

General Terms and Conditions relative to tourism services sold by ‘Sud Vendée Littoral Tourisme’

Article 1. Preamble

Article 1.1. ‘sud Vendée littoral tourisme’ is the tourist office of the sud Vendée littoral

‘Sud Vendée littoral tourisme’ is a local public company (SPL). As a local tourism organisation, it aims to facilitate procedures for the public, customers and the destination’s offering. Thus, the SPL offers a choice of information and/or it distributes services useful for the organisation and duration of a holiday or break in Sud Vendée littoral (including in other local areas in connection with the customer's holiday or break).

Article 1.2. Definition of the vendor

The tourist office ‘sud Vendée littoral tourisme’, local public company, registered on the Business Register of La Roche-sur-Yon, under the number SIRET 817 665 490, having its registered office in Saint-Michel-en-l’Herm: ‘sud Vendée littoral tourisme’ - Batiment intercommunal - Rond-point La Delphine - 4, route de Luçon - 85580 SAINT-MICHEL-EN-L’HERM, represented by Mr. Patrick Jouin, Chairman and CEO.

Telephone: +33 (0)2 51 56 37 37- email address: info@sudvendeelittoral.com

Listed on the travel and holiday operators’ register: No. IM 085160004

Financial insurance: Association professionnelle de solidarité du tourisme (APST) – 15 avenue Carnot – 75017 PARIS

Professional civil liability insurance: GAN Assurances – 8-10 rue d’Astorg – 75008 PARIS

Hereinafter known as ‘the Tourist Office’

Article 1.3. Purpose

The purpose of these general terms and conditions is to define the rights and obligations of the parties in connection with the marketing by the Tourist Office of tourist services provided directly by the Tourist Office or by partner providers, intended for consumers or non-professionals within the meaning of the French Consumer Code or a traveller within the meaning of the French Code of Tourism and having the legal capacity to contract (hereinafter known as ‘the Client(s)’).

They are part of the sales contracts for travel and holidays, as established in:

- (EU) Directive 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and related travel services,
- ordinance No. 2017-1717 of 20 December 2017 transposing (EU) Directive 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and related travel services, and its decree of application no. 2017-1871 dated 29 December 2017.

Article 1.4. Definitions used

Client: person having the quality of consumer or non-professional within the meaning of the French Consumer code, or traveller within the meaning of the French Code of Tourism, who makes an agreement with the Tourist Office under these general terms and conditions.

Service: travel service or tourist package within the meaning of article L. 211-1 of the French Code of Tourism.

Online contract: contract concluded through the purchase of a service on the Tourist Office's website www.sudvendeelittoral.com and/or the website of the eco-museum 'Maison du maître de digues' www.maisondumaitrededigues.fr.

Distance contract: any contract concluded between a professional and a consumer, within the framework of an organised system of sale or provision of services at distance, without the simultaneous physical presence of the professional and the consumer, by the exclusive recourse to one or more several remote communication techniques until the conclusion of the contract, excluding the Tourist Office website.

Durable medium: any instrument which allows the consumer or the professional to store information which is addressed to them personally in order to be able to refer to it later on for a period of time adequate for the purposes of the information and which allows unchanged reproduction of the information stored (article L. 121-16 of the French Consumer code).

Assimilated support: 'assimilated supports' are documents issued and/or given to the Client by the Tourist office allowing full access to the purchased offer (eg voucher).

Article 2. Scope and precontractual information

These General Terms and Conditions apply fully to the provision of services purchased by the client:

- in person from the following points of sale: the Tourist offices in LUÇON (85400), L'AIGUILLON SUR MER (85460), LA FAUTE SUR MER (85460) and CHAILLÉ LES MARAIS (85450), and the tourist information points in SAINTE-HERMINE (85210), MAREUIL-SUR-LAY (85320) and SAINT-MICHEL-EN-L'HERM (85580),
- online via the destination's website www.sudvendeelittoral.com,
- online via the website of the eco-museum 'Maison du maître de digues' <https://www.maisondumaitrededigues.fr>.

The general terms and conditions of sale are those in force on the date of purchase or registration.

The Client acknowledges having had communication of these general and specific terms and conditions, before placing their order and/or signing the contract, in a legible and understandable manner, as well as all the information listed in article L 221-5 of the French Consumer code as well as article R. 211-4 of the French Code of Tourism.

