

## Information Form and

### PREAMBLE

The purpose of these general terms and conditions of sale (hereinafter "GCS") is to establish the respective obligations of the company VACANCES BLEUES in its capacity as retailer (hereinafter "VB") and of the Holidaymaker (hereinafter the "Holidaymaker"). Registering 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 on or after 1 December 2024. Contracts entered into before this date remain subject to the previous GCS which can be consulted in 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 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 duly authorised to act in this capacity, guarantee the veracity of the information they provide and undertake to act on behalf of the persons associated with their booking.

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

Before registering, VB advises you to read the following information forms provided for in the 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 shall be entirely responsible for the proper execution of the package in its entirety. 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 the necessary 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.

The traveller may cancel the contract if the price increase exceeds 8% (eight per cent) of the package price. While the organiser reserves the right to increase the price, the traveller is entitled to a discount in the event of a reduction in the corresponding 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, after the start of the package, significant elements of the package cannot be provided as planned, other appropriate services must be offered to travellers at no extra charge. 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 the performance of inadequate travel services.

The organiser or retailer must provide assistance to any traveller in difficulty.

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):

When purchasing a travel service, you benefit from the rights granted by the French Tourism Code. The organiser and the retail travel agent shall be fully liable for the proper performance of the travel service.

Furthermore, as required by law, the organiser and retail travel agent have taken out insurance cover 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, subject to giving reasonable notice and possibly subject to additional charges.

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 discount in the event of a reduction in the related costs.

Travellers may cancel the contract without incurring cancellation fees and receive a full refund of payments made if any of the essential elements of the contract, other than the price, undergoes a significant change. If the organiser or retailer cancels the travel service before it starts, travellers may obtain a refund and compensation, if applicable.

Travellers may cancel the contract without incurring a cancellation fee before the start of the service in the event of exceptional circumstances, for example, if there are serious security or safety problems at the destination that are likely to affect the trip.

Furthermore, travellers may withdraw from the contract at any time before the start of the trip, subject to payment of reasonable and justifiable withdrawal costs.

If, after the start of the trip, significant elements of the package cannot be provided as planned, other appropriate services must be offered to travellers at no extra charge. 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 service as a result of the insolvency of VACANCES BLEUES.

### GENERAL TERMS AND CONDITIONS OF SALE

#### Art. 1 • INFORMATION PRIOR TO ENTERING INTO THE CONTRACT

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 L. 211-9 of the French Tourism Code, VB expressly reserves the right to make changes, in particular by means of erratum, to the information on the website and the descriptive sheets, in particular to the price and content of the transport and accommodation services, to the minimum number of people required for the trip, to the identity of the air carrier, to the itineraries of the tours and to the opening and closing dates of the hotels.

#### Art. 2 • OPTION - RESERVATION

Trip reservations can be made by calling our call centre on +33 04 91 00 96 48, 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 accepts the use of email for the purposes of entering into the contract or for the transmission of information relating to the performance thereof, in accordance with Article 1369-2 of the French Civil Code.

#### Art. 3 • NO RIGHT OF WITHDRAWAL

In accordance with Article L. 121-20-4 of the French Consumer Code, Holidaymakers are reminded that they do not have the right of withdrawal as provided for in Article L. 121-20 et seq. of the French Consumer 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 • PRICES

Prices "from" are valid on certain dates for certain departure cities and subject to availability. Final rates are given at the time of booking. Trip and holiday prices are all-inclusive and cannot be broken down 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. Special offers: Holidaymakers benefiting from a discount as part of a promotional operation or a partnership price agreement must use the discount at the time of booking the holiday. Once the confirmation or invoice has been issued, the holidaymaker may no longer benefit from any discounts. Unless stated otherwise, the prices, discounts and special offers mentioned in the brochures or on the website [www.vacancesbleues.fr](http://www.vacancesbleues.fr) are non-cumulative. Please note that special offers are not retroactive and therefore do not apply to customers who have already made a 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.

In the event of a manifest error in the advertised or published price, 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.

Unless stated otherwise 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.

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 bookings imply the Holidaymaker's provision of credit card payment information (name, number and validity date) in order to guarantee payment of the stay.

When booking with a non-cancellable, non-refundable rate for travel in France and abroad, the holiday must be paid in full made upon confirmation of the booking.

##### • Means of payment

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

– Bank card (Visa Eurocard/Mastercard and American Express);

Bank cheque: made out to Vacances Bleues with the following details indicated on the back: name, date of stay, name of the establishment, contract number (even if a letter is enclosed with these details);

– Cash only in 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 accordance with regulations, a refund will not be issued if the amount of the paper holiday vouchers redeemed is greater than the balance to be paid. 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 booking will be accepted. Gift vouchers and sponsorship vouchers do not have monetary value and may not 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 cash change be given when a gift voucher is redeemed and not fully used.

