

GENERAL TERMS AND CONDITIONS OF SALE

1. Company Information

ALACARTE TRAVEL (AT) is a company specializing in the sale and organization of active travel, individual and group holidays.

- It is registered with the register of travel and holidays operator Atout France registered under number IM034250008, with its head office at 10 Rue Médecin Général Paul Grauwain, 34500 Béziers.
- The financial guarantee is provided by : APST, 89 RUE LA BOÉTIE, 75008 PARIS, France under number 88838.
- Professional liability insurance is underwritten by : HELVETIA COMPAGNIE SUISSE D'ASSURANCES (SIREN 775753072), 25 QUAI LAMANDE, 76610 LE HAVRE, France under number 92502805.

ALACARTE TRAVEL offers tailor-made travel experiences across Europe. To receive a personalized travel program, please submit a request via telephone or our website at www.alacartetravel.fr

You will receive a response within one week, including a detailed quotation with a confirmed price, including all charges, taxes, and services, except for any adjustments as outlined in Article 4 (Prices and Payment Terms).

If the validity period of your quotation expires, AT reserves the right to issue a new quotation with revised conditions, including price changes.

2. Registration and Payment

Registering for one of our tours implies full acceptance of these general and special conditions.

- A completed and signed registration form must be sent to AT via email along with a 30% deposit of the total trip cost and full payment for any chosen insurance.
- Payment of the deposit does not confirm the trip unless the minimum required number of participants is reached.
- The remaining balance must be paid 12 weeks before departure, without any reminder from AT.
- If registering less than 12 weeks before departure, full payment is required at the time of registration. Prices may be subject to change.

Important details:

- Creating a tailor-made trip requires time and significant effort.
- The registration form must match the exact name on each participant's passport. Any name change after registration will incur a minimum fee of €500.
- Once the deposit or full payment is received, AT will send an invoice within 30 days.
- Late payment of the balance may be considered a cancellation, subject to fees outlined in Article 7 (Cancellation by the Customer).
- Under French Consumer Code Article L 121-20-4, there is no right of withdrawal for travel services.

Minors:

- A minor's registration must be signed by their legal guardian.
- Minors must possess necessary travel documents (e.g., parental authorization, individual passport if over 15 years old).
- AT is not responsible for supervising minors.

Physical Fitness:

- Participants must ensure they are physically fit for the selected trip.
- AT is not responsible for issues arising from a participant's physical condition.
- Travelers should check safety, health, and climate conditions before departure via their country's Ministry of Foreign Affairs website.

3. Formalities

Each traveler must ensure they possess a valid passport and any required visas, permits, or vaccinations.

- It is the traveler's responsibility to comply with entry requirements and customs regulations.
- AT is not responsible for any refusal of entry due to incorrect documentation.
- Foreign nationals should check requirements with their embassy or consulate.

Failure to meet these requirements will not entitle travelers to any refund.

4. Prices and Payment Terms

Prices include services detailed in the trip description. Once the contract is signed, price disputes will not be entertained.

Price Adjustments:

- Prices may be revised up to 30 days before departure in accordance with Article L. 211-12 and R211-8 of the French Tourism Code, particularly due to fluctuations in transport costs, fuel prices, or national park fees.
- If a price increase occurs, refusal to pay will be treated as a cancellation, with the applicable fees.

5. Optional Insurance

AT offers various travel insurance plans. Full insurance terms and conditions are available upon request.

6. Cancellation by the Customer

Cancellation fees apply as follows:

- **From booking to 120 days before departure**: 30% deposit retained.
- **From 120 days before departure**: 100% of total trip price.

Some suppliers charge higher non-refundable fees, which will be specified in the order form.

To avoid cancellation costs, consider adding Travel Protection to your booking.

Important Notes:

- No-shows on the departure date will not be refunded.
- Trips interrupted by illness, accident, or other reasons are not refundable by AT (insurance coverage may apply).
- If the trip balance is not paid 16 weeks before departure, AT reserves the right to cancel the trip without compensation.

7. Changes by the Customer

Any changes after booking may incur additional costs with a minimum charge of €500 per person.

Changes considered as cancellations:

- Change of departure city/destination.
- Change of hotel.
- Change of departure/arrival dates.
- Reduction in group size (price per person may be recalculated).

8. Cancellation Due to Insufficient Participants

If the minimum number of participants is not met, AT may cancel the trip up to 91 days before departure, offering either:

- A full refund, minus a €200 per person administrative fee.
- An alternative trip.

9. Accommodation and Services

9.1 Check-in & Check-out:

- Standard check-in: 2:00 PM / Check-out: 12:00 PM.
- Any extra time in the room will be at the traveler's expense.

9.2 Hotel Changes:

- AT reserves the right to change hotels for safety reasons or force majeure, ensuring an equivalent standard.
- Tour routes may also be adjusted due to strikes, holidays, or unforeseen events.

9.3 Room Types:

- Single rooms: Limited availability and subject to a supplement.
- Double rooms: Either twin beds or a double bed.
- Triple/quad rooms: Extra beds may reduce comfort.
- Junior Suite, Suite & Exclusive room need to be requested upon booking.

9.4 Activities:

- Some excursions (hot-air ballooning, boat tours, etc.) may be canceled due to weather or force majeure.
- AT is not liable for cancellations beyond its control.

9.5 Photos & Illustrations:

- Images on our website/brochures are for illustrative purposes only and may not precisely reflect accommodations/services.

10. Complaints

- Complaints should be reported during the trip to allow for resolution.
- If unresolved, a written complaint must be sent by registered mail within 30 days of return to:

ALACARTE TRAVEL, 10 Rue Médecin Général Paul Grauwin, 34500 Béziers.

- If no resolution is reached within 60 days, customers may contact the Tourism and Travel Ombudsman at www.mtv.travel.

11. Governing Law

These conditions are governed by French law. Registering for a trip implies unreserved acceptance of these terms.