

# General terms and conditions of sale for groups 2025

Version in force from 09/03/2024

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

The purpose of these general terms and conditions of sale (hereinafter referred to as "GCS") 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 "Group Customer") who books and/or purchases a service offered by VB (hereinafter referred to as "the Stay"). 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 Customer 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 from VB). The clauses contained in these terms and conditions cancel and replace the clauses previously published. The GCS may be amended at any time without prior notice. In such cases, the modifications shall enter into force from the date they are put online on the "vacancesbleues.fr" website but shall only be applicable to bookings made after that date, the contract being governed by the general terms and conditions of sale in force on the date the initial quotation was signed. The Group leader acts 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 accuracy of the information provided and remain personally responsible for the persons listed in the same file. The group leader accepts the general and special terms and conditions of sale on their 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. Group Customers act 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 accuracy of the information they provide and make a personal commitment on behalf of the persons registered in the same file.

## Art. 2 • CONCEPT OF A GROUP

The rates and general terms and conditions of sale for groups apply to a party of a minimum of 15 paying adults who book a stay 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 sheets posted on the Website and/or in the brochure and/or the quotation/contract, the general terms and conditions of sale and the standard information forms summarising the traveller's rights are intended to inform customers, prior to placing their order, inter alia, of the main features of the services offered with regard to transport and the holiday, the contact details of the organiser, the price and terms of payment, the conditions for cancellation and termination of the contract, and optional 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 with regard 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 errors. The Group leader undertakes to provide all the members of the group with any information forwarded 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

### • Making a pay-later booking

We offer you the opportunity to make a pay-later booking (subject to availability) without any financial commitment on the date of the pay-later booking. This pay-later booking allows you to reserve for one or more travellers 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 for the travellers will no longer be guaranteed.

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

Once the reservation contract has been signed and the first instalment has been paid in accordance with the payment schedule set out in article 9 of this contract, the reservation will be considered definitive. All persons who book a trip, stay, or any other service, must be at least 18 years of age and legally capable of entering into a contract. All persons/entities entering into a contract with VB do so on their own behalf and on behalf of the persons associated with their booking. L. 121-20-4 of the French Consumer Code, that they do not have the right of withdrawal as provided for in Article L. 121-20 et seq. of the same code.

## Art. 5 • FEES

Each booking made by the Group Customer shall 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 by VB.

## Art. 6 • ROOMING LIST

The Group Customer must provide VB with a list of the names of the members of the group at least 45 days before the start of the stay. Any delay in sending this list could result in the withdrawal of rooms and/or reserved services. This list will be used to determine the amount invoiced in the event of a change to the number of participants, resulting in cancellation fees, pursuant to the terms of the article "TOTAL OR PARTIAL CANCELLATION" in these conditions.

## Art.7 • RATES

### • Rates

For each of our offers, we give an example of the "starting from" 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 local authority may revise the amount of the tourist tax annually

and without notice. In such cases, Vacances Bleues shall invoice the difference in price caused by this tax rise.

Unless expressly stated otherwise, our rates do not include the following: administration fees, transport costs, the surcharge for a single room, multi-risk insurance, personal expenses, and more generally, any service not specified in the preliminary documents. Each booking request, subject to the possible adjustments provided for in Article 12 below, will be the subject of an offer with a validity date, containing your itinerary and its fixed and definitive price. In accordance with the VAT regime applied to the margin of travel agencies, the invoices issued by VB do not specify the VAT collected on sold services.

### • Discounts and promotional offers

If you are entitled to a discount as part of a promotional offer or partnership pricing agreement, you must claim it when you book your holiday. Once the confirmation or invoice is made out, the Group Customer 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 is 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 21<sup>st</sup> guest is free) in a double room, including excursions.
- 2 free stays for every 40 paying guests (i.e. the 41<sup>st</sup> and 42<sup>nd</sup> guests are free) in a double room, including excursions.

### • Manifest price error

In the event of a manifest error in the published or notified price, such as an unreasonably low or deorsery price compared to the average price for the same product during the same period, the Group Customer is informed that the contract shall be deemed null and void and that the Customer will be reimbursed for the deposit or the full price paid without compensation, regardless of the period during which VB becomes aware of the error, unless the Group Customer accepts the new effective price as notified by VB.

## Art. 8 - TRANSPORT

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

## Art. 9 • PAYMENT SCHEDULE

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

- An initial deposit of 5% of the cost of the Stay, with a minimum of 500 euros, upon signature of the contract;
- A second deposit of 45% of the total cost of the Stay is due 2 months after signing the contract or no later than 120 days before the start of the stay;
- The balance must be paid at the latest 30 days before the start of the stay.

