

MANCHE TOURISME SPECIFIC TERMS AND CONDITIONS SHORT BREAKS FOR INDIVIDUALS

Clause 1

The present contract aims at ruling the conditions of booking and use of the products registered and sold by Manche Tourisme. Under no circumstances shall Manche Tourisme's responsibility be involved in the case of contracts being used by third parties.

Clause 2 – Responsibility

Manche Tourisme subscribes to the Code of Conduct in Clause 23 of the Law of the 13th of July 1992 which states: any physical or moral person involved with Manche Tourisme or providing services on our behalf is responsible for ensuring that all component parts of the product are supplied to you at a reasonable standard. The only exception to this clause will be in the case of circumstances beyond our control or force majeure.

Clause 3 – Booking

A booking is confirmed when full payment and a signed copy of the contract have been returned to Manche Tourisme by the client.

Clause 4 – Vouchers

Upon receipt of the payment, Manche Tourisme will issue the client with vouchers which he will give the service provider during his stay.

Clause 5 – Payment

The contract takes place of an invoice. No invoice will be sent to the client after his stay.

Clause 6 – Arrival

The client must arrive at the time and place stipulated on the voucher. In case of late or postponed arrival or any last minute cancellation, the client must contact the services providers whose name and address are mentioned on the voucher. Non used up services linked with a late arrival will not be refunded.

Clause 7 – Cancellation by the client

Any cancellation by the client should be addressed to Manche Tourisme by recorded delivery post or telegram.

If a client does cancel, the following charges apply:

- Cancellation 30 days before start date: 10% of the total amount.
- Cancellation between the 30th and the 21st day before start date: 25% of the total amount.
- Cancellation between the 20th up to and including the 8th day before start date: 50% of the total amount.
- Cancellation between the 7th up to and including the 2nd day before start date: 75% of the total amount.
- Cancellation less than 2 days before : 90% of the total amount.

No refund will be made to any client who does not take up their tour.

Clause 8 – Major changes to the contract made by Manche Tourisme

Please refer to Clause 101 of the attached General Terms and Conditions.

Clause 9 – Cancellation by Manche Tourisme

Please refer to Clause 102 of the attached General Terms and Conditions.

Yet, the client will be entitled to no compensation if cancellation or extension of his stay is made necessary by force majeure or passenger safety.

Clause 10 – Non fulfilment of the contract by Manche Tourisme

Please refer to Clause 103 of the attached General Terms and Conditions.

Clause 11 – Complaints

All complaints should be made in writing and sent by recorded delivery post within eight days of returning home.

Clause 13 – Public Liability insurance

Manche Tourism is insured by GROUPAMA (contract n° 51328728M) in order to cover the Professional Public Liability of its Booking Service.

Manche Tourisme is a local tourism organisation approved by the county law authority under n° AU 050 04 0001.

Conforming to the Data Protection Act, names of the customers must be supplied with the booking. Access to information held on individuals is available, and unless otherwise stated, Manche Tourisme reserves the right to use this information for other commercial purposes.