLEUES.

For more information:

<https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT0000060740...>

**Art. 24 • PHOTOS AND ILLUSTRATIONS**

The photographic illustrations in the brochure only present partial and incomplete views of the sites and hotel facilities offered. In the event of printing errors or omissions in the brochure, we reserve the right to rectify these. Photo credits: Wallis, Fotolia, AdobeStock, Shutterstock, iStock, Thinkstock, Getty Image, Masterfile, Office du Tourisme, Vacances Bleues. We reserve the right to correct any printing errors or omissions in the brochures.

**VACANCES BLEUES (Corporate name) - DIFFUSION TOURISME**

SAS with a capital of €914,694 - RCS Marseille 421 866 344

Registered office: 32, rue Edmond Rostand 13006 Marseille

Registration Atout France IM 013100138

Intracommunity VAT number: FR 80 421 866 344

**FINANCIAL SECURITY PROVIDER**

UNAT – 8 Rue César Franck – 75015 Paris

**CIVIL LIABILITY INSURANCE**

Travel in France: Allianz - 1 cours Michelet

CS 30051 - 92076 PARIS LA DEFENSE Cedex

Foreign travel and cruises: Hiscox

12 quai des Queyries - CS 41177 - 33072 Bordeaux