

# General Terms of Sale

## ARTICLE 1 – RESERVATIONS & PAYMENT

### 1.1 – Booking conditions

All reservations must be accompanied by a payment covering:

- the booking fee (regardless of booking channel). The booking fee is only charged once a year, regardless of the number of reservations made under the same identity (same name and address) within the 12 months following the first booking;
- a deposit in the amount of:
  - 30% of the total price of your rental and any additional services.

We would like to draw your attention to the fact that activities associated with the organisation and sale of trips or stays on specific dates or during a specified period are not eligible for the 14-day cooling-off period applicable to remote sales.

- Camping pitches and accommodation may only be booked on a strictly personal basis. You may not, under any circumstances, sub-let or transfer your reservation without the prior consent of management, nor may you rent your caravan or tent to a third party.

### 1.2 – Payment of the balance

The full price of your rental and any additional services will be payable:

- 30 days before your stay with us begins; or
- immediately, in the case of reservations made fewer than 30 days before your arrival date.

If you have not paid the remaining balance by that time, Pertamina Village reserves the right to cancel the booking and, as a result, to apply the relevant cancellation conditions, as defined below. In other words, your commitment becomes firm and final on the 30<sup>th</sup> day preceding your stay. Pertamina Village's commitment becomes firm and final once the reservation confirmation is sent. All collections costs will be borne by the client.

- All our products are sold subject to availability.

### 1.3 – Payment methods

- For reservations made directly with our Reservations Department:

- 30 or more days before your arrival date, you can pay for your stay by bank card, cheque, bank transfer or Chèque-Vacances holiday voucher;

- fewer than 30 days before your arrival date, you must pay the total price of your stay in full, by bank card only and as per the conditions set out below. Cheques will not be accepted at that point.

- For online reservations: payments accepted only by Carte Bleue, Visa, Mastercard or Eurocard.
- Payments are to be sent to the following address: Pertamina Village, Route Territoriale 10, 20169 Bonifacio, France.

- Important: People residing outside of France may only make payments by bank card or by international bank transfer (making sure to provide the booking number).

- Bank cards accepted: Carte Bleue, Visa, Mastercard and Eurocard.

- Holiday vouchers from certified partners & deposit:

- All reservations made using holiday vouchers less than 30 days before your arrival date will require a bank card number to hold them. The card must be valid on your arrival date and be able to cover 100% of the value of your reservation. If payment is not sent by post within five days of making your reservation (date as postmarked), the entire price of your booking will be charged to the card number you gave to hold it.

- Please note that we will not reimburse any change on our certified partners' holiday vouchers. In the event of cancellation of a holiday covered by this payment method, we reserve the right to apply processing fees of up to 10% of the total price of the reservation, with a minimum of €10.

- For payments made by any means other than a bank card, particularly for any payments in cash other than at our establishment's Reception, we reserve the right to apply processing fees of a minimum of €10 and a maximum of 10% of the total price of the reservation.

### 1.4 – Travel documents

After making a reservation, you will receive an email containing a confirmation of your booking, including the details of your reservation, your payment terms and tracking, and any other relevant information about your stay (descriptions of the property, your rental, the activities available and the check-in and check-out times). If you have not provided an email address, you will receive confirmation by post within a few days of making your reservation, containing the details of your reservation, your payment terms and tracking, the address of the property and the check-in and check-out times. You will need to provide the credit card you used to book your stay and your current official identification when you arrive on-site. Otherwise, Pertamina Village may deny you access to your rental.

### 1.5 – Village bracelet

The Village bracelet is only valid for the duration of your stay and on the grounds of the property. It is non-transferable. Please report any lost or stolen bracelet to us immediately. We will do everything in our power

to issue you with a new one. Pertamina Village reserves the right to charge you for that replacement and shall not be held responsible for the theft, loss or use of your bracelet.

## **ARTICLE 2 – PRICING**

### **2.1 – Prices**

The prices for the services are defined based on the economic data available as at the date on which they were set. Changes to applicable regulations may lead to a change in the said services' prices.

### **2.2 – Rentals**

Our prices are to be understood as inclusive of VAT, covering rental of the accommodation or pitch, access to the waterpark and the sports field, and entertainment activities, as well as all utilities (water, power and heating) and the tourist tax, but excluding the booking fee, the eco-tax and the optional cancellation insurance, payable at booking. As a reminder, a rental booked for a certain number of people may not, under any circumstances, be occupied by more people than planned.