- Cadhoc 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

## General Terms and Conditions of Sale for Individual Holidays 2025

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. Before signing the credit agreement, the Holidaymaker must read and accept Alma's General Terms and Conditions of Use (hereinafter the "GTCU") and Privacy Policy. VB agrees to the granting of credit 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 an order may result in the cancellation of the booking, unless the Holidaymaker agrees to pay in full by another method of payment. Payment security is ensured by Alma and its service providers. All payments are protected by 3D Secure. 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 the "GCS") between VB and the Holidaymaker will 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 will 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 the cancellation is received by VACANCES BLEUES and the first day of the trip or holiday are included in the cancellation notification period. Any request for a modification or cancellation received on a Saturday, Sunday, public holiday or after 5 p.m. will be deemed to have been received on the next working day. A modification to the Trip or Holiday is defined as any change made after confirmation of the booking, relating in particular to the number of people, the services booked, the dates and/or duration of the destination. Any request for a modification to a booking shall be considered as a cancellation. For all bookings paid for in full or in part using a COVID-19 credit note, if the traveller wishes to cancel this new booking, the cancellation fee schedule given below will apply. Any reimbursement will take the form of a new credit note that can be used under the same conditions and until the end of the same validity period as the initial credit note.

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

If the Holidaymaker cancels before departure, the following charges calculated on the total amount of the trip shall be due (excluding the booking fee and insurance costs, which will be retained by VB).

– From the day of booking to 46 days before the start of the trip: €30 cancellation fee per file;

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

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

- From 20 to 8 days before the start of the trip: 50%;

- From 7 days before the start of the trip or in the event of no-show on the day of arrival: 100%.

For non-cancellable, non-refundable holiday bookings A 100% cancellation fee will be charged upon confirmation of the holiday.

For holidays in France at flexible hotel rates

(accommodation only without meals, or with breakfast and/or meals as extras) of 4 nights or less, a cancellation charge equivalent to the cost of the first night will be applied from 48 hours before arrival (12 pm) and a 100% charge in the case of a 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 shall 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 fees 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 calculated on the total cost of the holiday

(excluding any handling fees and insurance costs, which will be retained by VB).

##### General:

- From the date of the booking 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 before and up to the day of departure: 100%;

- No show on the day of departure, 100%.

##### Special Features:

Puglia, Madeira, Malta, Montenegro:

- From the date of booking up to 35 days before departure: 50%;

- From 34 days before up to the day of departure: 100%;

- No show on the day of departure, 100%.

River cruises (except Netherlands and Rhine):

- From the date of booking up to 95 days before departure: 30%;

- From 94 to 55 days before departure: 60%;

- From 54 to 34 days before departure: 70%;

- From 34 days before up to the day of departure: 100%; Netherlands and Rhine cruises:

- From the date of booking up to 100 days before departure: 30%;

- From 94 to 70 days before departure: 60%;

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

- From 34 days before up 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 cannot accept liability for any change in the cruise itinerary made by the cruise line or the ship's captain, including the cancellation of a stopover and/or a connection scheduled in the programme, if the said changes and/or cancellation are 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.

- Changes in fees and taxes relating 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 01/12/2024.

- Nepal, Sri Lanka, Guatemala, Mongolia, Laos, Cambodia: 1 USD = €0.93.

- Norway: 1 NOK = €0.0847.

- Scotland: 1 GBP = €1.1859.

Any such revisions will apply to all persons registered or to be registered and will be indicated in the invoices issued no later than 19 days before departure. In the event of an increase of more than 8%, holidaymakers who have already booked may cancel their trip free of charge (apart from booking fees and pre-payments made to guarantee bookings), 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.

#### 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 ship and not a number of days. The first and last days may be shortened due to late arrivals or early departures, depending on the flight schedules of the airlines. Holidaymakers are advised not to make any major commitments the day before their departure or the day after their return. Likewise, if the Holidaymaker books pre- and post-trip transportation between their home and the airport of departure and/or the port, VB strongly advises the Holidaymaker to allow sufficient connecting time between the time of arrival at the airport or port and the time of departure of their main flight, on both the outward and return journeys, and to book transport tickets or hotel accommodation, before or after the trip, which may be modified or refunded.

The Holidaymaker shall not be entitled to a refund for any Trip that they terminate or curtail, as well as for any excursion or package booked they do

not use, for any reason whatsoever.

#### Art 10 • HEALTH AND ADMINISTRATIVE FORMALITIES

The recommendations concerning formalities given at the time of booking are 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 boarding to the ship/aircraft or admission 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 may not 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: The Holidaymaker must present a valid identity document (usually valid for six (6) months after the date of return), regardless of the destination, and comply with the security, customs and health regulations required for the trip.