### • Late bookings

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

### • Non-compliance with the payment schedule

Failure to pay the sums due within the aforementioned deadlines shall relieve VB of any obligation to hold the reservation and shall result, automatically and spontaneously, in the cancellation of the agreement entered into by the Group Customer, 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:

- **Credit cards** (Visa, Eurocard/Mastercard et American Express) : payment by credit card is preferred for immediate processing of a booking. Credit 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 Group Customer, the date of the stay, the name of the establishment, the contract number (even if a letter is enclosed).
- **Cash** within the legal limit, i.e. 1,000 euros (declared value not accepted).
- **"Chèques vacances"** (paper holiday vouchers) and "chèques vacances connect" (digital holiday vouchers) (NB: "e-chèques vacances" are not accepted): must be valid at the time of booking. "Chèques vacances" paper holiday vouchers must be made out to VB. You are advised to send them to Vacances Bleues and by secure delivery (e.g. registered post or Chronopost depending on the value of the holiday vouchers).

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

All changes or cancellations to the Journey, whether in whole or in part (absence of one or more participants, 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.

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### Total or partial cancellations will incur the following charges:

Over 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.

Less than 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. 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 shall 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 interruptions to the stay

The Group Customer must inform VB by telephone of any delay to their time or date of arrival as soon as possible. If the Group Customer fails to do so, VB will retain 100% of the cancellation amount 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 Group Customer, or of the renunciation of services included in the package, the Group Customer 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

VB reserves the right to charge for accommodation, meals, room hire, breaks, drinks, etc. on an individual basis and to amend these terms and conditions to apply the individual terms and conditions and the individual price if the actual number of participants is less than 15 paying adults following the cancellations. In the event that one of the occupants due to stay in a double room cancels their booking, the remaining person will need to pay a surcharge for staying in a double room for single use.

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

### • Cancellations made by VB

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

### • Change due to VB

If, prior to departure, one of the essential elements of the trip cannot be fulfilled due to circumstances that VB could not possibly have foreseen on the day of conclusion of the contract, owing to an overseas third party being unable to deliver the services provided for in the contract, or because of a case of force majeure or exceptional or unavoidable circumstances as defined by law, VB will inform the Group Customer immediately by whatever means necessary. The Group Customer will then have the option of either terminating the contract or accepting the proposed change. The Group Customer must make their choice within 48 hours of being informed. The date on which VB's request for change is received is decisive. The cancellation will trigger the immediate refund of all sums already paid, while overpayments will only be refunded if received, where applicable. It is hereby stipulated that if VB cancels the modified trip under the provisions of this paragraph, the compensation referred to in the previous paragraph will not be paid.

### • 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 • TRIP DURATION

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, 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 or other view. The sea view, garden view, or any other view, may be frontal, lateral or partial. Special requests must be made at the time of booking (e.g. specific location or orientation in seaside 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 this regard. 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. If the food and beverage services are unable to modify the ingredients used in the preparation of meals, no claims may be made with regard to catering for requests for special dietary requirements or restrictions. The menus are provided solely for information purposes and may vary according to supply.

**Pets:** Small pets (dogs and cats) weighing less than 8 kg are accepted in some of our establishments (to check whether or not an establishment accepts pets, please visit [www.vacancesbleues.com](http://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.

**Condition of occupancy:** all participants undertake to use the room they are allocated and, more generally, all the facilities provided in the establishment in a reasonable manner, in compliance with current regulations, public decency and public 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:** strongly advises its customers not to take any valuables with them in order 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. Valuables and personal belongings should be placed in the safes located in the rooms. Sports and other facilities: Details about sports and leisure activities and services available at the resorts is provided for information purposes only. We may not be held liable if any of these services are modified or suspended during your stay.

**Change in accommodation:** In the event of a full or partial change in accommodation made by VB, the group will be accommodated in an establishment of an equivalent category at no extra cost, and as close as possible to the hotel originally 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 this regard. 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

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 Group Customer;
- unforeseen and insurmountable circumstances resulting from the efforts of an overseas third party to deliver the services provided for in the contract or
- force majeure as defined in Article L1218 of the French Civil Code - or exceptional and unavoidable circumstances within the meaning of Article L211-2 of the Tourism Code.

#### Art. 17 - TRANSFER OF THE TRIP OR STAY

A participant may 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 available on the condition that they have been accepted. 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 Group Customer may share their personal experience with the community of Internet users on the VB Holidaymaker Opinion site by means of a satisfaction questionnaire designed to measure the quality of the service provided throughout the purchase process. This questionnaire will be sent by e-mail. The information collected in this questionnaire is subject to automated data processing, for which VB is responsible. The data is personal (first name + first letter of the last name) and will be used by VB in accordance with the regulations in force and in particular those relating to the protection of personal data.