The Client also acknowledges having received the form detailing the decree of 1 March 2018, 'establishing the model information for the sale of travel and holidays', which is attached to these terms and conditions (the forms can be viewed in the 'professional' area of the website at www.sudvendeelittoral.com):

- for a package holiday sold online (form 1A), in person (form 1B) or via the telephone (modified form 1B),
- for a travel service that is provided by the SPL (excl.: 'Maison du maître de digues', sold online (form 2B), or sold in person or via the telephone (2C).
- for a travel service not provided by the SPL, including transport, accommodation, vehicle rental, or other travel services, sold online (form 2B), or sold in person or via the telephone (2C).

- for a travel service not provided by the SPL, not including transport, or accommodation, or vehicle rental, or other travel services, sold online (form 2E) or sold in person or via the telephone (1D+ 2C).

Article 3. Price

Article 3.1. Final price and additional taxes

The final price is displayed in euros, and includes all taxes (expressed as TTC).

However, in certain cases, additional costs or services can be paid directly on site to the service provider, in particular local taxes such as the tourist tax in the case of a holiday rental.

These additional costs or services are not included in the final price. In addition, no insurance is included in the final price.

Article 3.2. Payment terms

Payment for services is made exclusively in the following ways:

- sales in person: by cash, cheque, ANCV holiday cheque, or bank card;
- online sales: by secure bank card (3D secure), a free system of payment using authentication, specific to each bank, via a mobile number or email previously provided by the client to their bank.

The Client guarantees the Tourist Office that they have the necessary authorisations to use the method of payment chosen by them, during the validation of the contract. The Tourist Office reserves the right to suspend any reservation and any services in the event of payment by bank card being refused by an officially accredited body or in the event of non-payment of any amount due under the contract.

The Tourist Office notably reserves the right to refuse to honour a reservation made by a client who has not fully or partially settled a previous reservation or with whom a payment dispute is ongoing.

The payments made by the Client will only be considered final after effective collection of the amounts due by the Tourist Office.

Article 3.3. Price revisions

The Tourist Office undertakes to apply the rates in force indicated at the time of booking, subject to availability on this date, but reserves the right to modify its prices under the conditions set out in this article.

In accordance with article L. 211-12 of the French Code of Tourism, the price may thus be modified up or down after validation of the reservation to take account of changes to:

- 1. The price of passenger transport resulting from the cost of fuel or other sources of energy;
- 2. The level of taxes or fees on travel services included in the contract, imposed by a third party who is not directly involved in the execution of the contract, including tourist taxes, and landing or boarding taxes at ports and airports;
- 3. Exchange rates related to the contract.

The possible application of a price increase relevant to the preceding paragraph will be notified in a clear and understandable manner to the Client and be accompanied by a justification and a calculation, on a durable medium, at the latest twenty days before the start date of the services.

Reciprocally, the Customer is entitled to a price reduction corresponding to any reduction in the costs mentioned in 1., 2. and 3., which occurs after the conclusion of the contract and before the start of the travel or holiday.

If the increase exceeds 8% of the total price of the package or travel service, the traveller can accept the proposed modification, or request the termination of the contract without paying termination fees and have all payments already made refunded.

Article 4. Simultaneous reservation of services in person

If one or more services are booked simultaneously in person, the booking process is as follows:

- listen to the Client to identify the offer or services requested or desired,
- provide information on how to access the offer or services (e.g. prices, timetables, any special conditions),
- check availability and possible options desired by the Client (e.g. insurance),
- issue terms and conditions,
- client signs the contract,
- issue information form,
- payment on site and receipt issued
- tickets (or assimilated supports) are given directly to the Client.

Article 5. Reservation of services at distance (e.g. by telephone or post)

If one or more services are booked off line, at distance (e.g. by phone or post), the booking process is as follows:

- listen to the Client to identify the offer or services requested or desired,
- provide information on how to access the offer or services (e.g. prices, timetables, any special conditions),
- check availability and possible options desired by the Client (e.g. insurance),
- send the Client the contract and terms and conditions, which they initial and sign, and return to Sud Vendée Littoral Tourisme,
- upon receipt of the signed contract and terms and conditions, send the standard information form and payment via the 'distance selling' mode offered by the Tourist Office's card terminal (see entering the Client's contact details and information relating to a single use of the bank card details provided verbally by the Customer),
- then send tickets (or assimilated support) by email for Client to print, or to show the service in charge of welcoming Clients; or Client can pick up tickets (or similar media) from one of the tourist offices.