Extended 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 in some European Union countries. VB strongly recommends that you travel with a passport whose validity corresponds to that required by the destination country.

• You can consult the embassy or consulate of the country of destination and the website

<https://www.diplomatie.gouv.fr/fr/services-aux-citoyens/official-documents-abroad/article/extending-the-validity-duration-of-the-national-identity-card>.

• Visa: Depending on the destination and the type of passport held, a visa may be required. VB informs you that the average processing time to obtain a visa is 30 days from the receipt of all the required documents by the embassy or consulate concerned. This may increase to 90 days or more depending on the destination. To help you with the procedure and to find out how long it is likely to take, you can consult the embassy or consulate of your destination country and the website [www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/](http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/).

• Administrative formalities specific to minors (French nationals)

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). Depending on your destination, 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: French minors of any age (even infants) must have



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a national identity card valid beyond the date of return or an individual passport valid beyond 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

To find out about health risks in the country(ies) you intend to visit to, stop over in, or transit through, and to find out about the recommendations issued by the authorities and how to comply with them, we advise you to consult the website [www.diplomatie.gouv.fr/fr/conseils-auxvoyageurs/](http://www.diplomatie.gouv.fr/fr/conseils-auxvoyageurs/). 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, up to the date of departure, Travellers are strongly advised to consult the website <https://www.diplomatie.gouv.fr--rubriqueConseils-aux-voyageurs>.

Holidaymakers 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 TRANSPORTATION

#### • Organised by the Customer

VB cannot be held liable and no refund shall be made for any cancellation preventing a Client from taking a main flight, pre/post-transportation or from going to one of our establishments or to the place of departure of our Trips on the outward or return journey. We advise the customer to:

- allow sufficient time between the arrival of the pre-trip transportation and the departure of the main trip, both on the outward and the return journey;

– do not plan any professional obligations on the day before departure or the day after arrival;

– book travel tickets or hotel nights before or after the trip that can be modified or refunded.

#### • Organised by VB

VB can organise pre/post-trip transportation from certain towns and cities in France. The Customer is invited to contact a holiday advisor to see if a pre/post-trip can be arranged.

Airfares for pre/post transportation from towns outside Paris are subject to availability and to the airline designated for the main flight also operating from the customer's departure city. 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 trip tickets cannot be changed or refunded.

### Art. 12 • AIR TRANSPORT

#### • Identity of the air carrier

Pursuant to Articles Rs. 211-15 to Rs. 211-19 of the French Tourism Code, at the time of booking, VB will indicate the identity of the airline or airlines, as known at that time, which are likely to operate the flight or flights. 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. In any event,

and in accordance with Article L211-10 of the French Tourism Code, the customer 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, they may request no later than fifteen (15) 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

To find out the amount of carbon dioxide emitted during their journey, the Customer is invited to visit the website of the French Civil Aviation Authority: <https://eco-calculateur.dta.aviation-civile.gouv.fr/>.

### ART. 13 • GENERAL INFORMATION FOR HOLIDAYS AND TRIPS

#### • 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 classification of hotels abroad is based on local standards. These differ from French standards.

#### • Single rooms and cabins

Rooms in the same category may vary in terms of their surface area, 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 chosen 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 shall 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 package 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. Excessive alcohol consumption is harmful to your health; please drink responsibly. Vacances Bleues cannot guarantee that the 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 wishes to make a special request (choice of campsite pitch, orientation, floor, etc.), VB undertakes to do its utmost to satisfy the request within the limits of availability, it being understood that VB is under no obligation to guarantee that any such request will be satisfied. 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

Room check-in and check-out times for the Customer

are those specified in the Contract. An additional night's stay at the hotel's rack rate may be charged if the Customer fails to respect the check-in/check-out times. VB will inform the Customer of any changes in the the check-in and check-out times in good time before the start of the journey or holiday. 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

##### Linens/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:

The Comfort package including bed linen and towels, beds made up on arrival, change of towels on request and end-of-stay cleaning (excluding crockery and kitchen equipment) is available with a supplement, to be booked at the time of registration or on site (for the price applicable to each establishment, please see the [www.vacancesbleues.fr](http://www.vacancesbleues.fr) website). 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;
  - 25% of the adult rate (including VAT), for children aged 6 to 11;
  - 10% of the adult rate including VAT for children aged 12 to 15 inclusive.
- 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 (weighing 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 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. Smoking is strictly forbidden in all non-smoking accommodation.

#### • 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 restaurants, spa and other facilities are subject to change without prior notice.