#### Art. 20 - EVIDENCE

In accordance with the provisions of Article 1316-2 of the French Civil Code, it is expressly agreed that, except in the case of an obvious error by VB, the data stored in the information system of VB and/or their partners and/or service providers, especially in the electronic messaging tools used, have evidentiary value with respect to orders placed and the performance of the parties' obligations. The data on computer or electronic media thus stored constitute evidence and if produced as evidence by VB in any litigation or other proceedings, they shall be admissible, valid and enforceable between the parties under the same conditions and the same probative force as any document that would be established before 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 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 stay

The Group Customer may lodge a complaint with VB for non-performance or poor performance of the contract. This complaint must be sent within 15 days of the trip or holiday by registered letter with acknowledgement of receipt to the above address. If the holidaymaker has not received a satisfactory response from VB within 60 days, they may contact the Tourism and Travel Ombudsman, whose contact details and procedures can be found on the website: [www.mtv.travel](http://www.mtv.travel). The request can be made online or by post to the following address: Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17.

#### Art. 22 - PERSONAL DATA PROTECTION

The International Customer Group representative agrees to provide the personal data necessary to perform the contract and guarantees that it has obtained the other participants' consent to collect such data for the same purpose. The information provided by the representative of the client group will be recorded in a computer file by VACANCES BLEUES. Certain information must be provided to VACANCES BLEUES when you register and/or request a travel plan; they are indicated by an asterisk. If you do not provide this information, your request will unfortunately not be processed. The other information requested is optional. The processing of personal data is necessary to enable VB to offer you a contract for the purpose of carrying out the holiday and to execute it. The personal information collected is used to provide the Customer Group with all the information relating to the holiday(s) requested, to propose similar services or holidays which may interest the Customer Group, to compile statistics, to subscribe the Customer Group to newsletters and, where his/her contact details, 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](mailto:donneespersonnelles@vacancesbleues.fr). The Group Customer has the right to lodge a complaint with the CNIL if they consider that VB fails to comply 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](http://www.vacancesbleues.fr). In addition, by applying the provisions of Article L223-2 of the French Consumer Code, VB informs you of the right of the International Customer Group to register for the Bloctel list of opposition to cold calling. To do this, the Group Customer should consult [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr).

#### Art. 23 - STANDARD INFORMATION FORMS

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

The travel service mix offered is a package as defined in Directive (EU) 2015/2302 and in Article 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 Tourism Code:

Both the organiser and the retailer are liable for the proper performance of all travel services included in the contract. Travellers are given an emergency telephone number or contact details to reach the organiser or retailer. Travellers may assign their package to another person with reasonable notice and possibly subject to an additional charge. The price of the package may only be increased if specific costs increase (e.g. fuel prices) and if this possibility is explicitly provided for in the contract and may in any case not be changed less than twenty days before the start of the package. If the price increase exceeds 8% of the package price, the traveller may rescind the contract. While the organiser reserves the right to increase the price, the traveller is entitled to a price reduction in the event of a reduction

in the related costs. Travellers may withdraw from the contract without paying any withdrawal fee and receive a full refund of the payments made if any of the essential elements of the package other than the price undergo a significant change. 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 can contact this entity (8 rue César Franck - 75010 Paris) if they are refused services due to the insolvency of VACANCES BLEUES. **Standard purchasing information form for contracts relating to a travel service (hotel services):**

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

Travellers will be provided with all essential information regarding the travel service before concluding the travel contract. Both the service provider and the retailer are liable for the proper performance of the travel service. Travellers will be provided with an emergency telephone number or contact details to reach the service provider or retailer. Travellers may transfer their travel service to another person with reasonable notice and possibly subject to an additional charge. The price of the 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. If the price increase exceeds 8% of the price of the travel service, the traveller may cancel the contract.

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 may obtain a refund and compensation where applicable. 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, please visit:

<https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006074073&dateTexte=&catégorieLien=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. Photos: Wallis, Hemis, Allamy, Pexelis, Fotolia, Shutterstock, iStock, Thinkstock, AdobeStock, Getty Image, Masterfile, Tourist Offices, Vacances Bleues. We reserve the right to correct any printing errors or omissions in the brochures.

#### VACANCES BLEUES

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. Intra-community VAT number: FR 80 421 866 344

#### FINANCIAL SECURITY PROVIDER

UNAT - 8 Rue César Franck - 75015 Paris

#### CIVIL LIABILITY INSURANCE

Travel in France: Allianz  
1 cours Michelet - CS 30051 - 92076 PARIS LA DEFENSE Cedex. Foreign travel and cruises: Hiscox  
12 quai des Queyries - CS 41177 - 33072 Bordeaux.