### **2.3 – Optional services**

The following are not included in the price of the accommodation or pitch: meals, spa sessions, access to the tennis court, grill, baby cots and gates, highchairs, linens, housekeeping, premium service (beds made on arrival, towel kit per person, jacuzzi, final cleaning and a surprise), safe, cooler or adapters.

### **2.4 – Privileges**

The privileges and special offers mentioned on the website only apply to accommodation and pitches, to the exclusion of any other services (meals, equipment rentals, etc.). Those offers are subject to special terms and conditions that are state in each offer.

### **2.5 – Group prices**

A group is defined as follows: one or more people making reservations at the same time, covering at least five accommodation/pitch rentals spanning the same period of time.

## **ARTICLE 3 – TOURIST TAX**

The tourist tax, which is collected on behalf of the municipality and is payable at the time of reservation, is included in our pricing. The amount of that tax is set by the town and is subject to change over the course of the year.

## **ARTICLE 4 – SECURITY DEPOSITS**

### **4.1 – Accommodation**

On the day of your arrival, you will be asked for two €200 security deposits. The first covers housekeeping, and the second, the condition of your rental. They can be provided either by cheque or by bank card (Carte Bleue, Visa, Mastercard or Eurocard).

When you get to your rental, please check its inventory and inform us of any discrepancies within the first 24 hours. After that time, you will be responsible for any missing or damaged items.

#### **4.1.1 – Security deposits paid by cheque**

On the day of your departure, your housekeeping cheque will be returned to you in person, once our dedicated team has verified the rental's cleanliness. Cleaning is the renter's responsibility. If you do not handle it yourself, hours of housekeeping time may be deducted.

The property cheque will be returned to you by post within a maximum of 30 days from the date of your departure, less any damages, losses or hidden defects, and any expenses incurred to restore your accommodation, which must be returned to us in perfect condition. Our holding onto this security deposit does not exclude the possibility of additional compensation being claimed, should the expenses incurred exceed the amount of that deposit.

#### **4.1.2 – Security deposits paid by bank card**

The amount of the security deposit will not be cashed. However, your bank will place it on hold for the duration of your rental, as a potential transaction.

The housekeeping deposit hold will be cancelled with your bank after our inspection conducted on the day of your departure. Cleaning is the renter's responsibility. If you do not handle it yourself, hours of housekeeping time may be deducted.

The property deposit hold will automatically be cancelled with your bank within 30 days, less any damages, losses or hidden defects, and any expenses incurred to restore your accommodation, which must be returned to us in perfect condition. Our holding onto this security deposit does not exclude the possibility of additional compensation being claimed, should the expenses incurred exceed the amount of that deposit.

The rules governing rental security deposits are defined by Article [25-6](#) (furnished rentals) of French Law 89-462 of 6 July 1989, as amended by [Law 2014-366 of 24 March 2014](#) (the “ALUR Law”).

#### **4.2 – Camping pitches**

On the day of your arrival, you will be asked for a security deposit for the loan of the key to the main entrance to the site, as well as for upkeep of your pitch. It can be provided either by cheque or by bank card. The amount of the security deposit will not be cashed. However, your bank will place it on hold for the duration of your rental, as a potential transaction.

Your security deposit will be returned to you by noon on the day of your departure, in exchange for the key and for your vacating the pitch. As a reminder, if you should leave after the authorised check-out time, a deduction will be taken from your security deposit.

### **ARTICLE 5 – MODIFICATION / CANCELLATION OF A STAY BY THE CLIENT**

#### **5.1 – Modification**

We would like to draw your attention to the fact that any changes to your reservation generate costs for Pertamina Village, that will vary depending on the date on which you transmit your request to us. As far as possible, we will endeavour to satisfy any requests to change your dates, accommodation and optional services, subject to availability. If, after those changes have been made, the total cost of your reservation (including services) should be lower than the amount before the changes, we will apply the following charges:

- for change requests submitted more than 61 days before your arrival, resulting in a new reservation price that is less than that of the initial booking: €50 per rental;
- for change requests submitted 31 to 60 days before your arrival: 30%\*;
- for change requests submitted 8 to 30 days before your arrival: 50%\*;
- for change requests submitted 4 to 7 days before your arrival: 100%\*.