Article 6. Reservation of services online

If one or more services are booked online, the booking process is as follows:

- online sales are made using the 'Open System' interface deployed by the Departmental Tourist Agency 'Vendée Expansion' on behalf of the Tourist Office,
- purchases of tickets and tourist services, covered by these terms and conditions, made online via the website imply unreserved acceptance of the same terms and conditions from the Tourist Office. When the customer clicks on the 'validate' button at the end of the order process and the customer declares "accept" by ticking the box 'By ticking this box, I acknowledge having read the general terms and conditions and I accept them', the acceptance of said terms and conditions is finalised,
- during the transaction, the Client enters their contact details (name, postal address, telephone and email), which allows them to access the summary of their order,
- the Client ticks the terms and conditions acceptance box for the secure 'One Shot Pay' (OSP) solution to proceed to payment via OSP,
- reference and the transaction amount displayed,
- indication of the bank card holder; the bank card number; the expiration date of the bank card; and the Client enters the visual cryptogram,
- once the payment has been made, OSP provides the seller with the Client's contact details and the latter is informed by email of the payment they have just made, together with an OSP receipt. Orders for services are not definitively confirmed to the client, by the Tourist Office, until receipt of an email confirming the order and payment. The Client must therefore consult their email in order to verify and retrieve their reservation. The tickets (or assimilated support) allowing access to the service must be printed by the Client at the end of the transaction or can be shown, on a smartphone or tablet, to the service in charge of welcoming Clients.
- the Client then receives communication of the standard information form, depending on the service(s) reserved.

Article 7. Modification of the contract by the Tourist Office

The Tourist Office can unilaterally modify the clauses of the Contract after signature and before the start of the tourist service, without the Client being able to oppose it, provided that the modification is minor and that the Client is informed as quickly as possible in a clear, understandable and apparent manner on a durable medium.

If the Tourist Office is forced to unilaterally modify one of the main characteristics of the contract within article R. 211-4 of the French Tourism Code, in that it cannot meet the specific requirements agreed with the Client, or in the event a price increase of more than 8%, it informs the Client as soon as possible, in a clear, understandable and apparent manner, on a durable medium: of the proposed modifications and, if applicable, of any change in the price of the travel or holiday; of the reasonable period within which the Client must communicate to the Tourist Office the decision they take; of any consequences of a lack of response from the traveller within the time limit; if applicable, any other service offered, and its price.

When the contract changes or the substitution service results in a decline in the quality of the travel or holiday or its cost, the traveller is entitled to an appropriate price reduction.

If the contract is terminated and the Client does not accept any other service, the Tourist Office will reimburse all payments made by it or on its behalf as soon as possible, and at the latest fourteen days after termination of the contract.

Article 8. Termination of the contract

Article 8.1. Termination of the contract by the Client

The Client can terminate the contract at any time, before the start of the service. For this termination to be valid, they must inform the Tourist Office by email or by post, within 48 hours at the latest before the start of the service.

Article 8.1.1. When purchasing a stay or travel (package)

The Tourist Office can then ask the Client to pay cancellation fees, according to the following schedule:

- if the cancellation occurs more than thirty days before the first day of the services, the deposit paid will be returned to the customer after deduction of the administrative costs of €35 including tax,
- if the cancellation occurs between thirty to twenty-one days before the first day of the services, an amount equivalent to 25% of the total price of the services will remain due to the Tourist Office,
- if the cancellation occurs between twenty to eight days before the first day of the services, an amount equivalent to 50% of the total price of the services will remain due to the Tourist Office,
- if the cancellation occurs between seven to two days before the first day of the services, an amount equivalent to 75 % of the total price of the services will remain due to the Tourist Office,
- if the cancellation occurs the day before the first day of the services, an amount equivalent to 90 % of the total price of the services will remain due to the Tourist Office,

There will be no reimbursement due, even partial, after the start of services.

Article 8.1.2. When purchasing from a ticket office (travel service)

The Tourist Office will keep 5% of amount of the transaction, including tax.

