

General conditions of sale for groups 2024

Version in force from 17/03/2023

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 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 reservation and/or registration for one of our trips, made in the name of the Group leader, implies the full and unreserved acceptance by the Group Client of these terms and conditions of sale. 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 Group leader acts on his own behalf and on behalf of the persons associated with his booking; he 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. The Group leader accepts the general and special terms and conditions of sale on his own behalf and on behalf of all members of the group. VACANCES BLEUES shall not bear any liability for any problems or disagreements that may have arisen during the booking process between the Group leader and the participants in the trip.

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.

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.

The Group leader undertakes to provide all the members of the group with any information communicated to him by VACANCES BLEUES. Any information communicated by VACANCES BLEUES to the Group leader will therefore be considered as being given to all the members of the group for whom the Group leader makes or has made a reservation.

Art. 4 • BOOKING PROCEDURE

Placing an option: We offer the possibility to place an option (subject to availability) without any financial undertaking on your part at the date of placing the option. 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.

Payment of the deposit and conclusion of the contract: The booking is deemed to be final upon signature of the Booking Contract and payment of the first deposit in accordance with the payment schedule set out in Article 9 of the present Conditions of Sale. 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. Any person/entity entering into a contract with VB is acting both on his own behalf and on behalf of the persons associated with his reservation. The Customer is reminded, in accordance with article L. 121-20-4 of the French Consumer Code, that he does not have the right of withdrawal as provided for in article L. 121-20-2 et seq. of this 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 as the basis for invoicing in the event of a change in the number of participants, leading to cancellation charges, in accordance with the terms of the Article.

"TOTAL OR PARTIAL CANCELLATION" of the present conditions

Art. 7 • RATES

Rates: For each of our offers, we quote an example of the "starting" price per person 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 otherwise specified, our rates do not include: handling fees, transport, single room supplement, 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 promotions: If you are entitled to a discount as part of a promotional operation or a partnership price agreement, you must use this when booking your stay. 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 for every 20 paying guests (i.e. the 21st guest is free) in a double room, including excursions.
- 2 free stays for every 40 paying guests (i.e. the 41st and 42nd guests are free) in a double room, including excursions.

Manifest pricing error: In the event of a manifest error in the communicated or published price, such as a derisory price in comparison with the average price of the same product during the same period, the Group Customer is informed that the contract is deemed null and void and that he will be reimbursed for the deposit or the total price paid without any compensation, regardless of the period during which VB notices the error, unless the Group Customer accepts the new real price communicated by VB.

Art. 8 - TRANSPORT

The rates provided do not include the cost of outboard/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: Regardless of the destination, for all bookings made after the deadline for payment of the balance, full payment 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 et 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.

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

Any 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. Nevertheless, it will not apply to stays at partner establishments or for additional services, such as transport, excursions, thalassotherapy, balneotherapy, show tickets, sporting or cultural event tickets, ski equipment rental, ski packages, ESF skiing lessons, etc., for which a refund cannot be issued once they have been booked and the corresponding tickets have been issued.

No show at ETA or interruption of 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. To successfully register for—and use—collective or group transport tickets, the outbound and return journeys must be completed as a group. 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: if the actual number of participants is less than 15 paying adults following the cancellations, 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. 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

Cancellation 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. 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 specified that any cancellation of the modified trip by VB under this paragraph will not give rise to the payment of the indemnity referred to in the previous paragraph "Cancellation due to VB".

Changes to 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.

Food & beverage: 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 supplies. **Pets:** (dogs and cats) weighing less than 8 kg are accepted in some of our properties (check which properties accept pets at www.vacancesbleues.com). 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.). 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.

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. Nevertheless, VB will be exempt from all or part of its liability in cases where the non-fulfilment or improper fulfilment of its contractual obligations is caused by:

- the Customer Group;
- unforeseen and insurmountable circumstances resulting from the efforts of an overseas third party to deliver the services provided for in the contract;
- force majeure within the meaning of Article L218 of the French Civil Code;
- exceptional and unavoidable circumstances within the meaning of Article L211-2 of the Tourism Code.

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 with ASSURINCO (5% (VAT incl.) of the total price of the stay) for its holidaymakers who have booked a tourist package. 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 Customer Group holds a previous guarantee for the risks covered by the insurance taken out, he may cancel this insurance without charge within 14 days of its conclusion and as long as no guarantee has been implemented.

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 L316-2 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 stay: 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 Customer Group 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 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. Your requests may not be processed if you fail to provide the requested information. 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). In order to allow the execution of the stay, data collected by VB will be communicated to VB's subsidiaries and partners, suppliers of the booked services (hotellers, transporters...) or to technical service providers (IT, hosting, email distribution, online payment service provider etc.), which are located in the European Union. 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 post by application to the following address: Vacances Bleues, 32, rue Edmond Rostand - BP 217 - 13431 Marseille Cedex 06 or by e-mail at donneespersonnelles@vacancesbleues.fr. The Customer Group has the right to lodge a complaint with the CNIL if it considers that VB is not complying with the applicable regulations on personal data. For more information on how we collect and process personal data, please see our privacy and cookies policy at www.vacancesbleues.fr. In addition, by applying the provisions of Article L223.2 of the French Consumption Code, VB informs you of the right of the International Customer Group to register for the Bioclet list of opposition to cold calling. To do this, the Customer Group should consult www.bioclet.gouv.fr.

Art. 23 • STANDARD INFORMATION FORMS

Standard information form for contracts relating to tourist packages: the combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 and Article L211-2 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. Fundamental rights under Directive (EU) 2015/2302 transposed into the French Tourism Code: Both the organiser and retailer are responsible for the proper execution of all travel services provided for in the contract. Travellers are given an emergency telephone number or contact details to reach the organiser or retailer. Travellers may transfer their package to another person, subject to reasonable notice and possible additional charges. Travellers may transfer their package to another person, subject to reasonable notice and possible additional charges. If the price increase exceeds 8% of the package price, the traveller

may terminate 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 the travellers is guaranteed. VACANCES BLEUES has taken out insolvency protection with UNAT. Travellers may 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 services contracts (hotel services):** if you buy a travel service, you will benefit from the rights granted by 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. Essential rights under the Tourism Code: Travellers shall be provided with all essential information about the travel service before entering into the travel contract. The service provider and the reseller are responsible for the proper performance of the travel service and travellers are provided with an emergency telephone number or contact details to reach the service provider or reseller. 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 may terminate the contract without paying a cancellation fee before the start of the service in the event of exceptional circumstances, for example if there are serious safety 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. 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 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=LEGITEXT000006074073&dateTexte=8&categorieLien=cid>

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, Offices du Tourisme, Shutterstock, Istock, Thinkstock, Vacances Bleues. We reserve the right to correct any printing errors or omissions in the brochures.

VACANCES BLEUES (Corporate name) - DIFFUSION TOURISME

A simplified joint-stock company (SAS), with capital of €914,694, entered in the Marseille Register of Companies under number 421 866 344, whose registered office is situated at 32, rue Edmond Rostand 13006 Marseille, Atout France IM registration number 013100138
Intracommunity VAT number: FR 80 421 866 344

FINANCIAL SECURITY PROVIDER

UNAT - 8 Rue César Franck - 75015 Paris

CIVIL LIABILITY INSURANCE

Voyages en 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



LE TRI
+ FACILE