\* Percentage of the total cost of your stay (rental and services).

No change requests will be accepted if received by Pertamina Village three or fewer days before your arrival.  
NB:

- Pertamina Village will implement requests to extend your stay for no additional cost.
- Pertamina Village considers requests to shorten a stay as a partial cancellation. These will therefore be subject to the cancellation terms set out in point 5.2 below.

#### **5.2 – Cancellation (full or partial)**

For any cancellation, you will need to notify us either by post sent to PERTAMINA VILLAGE, Service Relations Clientèle, Route Territoriale 10, 20169 Bonifacio, France, or via our website’s contact page at <http://www.camping-pertamina.com/en/access-contact-p5.php>.

The date of receipt of that notification will be the date of cancellation.

##### **5.2.1 – With cancellation insurance**

Regardless of the date on which you cancel your reservation, we will retain the original booking fee and the price of the cancellation insurance option. At most, in the event of cancellation, we may apply the following penalties:

- for cancellation requests submitted more than 60 days before your arrival: €0;
- for cancellation requests submitted 31 to 60 days before your arrival: €200 per rental;
- for cancellation requests submitted 21 to 30 days before your arrival: 30%\*, with a minimum of €200;
- for cancellation requests submitted 8 to 20 days before your arrival: 60%\*;
- for cancellation requests submitted 7 or fewer days before your arrival: 100%\*.

\* Percentage of the total cost of your stay (rental and services).

##### **5.2.2 – Without cancellation insurance**

Under no circumstances will the deposit or the total price of the stay be refunded to clients who did not subscribe to cancellation insurance.

#### **5.3 – Failure to arrive**

If you do not arrive at your holiday site, we will retain the original booking fee and the price of the cancellation insurance option (if chosen), to which we will add the following penalties: 100% of the total price of your stay, including optional services. You will not receive a refund for any optional services reserved and invoiced if you fail to use them once on-site. We recommend that all our clients subscribe to cancellation insurance. The price of that option must be paid in full at booking and is non-refundable.

## **ARTICLE 6 – NON-EXCHANGEABLE / NON-CHANGEABLE / NON-REFUNDABLE STAYS / DEALS**

Some of our holiday packages are marked as “Non-exchangeable and non-refundable”. For those stays and/or services, the following conditions replace the cancellation and modification conditions set out in Article 5.

### **6.1 – Non-exchangeable, non-refundable and non-changeable character**

Given the special pricing offered by Pertamina Village, the reserved deal and/or stay cannot be exchanged, refunded or modified. No change or cancellation requests will be accepted. Regardless of the date on which the booking is cancelled, we will retain the booking fee and apply a penalty in the amount of 100% of the price of the rental. You will not receive a refund for any related services reserved and invoiced if you fail to use them once on-site. NB: Non-exchangeable, non-refundable stays are not covered by cancellation insurance.

### **6.2 – Failure to arrive**

If you do not arrive at your holiday site, we will retain the original booking fee and will add a following penalty of 100% of the total price of the rental.

## **ARTICLE 7 – ARRIVAL AND DEPARTURE**

When you arrive at your holiday site, please bring your booking number, your official identification and the bank card that you used to pay for your stay. Pertamina Village would like to draw your attention to the fact that, if you fail to make payment in full for the price of your reservation despite our reminders, or if you do not have your booking number, your official identification or your bank card, we will not be able to issue your keys and/or your pitch when you arrive.

### **7.1 – Accommodation**

Keys can be collected from 5 pm on the day of your arrival, subject to the associated payment. The keys must be returned by 10 am on the day of your departure.

### **7.2 – Camping pitches**

Your pitch will be available from 12 pm on the day of your arrival, subject to the associated payment. You must vacate your pitch and return your entrance key by 12 pm on the day of your departure.

As a convenience to you, Pertamina Village allows access to the facilities on the day of your arrival starting at 10 am and until 6 pm on the day of your departure, unless closed to the public for a special event or other reason for closure.

### **7.3 – Police formalities**

Anyone staying one or more nights at our establishment must first provide their official identification to the manager or his/her representative and complete the formalities required by the police.