Article 8.1.3. In both cases (package and travel service)

In both cases, these resolution costs will not be due if the contract is terminated as a result of exceptional and unavoidable circumstances, occurring at the destination site or in its immediate vicinity and having significant consequences for the performance of the contract. In this case, the Tourist Office will reimburse the payments made in full, without entailing additional compensation.

Article 8.2. Termination of the contract by 'Sud Vendée Littoral Tourisme'

The Tourist Office under can terminate the contract at any time, before the start of the service.

In this case, the Tourist Office will reimburse the amounts paid by the Client in full. This reimbursement occurs no later than fourteen days following the termination of the contract.

The Client will be entitled to additional compensation, which corresponds to that which they would have had to bear if they had terminated the contract, within the framework of article 8.1 of these terms and conditions. However, the Tourist Office will not be liable for any additional compensation, if the termination of the contract occurs in the following two cases:

1) The number of people registered for the travel or holiday is fewer than the minimum number indicated in the contract. In this case, the Tourist Office notifies the Client by email or post of the termination of the contract within the time limit set by the contract, according to the following schedule:

- twenty days prior to the beginning of the travel or holiday, in the case of stays which exceed six days;
- seven days prior to the beginning of the travel or holiday, in the case of stays of between two and six days;
- forty-eight hours prior to the beginning of the travel or holiday, the case of stays not exceeding two days;

2) The Tourist Office is prevented from performing the contract due to exceptional and unavoidable circumstances. In this case, the Tourist Office notifies the Client by email or post of the termination of the contract as soon as possible before the start of the travel or holiday.

Article 9. Transferring the contract

Article 9.1. Possibility for the Client to transfer the contract

The Client can transfer their contract to someone else who fulfils the same conditions as them to carry out the travel or holiday, as long as this contract has not yet been started.

Article 9.2. Notice required to transfer the contract

The Client must inform the Tourist Office of their decision to transfer the contract by any means to obtain an acknowledgement of receipt no later than seven days before the start of the travel. This transfer is under no circumstances subject to prior authorisation from the organiser or provider.

Article 9.3. Liability of the assignor and the assignee

The assigning client and the assignee are jointly and severally liable for the payment of the balance of the price and any additional costs that the assignment may generate.

Article 10. Absence of the right of withdrawal

Article L. 221-28 of the French Consumer Code provides that the right of withdrawal may not be exercised for contracts for the provision of accommodation services, other than residential accommodation, goods transport services, car rentals, restaurant or leisure activities that must be provided on a specific date or period. Article L. 221-2 of the French Consumer Code also excludes this option for passenger transport and tourist packages.

The Tourist Office avails itself of this absence of the right of withdrawal and indicates that for all services falling within the scope of application of article L. 221-28 or L. 221-2 of the French Consumer Code.

The consumer or non-professional Client will have no right of withdrawal.

Article 11. Legal guarantee of conformity

Article 11.1. Principle

The Tourist Office is the sole guarantor of the conformity of the services covered by the contract. Non-professional or consumer Clients have the possibility to make a request under the legal guarantee of conformity provided for in articles L. 217-11 and following of the French Consumer Code and articles 1641 et seq of the French Civil Code.

This guarantee covers conformity or hidden defects arising from a defect in the design or performance of the services ordered under the conditions and according to the methods defined in the appendix to these terms and conditions.

Article 11.2. Implementation of the legal guarantee of conformity

The consumer or non-professional Client must communicate any defects and/or lack of conformity to the Tourist Office as soon as possible after the provision of the services, in accordance with article L. 211-16 II of the French Code of Tourism. This communication must be made without undue delay on the part of the Client.

The defects and/or lack of conformity noted will give rise to rectification, substitution, price reduction or refund as soon as possible, taking into account the importance of the non-conformity and the value of the travel services concerned.

In the event that the Tourist Office proposes a replacement service or a price reduction, the traveller may refuse the other services offered only if they are not comparable to what was provided for in the contract or if the price reduction granted is not appropriate.

The Tourist Office's guarantee is limited to the reimbursement of services actually paid for by the consumer or non-professional Client and the Tourist Office cannot be held responsible or at fault for any delay or non-performance resulting from the occurrence of cases of force majeure.

The cost limits do not apply to persons with reduced mobility and to accompanying persons, pregnant women, as well as unaccompanied minors, and finally, to persons requiring specific medical assistance.

