Belle Allure gift voucher terms and conditions of sale and use

Version: 23 November 2026. All voucher values and payments are in euros.

Company details

Gift vouchers are issued and sold by BELLE ALLURE, a French limited liability company (SARL) with share capital of €7,500, registered with the Grenoble Trade and Companies Register under number 931 479 851, whose registered office is at 2794 route du Col de Porte, 38700 Le Sappey-en-Chartreuse, France. French travel operator registration: IM038240008. Contact: bonjour@belle-allure.voyage; +33 (0)4 65 84 17 39. Website: www.belle-allure.voyage.

1. Purpose and scope

These terms apply to the purchase and use of BELLE ALLURE digital gift vouchers. They are provided to the Purchaser before the order is placed and may be downloaded and retained. A voucher can be used to pay for a holiday; purchasing one does not reserve a trip. When a holiday is booked, BELLE ALLURE's travel contract and holiday booking terms govern its organisation, amendment and cancellation. Mandatory consumer protection provisions continue to apply.

2. Definitions

The Purchaser is the person ordering and paying for the gift voucher. The Recipient is the person to whom it is given. The Voucher is prepaid credit in euros, identified by a unique code and presented as a PDF document. The Balance is the credit remaining after recorded redemptions and, where applicable, refunds or reversals. The Holiday is a trip sold directly by BELLE ALLURE under a separate contract. The Purchaser must have legal capacity to place the order. Purchases on behalf of a business or group can be arranged with the BELLE ALLURE team.

3. Ordering and acceptance

The Purchaser chooses an amount available on the Website, enters their contact details and the information needed to personalise the gift, and checks the order summary. Entries can be corrected before final confirmation. The order is confirmed once these terms have been accepted, the order with an obligation to pay has been submitted, and payment has been confirmed. Completing a form or attempting payment alone does not create a usable Voucher. The Purchaser receives electronic confirmation of the order details and the terms accepted. They should check this information and report any errors to BELLE ALLURE.

4. Price and payment

The Voucher price is stated in euros, equals the credit issued, and is payable in full when ordering. No issuance or redemption fee is added to the displayed amount. Payment is made using the secure service offered at checkout. The Purchaser must complete any checks required by the payment provider. The Voucher is not activated if payment is declined or unconfirmed. A payment receipt is sent to the Purchaser; an invoice is supplied where required by law or on request. Payment card details are processed by the payment provider.

5. Delivery and personalisation

Once payment is confirmed, the Voucher is sent as a PDF to the Purchaser's email address. It states its value, code and expiry date. The Purchaser can print it or pass it to the Recipient whenever they choose. No automatic email is sent to the Recipient at the time of purchase. If the PDF has not arrived within 24 hours, the Purchaser should check their spam folder and contact BELLE ALLURE. Email address or personalisation errors can be corrected after the order has been verified, without issuing additional credit. Personal messages must not contain unlawful content or infringe third-party rights. The photographs illustrate the activities offered and do not promise any particular service or destination.

6. Validity

The Voucher is valid for 12 months from its purchase date. Its expiry date is shown on the PDF. It must be used to confirm a booking before that date; departure may take place later, as agreed for the Holiday. Partial redemption does not extend the expiry date of the remaining Balance. The Voucher cannot be topped up. Any extension requires BELLE ALLURE's written agreement; it is not automatic and must be requested before expiry. Any unused Balance ceases to be available on expiry, unless otherwise agreed or a refund is required by law.

7. Redemption and Balance enquiries

The Voucher can be used for road cycling, leisure cycling and walking holidays sold directly by BELLE ALLURE. It cannot be used to buy another gift voucher, withdraw cash, or pay for services invoiced directly by a third party. It does not guarantee a particular price, itinerary or departure date. The Recipient provides the code to our team when enquiring about a booking, before paying for the Holiday. BELLE ALLURE checks the Balance and confirms in writing the amount allocated to that booking. The travel contract specifies the booking, deposit and final payment terms. The Voucher can be redeemed in one transaction or across several bookings. If the Holiday costs more than the credit applied, the difference is paid using another accepted payment method. If it costs less, the remaining credit stays available until the original expiry date. Several Vouchers can be combined for one booking after BELLE ALLURE has checked their balances. The Purchaser or Recipient may request a Balance and redemption statement by email, supplying references that allow the request to be verified.