## **ARTICLE 8 – MINORS**

We would like to draw your attention to the fact that our property is not attached to a holiday and leisure centre as defined by French Decree 2002-883 of 3 May 2002 and is not appropriate for group or individual stays of minors under the age of 18 years outside the family home, unless accompanied by their legal guardians. To that end, we hereby inform you that minors must also be supervised by their legal guardians. Pertamina Village reserves the right to deny access to any accommodation and/or pitches that may, through disregard of this clause, have been reserved for minors under the age of 18 years not accompanied by their legal guardians, when the said minors arrive at Reception, and to immediately cancel the stay. Under those same conditions, Pertamina Village may, at any time before the beginning of a stay, cancel the reservation should it discover that the accommodation or pitch is intended to house minors under the age of 18 years not accompanied by their legal guardians.

## **ARTICLE 9 – GUESTS**

A guest is anyone from outside the property who wishes to visit one of our establishment's paying customers during the resort's opening hours (7:30 am to 11:30 pm).

The host must inform Reception of his/her guest's expected arrival, including the guest's identity, obtain the manager's permission and pay the corresponding charge.

Upon arrival, the guest must go to Reception and collect his/her guest bracelet, leaving an official identification document with Reception. The host must meet the guest at the entrance to the resort.

The guest's vehicle must necessarily be parked on one of our external car parks.

Guests' pets are subject to the same rules as those of our paying residents (charges and house rules).

Pertamina Village allows up to five guests per accommodation or pitch.

Visitors are not allowed in the aquatic area.

In the case of recurring visit \* Pertamina Village is authorized to charge the host, the current pricing.

\* (the notion of recurring visit is left to the discretion of the head of establishment and would not be questioned by the client)

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## **ARTICLE 10 – PETS**

Pets are allowed (up to two per rental) and must be in compliance with current legislation. A daily pet fee will be charged, to be included in the reservation. Pets must not disrupt the peace or safety of the other residents or damage the facilities and must follow basic hygiene rules. They must be kept on leads and are not allowed in the common areas (toilets, swimming pool area and children's playground).

Attack dogs and guard dogs are only allowed with a rabies vaccination certificate and a certificate of aptitude.

Guests are not allowed to leave their pet alone on the grounds of the property.

## **ARTICLE 11 – HOUSE RULES**

To make your stay go as smoothly as possible, our house rules are available at Reception. Please review them and follow them.

If a resident should disrupt the other users' stay or fail to follow the house rules, the manager or his/her representative must give that resident a verbal or written warning to cease the disturbance.

In the event of serious or repeated violations of the house rules, and after the manager has issued a warning to comply with them, the manager may elect to terminate the rental contract.

In the event of a criminal offence, the manager may call in the police.

The action of taking possession of a rental accommodation or pitch implies that the client has reviewed the house rules and agreed to comply with them. Any breach of these rules will constitute an offence, and Management reserves the right to claim reparation for any damages suffered, by any legal recourse at its disposal.

## **ARTICLE 12 – INTERRUPTION OF A STAY OR OF A SPORTING OR LEISURE ACTIVITY**

Early departure or interruption of a stay will not give rise to any refund from Pertamina Village.

## **ARTICLE 13 – CHANGES TO OUR PROGRAMMES**

Should a force majeure event prevent Pertamina Village from fulfilling any of our obligations, we may modify part or all of our services (complete or partial closure of a rental accommodation or pitch or of a shared facility like the waterpark, the restaurant, etc.).

## **ARTICLE 14 – COMPLAINTS & DISPUTES**

Our on-site teams are at your disposal during your stay to respond to any grievances and resolve any problems observed so that you can take full advantage of your holiday. Simply contact them with any requests you may have.

In the event of a dispute, please contact us as follows:

- send a registered letter with acknowledgement of receipt to the site's Management;
- send a copy of that letter to our Customer Service team at [pertamina@wanadoo.fr](mailto:pertamina@wanadoo.fr) or by post to PERTAMINA VILLAGE, RN 198, 20169 Bonifacio, France.

If our response is not to your satisfaction, you may bring the matter to the Medicys Mediation Centre, one month after sending those letters/emails. You will need to lodge a complaint on the website located at [www.medicys.fr](http://www.medicys.fr) or by sending a letter to the centre at 73 boulevard de Clichy, 75009 Paris, France, telephone: +33 (0)1 49 70 15 93, or by email to [contact@medicys.fr](mailto:contact@medicys.fr).