Article 11.3. Contact details for the Vendor

In accordance with article R 211-6, 4 of the French Code of Tourism, the Client can quickly contact the Tourist Office at the coordinates given in article 1.2. 'Definition of the vendor' of these terms and conditions, in order to communicate with them effectively, request assistance if the Client is in difficulty or complain about any non-compliance noted during the travel or holiday.

Article 12. Protection of Personal Data

Article 12.1. Data collected

Within the framework of its activity of selling Packages and Tourist Services, the Vendor processes and uses personal data relating to Clients and Beneficiaries. As such, the Tourist Office collects the following personal data: civility, first name, surname; address; telephone number and email address.

In addition, when paying for services on the Internet, the Tourist Office records financial data relating to the user's bank account or credit card.

Article 12.2. Why is data collected?

The collection of this personal data is essential for the contractual performance and, in the event of refusal to communicate it, the Client will experience difficulties of execution of the service for which the Tourist Office cannot be held responsible.

This personal data is collected for the sole purpose of ensuring the management of the Vendor's Clients in the context of the conclusion of the contract and its execution. It is only used for the purposes to which the Client has consented.

Article 12.3. Persons authorised to access data

The persons authorised to access the data collected within the Tourist Office are as follows:

- Management assistant in charge of finance - C/o sud Vendée littoral tourisme - Bâtiment intercommunal – Rond-point La Delphine – 4, route de Luçon – 85580 SAINT-MICHEL-EN-L’HERM – gestion@sudvendeelittoral.com - tel.: +33 (0)2 28 14 20 71,
- Management assistant in charge of administration - C/o sud Vendée littoral tourisme - Bâtiment intercommunal – Rond-point La Delphine – 4, route de Luçon – 85580 SAINT-MICHEL-EN-L’HERM – gestion@sudvendeelittoral.com - tel.: +33 (0)2 28 14 20 72.

Article 12.4. Data retention

The personal data that is collected is kept for the legal retention period relating to the purpose of its processing and at most for 5 years.

Personal data relating to the Client's bank card is kept exclusively for the time necessary for the completion of the transaction.

The Tourist Office uses organisational, technical, software and physical digital security measures to protect personal data against alteration, destruction and unauthorised access. However, it should be noted that the Internet is not a completely secure environment and the Tourist Office cannot guarantee the security of the transmission or storage of information on the Internet.

The Tourist Office has formalised the rights and obligations of Clients and Beneficiaries regarding the processing of their personal data in a document called Privacy Policy or GDPR, which can be accessed at the following address: <https://www.sudvendeelittoral.com/politique-de-confidentialite> or requested from the Tourist Office.

Article 12.5. Rights of the holder of the data collected

In accordance with the applicable regulations on personal data, each user has the right to query, access, modify, oppose and rectify, for legitimate reasons, the collection and processing of their personal data. It is possible to request that this data be rectified, completed, clarified, updated or deleted.

These rights can be exercised by sending a signed letter to ‘**Tourist Office data protection manager**’ - C/o sud Vendée littoral tourisme - Bâtiment intercommunal – Rond-point La Delphine – 4, route de Luçon – 85580 SAINT-MICHEL-EN-L’HERM – administration@sudvendeelittoral.com - tel.: +33 (0)2 28 14 20 72, including a copy of proof of identity.

The Client can also, at any time, make a claim through the CNIL at <https://www.cnil.fr/fr/plaintes>.

Article 12.6. Modification of the clause

The Tourist Office reserves the right to make any modification to this clause relating to the protection of personal data at any time.

If a modification is made to this personal data protection clause, the Tourist Office undertakes to publish the new version on its site, and will also inform users of the modification by e-mail, as soon as possible, at least 15 days before the effective date.

Article 13. Intellectual property

All technical documents, products, drawings, photographs given to buyers remain the exclusive property of the Tourist Office, the sole holder of the intellectual property rights over these documents, and must be returned to it upon request.

Clients who purchase these documents agree to make no use of them which may infringe the supplier's industrial or intellectual property rights, and agree not to disclose them to any third party.

Article 14. Contract language

These terms and conditions have been drawn up in French.

In the case where they are translated into one or more other languages, only the French text will apply in disputes.