8. Right of withdrawal

Under Articles L. 221-18 et seq. of the French Consumer Code, a Purchaser acting as a consumer has 14 days from the conclusion of the online purchase to withdraw without giving a reason. The period starts on the day after the contract is concluded. If the final day is a Saturday, Sunday, public holiday or non-working day, the deadline extends to the next working day. To withdraw, the Purchaser must send the attached form or another clear statement of their decision before the deadline to bonjour@belle-allure.voyage or the registered office address. They may also use the dedicated withdrawal function on the Website; an acknowledgement of receipt will then be emailed to them. BELLE ALLURE refunds the sums due within 14 days of being informed of the withdrawal decision, using the original payment method unless another method is expressly agreed at no cost. The Voucher is then deactivated. Receipt of the personalised PDF does not in itself remove the right of withdrawal. If the Voucher has already been used, the consequences of withdrawal are assessed under applicable law; cancellation of the Holiday is governed by the travel contract. Outside the right of withdrawal and other circumstances provided for by law, the Voucher is neither refundable nor exchangeable for cash.

9. Keeping the code safe, loss and fraud

The Purchaser and Recipient must keep the code confidential. Printing or sharing several copies of the PDF does not increase its value. The name on the gift personalises it; a change of Recipient may be requested free of charge before redemption, after verification of the order and the holder's agreement. Commercial resale is prohibited without BELLE ALLURE's written agreement. Loss, theft or suspicious use must be reported promptly. After verification, unused credit can be blocked and reissued free of charge. Any previous redemptions are assessed in light of the circumstances and applicable responsibilities. BELLE ALLURE may suspend a transaction showing signs of fraud and request supporting documents needed to verify it. These measures remain proportionate and do not deprive a customer acting in good faith of their rights.

10. Changes to or cancellation of the Holiday

Using a Voucher does not change the amendment and cancellation conditions of the booked Holiday. Charges stated in the travel contract remain applicable, subject to the French Tourism Code. Where a repayment is due, amounts paid by Voucher and by other methods are identified separately. Treatment of the Voucher-funded portion is confirmed in writing according to the reason for cancellation and the customer's rights. BELLE ALLURE does not require customers to accept credit where the law requires a monetary refund. Where credit is restored by agreement, its amount and expiry date are confirmed to the customer. Travel insurance and its cover are governed by their own policy terms.

11. Liability and force majeure

BELLE ALLURE is responsible for fulfilling its obligations as provided by law. These Voucher terms do not limit statutory guarantees or obligations arising from the travel contract. If a technical difficulty affects delivery or tracking of a Voucher, our team examines the order to restore its use or offer an appropriate solution. The consequences of force majeure are assessed under Article 1218 of the French Civil Code and other applicable provisions. Such an event does not remove a right to a refund provided for by law.

12. Personal data

Information collected is used to manage the order, payment, personalisation, delivery and redemption of the Voucher and, where applicable, to organise the Holiday. It is accessible to authorised staff and service providers for these purposes and retained according to management needs and legal obligations. Buying or receiving a Voucher does not automatically subscribe anyone to a newsletter. The Website's privacy policy explains processing, retention periods and how data subjects can exercise their rights. Data-related requests can be sent to bonjour@belle-allure.voyage.

13. Contract documents and evidence

The applicable version of these terms is the one accepted at the time of purchase. Later changes do not retrospectively affect rights attached to an existing Voucher. The Purchaser may save the PDF and order confirmation. Confirmations, payment information and Balance movements are retained by BELLE ALLURE and its service providers in accordance with applicable rules. They may be used as evidence, without preventing the customer from challenging their accuracy by any legally admissible means. BELLE ALLURE's graphic elements remain protected; printing or forwarding the gift for its normal use is permitted.

14. Complaints, mediation and applicable law

Complaints should be submitted in writing to BELLE ALLURE using the company contact details above, with the order reference and a description of the issue. If a prior written complaint has not led to a satisfactory resolution, a consumer may refer the matter free of charge to the Médiateur du Tourisme et du Voyage designated in BELLE ALLURE's holiday booking terms, subject to the eligibility conditions and current procedures at www.mtv.travel. This does not prevent the customer from bringing proceedings before a competent court. These terms are governed by French law without excluding mandatory consumer protection provisions. Jurisdiction is determined by applicable legal rules. If a clause is held unenforceable, the remaining provisions continue to apply.

Withdrawal form

Complete and return this form only if you wish to withdraw from your gift voucher purchase under section 8. A clear statement of your decision by email is also accepted.

To: BELLE ALLURE - bonjour@belle-allure.voyage
2794 route du Col de Porte, 38700 Le Sappey-en-Chartreuse, France.

I hereby give notice of my withdrawal from the purchase of the gift voucher below:

Order date: _____

Order / voucher reference: _____

Purchaser's full name: _____

Purchaser's address: _____

Email: _____

Date: _____ Signature (paper forms only): _____

Related documents

Belle Allure holiday booking terms (French)
Privacy policy (French)
Tourism and Travel Mediation