

GENERAL TERMS OF SALE

GENERAL PROVISIONS

1-1 In accordance with the Law of 22 July 2009, local tourism organisations that receive support from the state, local authorities or groups of local authorities can organize or sell, or support, in the general interest, the organisation or sale of trips or stays for individuals or groups, services that can be provided in connection with trips or stays, including the issue of transport tickets, the reservation of rooms at hotels or in tourist accommodation and the issue of accommodation or food vouchers, tourism services, including the organisation of visits to museums or historic monuments, tourism packages, and the organisation and hosting of fairs, trade fairs and conferences or related events provided that these operations include all or some of the aforementioned services, where they facilitate reception or improve the holiday experience of tourists within their geographical area of intervention. Tourist Offices are local tourism organisations that are available to assist service providers and have entered into an agency agreement with them.

1-2 These general terms of sale are valid from 1st March 2010 and shall be applicable except where agreed otherwise.

FORMATION OF THE CONTRACT

2-1 By ordering one or more services offered by the Tourist Office, the customer agrees unrestrictedly and unreservedly to be bound by these general terms of sale, which are visible and can be consulted at the counter of the Tourist Office, in appendix to this booking contract, or on the pages of the website <https://www.ot-cassis.com/conditions-generales-de-vente-groupes.html>

2-2 Bookings: All bookings shall be firm and final unless cancelled as specified in article 8 of these general terms of sale.

PRICES

3-1 Prices shall be quoted in euros, inclusive of VAT. Additional local taxes payable locally may be charged by the local authorities (tourist tax, visitors' tax, etc.) and shall be payable by the customer.

3-2 Payment: For bookings of "tourist activities, services and packages" packaged products, 30% of the total value of the selected services will be payable at the time of booking and the balance will be payable 30 days before the services commence. For bookings of an individual "activity or service" product, the total price of the selected service will be payable at the time of booking. The down payment must be made 15 days at the latest after reception of the booking contract, after that deadline the booking will be considered to be null and void.

CANCELLATION BY THE CUSTOMER

8-1 In the event of partial cancellation, the price may be adjusted upwards or downwards depending on the services, and any decisions to provide certain services free of charge may be changed as a result. Notice of any full or partial cancellations must be given directly to the groups team either by post or email between Monday and Friday except on public holidays: Office de tourisme de Cassis, Quai des Moulins, 13260 Cassis or by e-mail groupes@ot-cassis.com

Any cancellation sent directly to the tourist service providers or the guides will not be considered to be valid and will remain payable in totality.

Any dossier validated by a purchase order engages the customer. No down payment is made but in the case of total cancellation by the customer, the cancellation fees such as stipulated in article 8-2 will apply.

If the customer has taken out insurance against cancellation, the provisions of the insurance contract that cover refunds should be consulted.

If the customer has not taken out insurance against cancellation, in the event of total or partial cancellation by the customer, the Tourist Office will automatically charge the customer penalties as detailed below:

8-2 Products, activities and packages for tourists

Cancellation fee charged by Cassis Tourist Office

• Individual person in a group

Period of time before the start of the stay or service

Over 30 days: 10% of the total amount will be retained

From 30 to 22 days: 25% of the total amount will be retained

From 21 to 8 days: 50% of the total amount will be retained

From 7 to 2 days: 90% of the total amount will be retained

Less than 2 days/no-show: 100% of the total amount will be retained

• The entire group

Period of time before the start of the stay or service

Over 30 days: 10% of the total amount will be retained

From 30 to 22 days: 25% of the total amount will be retained

From 21 to 8 days: 50% of the total amount will be retained

From 7 to 2 days: 90% of the total amount will be retained

Less than 2 days/no-show: 100% of the total amount will be retained

INTERRUPTION OF STAY

In case of interruption of the Tourist Service by the Customer before the stipulated term, no refunds will be made by the Seller.

INSURANCE - GUARANTEES

Cassis Tourist Office holds a travel organiser's civil liability insurance policy with GENERALI, which was taken out through Siffrein-Blanc Assurances – 37/39 boulevard Vincent Delpuech – 13006 Marseille and a financial guarantee in the amount of €30,000 underwritten by Association Professionnelle de Solidarité du Tourisme – 15, Avenue Carnot – 75017 Paris, to cover the consequences of the professional civil liability that it may incur as a local tourism organisation that is authorised to offer products for sale.

SPECIAL TERMS OF SALE

Prices are quoted inclusive of all taxes and on a "from" basis for a minimum of 20 participants except where otherwise indicated for the all-in package. A price supplement may be charged for certain itineraries. Menus and schedules are provided on an indicative basis only. The cost of transportation will be payable by you and Cassis Tourist Office can book a coach with a driver for you upon request. Economic fluctuations may lead to changes in prices and services.

NB. Access to the Route des Crêtes and the Calanques National Park may be closed in high winds or if there is a major risk of fire. Outdoor and water sports activities are subject to weather conditions. Alcohol abuse is hazardous to your health, drink in moderation.

The photos shown in our documentation are not in any way contractually binding.

OFFICE DE TOURISME DE CASSIS

Legal form:

Etablissement Public à Caractère Industriel et Commercial (EPIC) -

Industrial and Commercial Public Establishment

SIRET Company Registration No: 431 967 25 60 00 22

APE Company Activity Code: 7990Z

Intracommunity VAT: FR 16 431 967 256

ATOUT France registration No IM01312017

Financial guarantees: APST

Professional insurance: GENERALI (Siffrein-Blanc Assurances)

OUR FULL GENERAL TERMS OF SALE

ARE AVAILABLE ON OUR WEBSITE:

<https://bit.ly/CGV-groupes-Cassis>

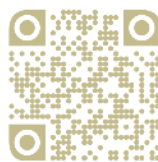


PHOTO CREDITS

2CV Mehari Club Cassis, Alpilles Provence_Studio Julius, Association des Vendanges Etoilées, Bureau des Guides et accompagnateurs Cassis Calanques Canaille, Cassis Bodin, Cook and Shoot, CRT Provence Alpes Côte d'Azur, CRT Provence Alpes Côte d'Azur - S. le Pelley, CSLN, Domaine du Bagnol, Domaine de Souviou, E. RUF - Ville de Cassis, Evan de Sousa, France Voguette, Hôtel les Jardins de Cassis, Hôtel Sea & Spa les Roches Blanches Cassis, JPVallorani - OTI Aubagne et Pays de l'Etoile, La Compagnie des Tuktuks, Le Roy René, L.MICHELINI, Les Tarpin Loin, OT Cassis, OTCM - Office Tourisme et des Congrès de Marseille, OTI Aubagne et Pays de l'Etoile, Pixabay, Restaurant la Presqu'île de Cassis, Shutterstock, V. BONHOMME, Rugby World Cup.