## **ARTICLE 15 – BROCHURE**

Signing up for one of our stays implies your acceptance of our general and special terms of sale. The present terms of sale are applicable as at the date on which they were published on our website, replacing all previous versions. To review the applicable terms of sale on the date of your reservation (namely the terms relating to booking, payment, modification and cancellation), please check our website located at <http://www.camping-pertamina.com/en>. Our brochure and website present general descriptions of our rentals, their average floor space or base area, and photographs provided as indications only. For more information, please feel free to contact our Reservations Department. As a reminder, any requests in respect of orientation will constitute an additional service subject to availability, and by no means a contractual guarantee. If you do not subscribe to the "Choice of pitch" option, our computer will randomly assign your rental location. That location can be changed up until the day of your arrival. Use of Pertamina Village's and reproductions of its visual identity (logo, photos, brochure, etc.) are only allowed with the express authorisation of Pertamina Village. Clients may not sell a stay at our site without our express, prior authorisation.

The client expressly acknowledges that Pertamina Village may not be held responsible for the communication of any false information by our partners or other third parties, that may be mentioned in our brochure or on our website, including presentation photos, descriptions, activities, leisure options, services and dates of operation. All the photos and texts used in Pertamina Village's brochure and website are non-binding. They are provided as indications only. Some of the activities and facilities offered by Pertamina Village and indicated in the descriptions in our brochure may be cancelled or eliminated, namely due to weather or force majeure events as defined by the French courts.

## **ARTICLE 16 – LIABILITY & STATUTE OF LIMITATIONS**

We would like to draw your attention to the fact that rentals at "residential tourist parks" are not covered by hotel proprietors' liability. Consequently neither Pertamina Village nor any company retailed by Pertamina Village may be held liable in the event of loss, theft or damage of personal effects on the property, including in the accommodation, on the camping pitches, in the car parks or in the common areas (fitness room, etc.). The statute of limitations for amounts owed in the name of the services sold by Pertamina Village is outside the scope of hotel limitations (Article 2272 of the French Civil Code). By way of an exception to Article 2244 of the said Civil Code, dispatch of a registered letter by Pertamina Village to any client with an outstanding balance will interrupt the applicable statute of limitations.

It is therefore the holidaymakers' responsibility to subscribe to additional resort insurance to protect themselves against any damage they may cause. Pertamina Village and its campsite U Farniente decline all responsibility in the event of theft, loss or damage due to weather, fire, vandalism or incidents falling under a holidaymaker's civil liability inside the resort. Each renter that entered into a booking agreement is responsible for any disturbances or nuisances caused by the people staying with or visiting him/her. Pertamina Village will not be responsible for any personal effects left behind on the property.

## **ARTICLE 17 – IMAGE & PERSONAL INFORMATION**

You agree that Pertamina Village, or any person that Pertamina Village may choose to take its place, may photograph, record or film you during your stay at Pertamina Village, and you agree that the resulting images, sound, video and other recordings may be exploited on any medium whatsoever (particularly on Pertamina Village's websites and pages – including Facebook – and presentation and promotional materials, as well as in travel guides and guidebooks). This authorisation will apply both to yourself and to the people staying with you. Its sole purpose is to promote and animate Pertamina Village. In no way will it be used to damage your reputation.

This authorisation is granted free of charge, for the whole world and for a period of 10 years.

The information that you provide to us when making your booking will not be transmitted to any third parties. Pertamina Village will keep that information as confidential. It will only be used internally at Pertamina Village, to process your reservation and to improve and personalise our communications with you and the services we recommend based on your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, correct and challenge your personal data. To exercise that right, simply write to us at the following address, stating your full name and address: Pertamina Village, Service Relation, Route Territoriale 10, 20169 Bonifacio, France.

### **Excerpt from the French Tourism Code**

Our General Terms of Sale comply with the provisions set out in Article R.211-12 of the French Tourism Code. In accordance with legal provisions, we have reproduced Articles R.211-3 to R.211-11 of the said Code below.

Art. R.211-3 – Subject to the exclusions stipulated in the third and fourth paragraphs of Article L.211-7, any offer and any sale of trips or stays will give rise to the delivery of appropriate documents that will meet the rules defined in the present section. In the case of the sale of airline tickets or transportation tickets for regular service lines, not accompanied by services associated with that transportation, the seller will provide one or more passenger tickets covering the entire trip, issued by the carrier or under its responsibility. In the case of demand-responsive services, the name and address of the carrier for which the tickets were issued must be provided. Invoicing the various components of the same vacation package separately shall not release the seller from the obligations incumbent upon it under the regulatory provisions set out in this section.