**Art. 15 • ISSUING 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 to allow the person of your choice to 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

## General Terms and Conditions of Sale for Individual Holidays 2025

gift voucher's validity date is the date on which the Trip is completed. A gift voucher may not 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 DUTY 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. 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. Establishments cannot guarantee that persons with reduced mobility will enjoy 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 their comfort and safety. For security reasons, VB reserves the right to deny a customer's registration for a destination it deems inaccessible, without such denial constituting a refusal to sell.

### Art. 18 • LIABILITY OF VB

In accordance with the provisions of Article 211-6 of the French Tourism Code, VB is liable for the correct performance of the services contracted for and is obliged to assist the customer should the latter encounter any difficulties, pursuant to the provisions of Article L211-17-1 of the French Tourism Code.

Under no circumstances can VB be held liable for:

- Loss or theft of airline tickets by the traveller(s)

- The traveller's failure to present to the authorities and/or carriers, in accordance with the information provided by VB, the administrative and/or health documents required for the trip and/or entry into the country(ies) of the trip and/or crossing of borders. Damage caused by an unforeseeable and unavoidable event or exceptional and unavoidable circumstances to the traveller or to a third party not involved in the provision of the travel services included in the contract. 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 performance of services purchased locally by the traveller and not included in the travel programme, or pre- and post-trip arrangements made by the traveller.

- Cancellation due to exceptional and unavoidable circumstances and/or for reasons related to the safety of the travellers and/or by order of an administrative authority: in this case, VB reserves the right to modify the dates, schedules or itineraries planned, if in its opinion the safety of the travellers is at risk, without recourse to the travellers.

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

The Holidaymaker may assign his/her contract (except for insurance contracts) to a third party, provided that the contract has not yet taken effect and that he/she notifies VB by registered letter with acknowledgement of receipt at the latest 7 (seven) days before the start of the trip, in the case of a cruise. This period shall be extended to 15 (fifteen) days, indicating the names and addresses of the transferee(s) and of the participant(s) in the trip, and providing proof that the latter meet the same conditions as VB for the trip or stay, subject to the time required to obtain a visa and the agreement of the airline company for your replacement by this new traveller. 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 following guarantees are included in the comprehensive insurance package: Cancellation, Baggage Damage, Delayed Arrival, Assistance to Travellers, Assistance to Vehicles, Interruption of Stay and Civil Liability for Holidaymakers and a guarantee linked 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. Holidaymakers are strongly advised to take out comprehensive insurance if they do 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 is less than or equal to 14 days and, (ii) the trip is scheduled to depart in more than 30 days. Details of the conditions and warranties 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 • PROFESSIONAL LIABILITY

VB is insured with MMA, by a professional liability insurance policy in accordance with the provisions of Articles 20 et seq. of Decree No. 94-490 of June 15th 1994 implementing Article 31 of Law No. 92-645 of July 13th 1992. Cover is provided up to a maximum of €5,000,000 per year of insurance.

### Art. 22 • QUALITY OF THE HOLIDAY

Holidaymakers may share their personal experiences online by means of a satisfaction questionnaire on the VB holidaymaker opinion site. This questionnaire can be returned by email. 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. 23 • EVIDENCE

In accordance with the provisions of Article 1316-2 of the French Civil Code, it is expressly agreed that, in the absence of an obvious error on VB's part, the data stored in VB's and/or its partners' and/or service providers' IT systems, including the electronic messaging tools used, have evidential 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. 24 • FORCE MAJEURE

Force majeure includes any unforeseeable, insurmountable and external event that is beyond the parties' control, preventing either the Customer or the Hotel operator from fulfilling all or part of the obligations under the contract. Cases of force majeure or acts of God are those usually recognised by the case law of the French Courts. 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 parties' duty to perform their mutual obligations and that each party shall bear the costs arising therefrom.

### Art. 25 • 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. The 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. If no satisfactory reply is received from VB within 60 days, the Holidaymaker may refer the matter to the Tourism and Travel Ombudsman, whose contact details and procedures are available on the website: [www.mtv.travel](http://www.mtv.travel) for requests by email or by post at the following address: Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17.

### Art. 26 • PERSONAL DATA

The data that you submit to us is saved in a computer file by VB. It is obligatory to provide certain data to VB when making your booking and/or your travel project request; they are clearly indicated by an asterisk. Your requests may not be processed if you fail to provide the requested information. The other information requested is optional. We need to process your personal data for the purposes of drafting and proposing a contract for your planned trip or holiday. Personal data we collect is 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 bespoke 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 is 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: [domneespersonnelles@vacancesbleues.fr](mailto:domneespersonnelles@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 about how we collect and process your personal information, please see our privacy and cookie policies 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. 27 • 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.

Photos: Wallis, Pexels, Fotolia, Adobe Stock, Shutterstock, iStock, Thinkstock, Getty Image, Masterfile, Sarmentelles 2023 - Fabrice Ferrer, Alamy, Vacances Bleues.

### 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 €1,913,3971

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