Art. R.211-3-1 – The exchange of pre-contractual information or the provision of contractual conditions take place in writing. This can be done electronically, under the conditions of validity and exercise as set out in Articles 1369-1 to 1369-11 of the Civil Code. It will include name or company name and address of the seller, along with the latter's registration on the register defined in point (a) of Article L.141-3 or, as the case may be, the name, address and registration of the federation or union mentioned in the second paragraph of Article R.211-2.

Art. R.211-4 – Prior to conclusion of the contract, the seller must communicate to the consumer information on prices, dates and any other aspects of the services supplied during the trip or the stay, such as:

1. the destination, modes, features and categories of the transportation that will be used;
2. the type of accommodation, its location, its comfort level and its main features, its accreditation and its tourism classification, according to regulations or practices in the host country;
3. the available dining services;
4. a description of the itinerary in the case of a tour;
5. the administrative and health formalities to be completed by citizens of the country or by nationals of other European Union Member States or of a State that is a party to the Agreement on the European Economic Area, namely in the event of crossing borders, as well as their expected lead times;
6. the visits, excursions and other services included in the package or that may be available for a supplemental charge;
7. the minimum or maximum group size for the trip or the stay and, if the trip or stay is subject to a minimum number of participants, the deadline for informing the consumer in the case of cancellation of the trip or stay, which date must be at least 21 days prior to departure;
8. the amount or the percentage of the price to be paid as a deposit upon conclusion of the contract, as well as the schedule for paying the remaining balance;

9. the price revision terms as stipulated in the contract, pursuant to Article R.211-8;
10. the contractual cancellation terms;
11. the cancellation terms defined in Articles R.211-9, R.211-10 and R.211-11;
12. information about the optional subscription of an insurance contract covering the effects of certain cases of cancellation or a travel assistance contract covering certain specific risks, namely repatriation expenses in the event of an accident or illness;
13. if the contract covers air transportation, the information stipulated by Articles R.211-15 to R.211-18 for each leg of the flight.

Art. R.211-5 – The prior information provided to the consumer constitutes a commitment by the seller, unless the seller has expressly reserved the right to modify certain aspects of that information. In that case, the seller must clearly indicate how those changes may occur and in relation to which aspects. In all instances, any changes made to the prior information must be communicated to the consumer in advance of conclusion of the contract.

Art. R.211-6 – The contract concluded between the seller and the buyer must be written, prepared in duplicate with one copy provided to the buyer, and signed by both parties. If the contract is concluded electronically, Articles 1369-1 to 1369-11 of the Civil Code will apply. The contract must include the following clauses:

1. the name and address of the seller, its guarantor and its insurer, as well as the name and address of the organiser;
2. the trip's destination or destinations and, in the case of a split stay, the different periods and their dates;
3. the modes, features and categories of the transportation being used, and the dates, times and locations of departure and return;
4. the type of accommodation, its location, its comfort level, its main features and its tourism classification, by virtue of regulations or practices in the host country;
5. the available dining services;
6. the itinerary in the case of a tour;
7. the visits, excursions and other services included in the total price of the trip or stay;
8. the total price of the invoiced services, as well as an indication of any revisions to that invoicing, in accordance with the provisions set out in Article R.211-8;
9. an indication, if applicable, of the fees and taxes applicable to certain services, such as landing, disembarkation and embarkation taxes at ports and airports, and bed taxes, if not included in the price of the provided service or services;
10. the schedules and terms of payment of the price; the final payment made by the buyer must be at least 30% of the price of the trip or the stay and must be made at the time of delivery of the documents enabling the consumer to complete the trip or stay;
11. the special conditions requested by the buyer and accepted by the seller;
12. the terms under which the buyer may file a complaint against the seller for failure to execute or for poor execution of the contract, which complaint must be sent to the seller as soon as possible, by any means producing an acknowledgement of receipt by the seller, and, if applicable, notified in writing to the concerned trip organiser and/or service provider;
13. the deadline for the seller to inform the buyer of cancellation of the trip or stay, if the trip or stay requires a minimum number of participants, in accordance with the provisions of point 7 of Article R.211-4;
14. the contractual cancellation terms;
15. the cancellation terms stipulated in Articles R.211-9, R.211-10 and R.211-11;
16. specifications regarding the risks covered and the benefit amounts of the insurance contract covering the effects of the seller's professional civil liability;
17. information about the insurance contract taken out by the buyer to cover the effects of certain cases of cancellation (policy number and name of insurer), as well as information about the travel assistance contract covering certain specific risks, namely repatriation expenses in the event of an accident or illness; in this case, the seller must provide the buyer with a document specifying at least which risks are covered and which are excluded;
18. the deadline for notification of the seller, in the event of termination of the contract by the buyer;
19. a commitment to provide the following information to the buyer at least 10 days prior to the scheduled departure date:
  - a) the name, address and telephone number of the seller's local representative or, failing that, the names,

addresses and telephone numbers of the local organisations that may be able to help the consumer in the case of any difficulties or, failing that, the telephone number by which the consumer can establish emergency contact with the seller,

b) for minors' trips and stays abroad, a telephone number and address for direct contact with the child or the on-site person in charge of his/her stay;

20. the conditions for the penalty-free termination and refund of the amounts paid by the buyer, in the event of failure to meet the information obligation stipulated in point 13 of Article R.211-4;

21. a commitment to provide the departure and arrival times to the buyer in a timely manner, prior to the beginning of the trip or stay.

Art. R.211-7 – The buyer may transfer his/her contract to a transferee who meets the same conditions as the buyer, to make the trip or the stay, so long as the contract has not yet begun to be carried out. Save in the case of stipulations more favourable to the transferor, the latter must inform the seller of his/her decision by any means producing an acknowledgement of receipt, no later than seven days prior to the beginning of the trip. In the case of a cruise, this minimum notice period shall be 15 days. This transfer will not under any circumstances require the seller's prior authorisation.

Art. R.211-8 – If the contract includes the express possibility of a price revision, within the limits set out in Article L.211-12, it must mention the specific terms for calculating the price changes, either upward or downward, and namely the amount of the transportation expenses and related taxes, the currency or currencies that might affect the price of the trip or stay, the portion of the price to which the changes would apply, and the baseline exchange rate or rates used to establish the price appearing in the contract.

Art. R.211-9 – If, before the buyer's departure, the seller should find itself compelled to make a change to any of the key aspects of the contract, such as a significant price increase, and if it disregards the information obligation set out in point 13 of Article R.211-4, the buyer may, without prejudice to his/her right of recourse to remedy any harm suffered, and after having been informed thereof by the seller by any means producing an acknowledgement of receipt:

- either terminate the contract and receive an immediate refund of the amounts paid, without penalty; or
- accept the change or the replacement trip proposed by the seller; an amendment to the contract specifying the changes made will then be signed by the parties; any price reductions will be deducted from any amounts still owed by the buyer and, if the payment(s) made by the latter exceed the price of the modified service, the overpayment must be returned to him/her before the date of departure.

Art. R.211-10 – In the case stipulated in Article L.211-14, if the seller cancels the trip or stay before the buyer's departure, it must inform the buyer by any means producing an acknowledgement of receipt; the buyer, without prejudice to his/her right of recourse to remedy any harm suffered, will receive an immediate, penalty-free refund from the seller of all amounts paid; in this instance, the buyer will also receive compensation at least equal to the penalty that he/she would have incurred if he/she had been the party to cancel on that date. The provisions of the present article shall in no way hinder the conclusion of an amicable agreement for the buyer's acceptance of a replacement trip or stay proposed by the seller.

Art. R.211-11 – If, after the buyer's departure, the seller finds itself unable to provide a significant proportion of the services stipulated in the contract, representing a non-negligible percentage of the price paid by the buyer, the seller must take the following steps immediately, without prejudice to the buyer's right of recourse to remedy any harm suffered:

- either offer services in replacement of the planned services, bearing any additional costs itself and, if the services accepted by the buyer are of lesser quality, refunding the price difference to the buyer upon his/her return; or
- if it is unable to offer a replacement service, or if the replacement services are rejected by the buyer on valid grounds, provide transportation tickets to the buyer, at no additional cost, to cover his/her return to the place of departure or to another location accepted by both parties, under conditions that can be considered as equivalent.

The provision set out in the present article shall apply in the event of non-compliance with the obligation set out in point 13 of Article R.211-4.