Article 15. Insurance

No insurance is included in the final price for services. The Client agrees to hold valid liability insurance to cover any damage they may cause.

Article 16. Minor children

When minors, unaccompanied by a parent or other authorised person, travel within a contract including accommodation, the person responsible for the minor must communicate information allowing direct contact with the minor or the person responsible for the minor at the minor's accommodation, for the contract to be concluded.

Article 17. Tourist Office responsibility

Article 17.1. Ipso jure responsibility

The Tourist Office is ipso jure responsible for the tourist services contracted under these terms and conditions.

The Tourist Office can however exempt itself from all or part of its responsibility by providing proof that the damage is attributable either to the Client or to a third party outside the provision of the travel services included in the contract and is of a character unpredictable or inevitable, either in exceptional and unavoidable circumstances.

The organiser and the supplier are responsible for the proper performance of all the travel services included in the contract in accordance with article L. 211-16.

Article 17.2. Limitation of Tourist Office responsibility

In accordance with article L 211-17, IV of the French Code of Tourism, the amount of any damages that the Tourist Office would be ordered to pay to the Client for any reason whatsoever, will be limited to three times the total price excluding taxes for services, with the exception of bodily injury and damage caused intentionally or through negligence.

Article 18. Assistance for the traveller

The Tourist Office is responsible for correct performance of the services covered by the contract. In this context, if the Client is facing difficulties, the Tourist Office will provide appropriate assistance as soon as possible, having regard to the circumstances of the case.

Article 19. Accessibility

Despite all our efforts, some services may not be accessible to people with reduced mobility. (*) This is particularly the case for acrobatic sports activities and activities occurring in a natural environment which cannot be altered for this purpose.

() a person with reduced mobility is a person who is temporarily or permanently hampered in movement, whether because of their size, condition, age, permanent or temporary disability, objects or people they are transporting, or the devices or equipment they must use to move. E.g.: pregnant woman, obese person, dwarf, wheelchair user, etc.*

Article 20. Settlement of disputes

Article 20.1. Applicable law

These terms and conditions are subject to the application of French law, excluding the provisions of the Vienna Convention. This is the case with the substantive rules as well as with the rules of form.

In the event of a dispute or complaint, the Client will first contact the Tourist Office to obtain an amicable solution.

Article 20.2. Mediation

The Client may use conventional mediation, in particular with the Consumer Mediation Commission or with existing sector mediation bodies, or with any alternative method of dispute resolution (conciliation, for example) in the event of a dispute.

The Customer can contact the Tourism Mediator at: **MTV Travel** – 15 avenue Carnot 75017 PARIS, or via the internet at www.mtv.travel.

Article 20.3. Online sales

In the event that the service has been purchased online by the Client, the latter is informed that they have the option, in accordance with article 14.1 of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013, to lodge a complaint and select a dispute resolution body on the following website: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>

Article 20.4. Jurisdiction

All disputes to which the purchase and sale operations concluded in application of these terms and conditions could give rise, concerning their validity, their interpretation, their execution, their termination and their consequences and which could not be resolved amicably between the seller and the Client, will be subject to the relevant courts under the conditions of common law.

Article 20.5. No waiver

The fact that one of the parties does not claim a breach by the other party to any of the obligations referred to in these terms and conditions cannot be interpreted for the future as a waiver of the obligation in question.

Article 21. Related travel services

If, after having chosen and booked a travel service or a tourist package from the Tourist Office, you book additional travel services for your travel or holiday included in any communication or publication published by the Tourist Office, or if you book additional travel services during the same visit or through the same contact with the Tourist Office after having chosen a travel service and having paid for it, you will NOT benefit from the rights applicable to the packages under (EU) Directive 2015/2302 and Article L.211-2 of the French Code of Tourism. The Tourist Office will not be responsible for the proper performance of these additional travel services. In the event of a problem, please contact the relevant service provider.

However, if you book additional travel services through this communication or publication within 24 hours after receiving confirmation of the reservation from our Tourist Office, or if you book additional travel services during the same visit or from the same contact with our Office, these travel services will be part of a linked travel service. In this case, the Tourist Office has protection, as required by European Union law, in order to reimburse the sums which you have paid to it for services which have not been performed due to his insolvency. Please note that there is no provision for reimbursement in the event of the insolvency of the additional service provider concerned.

The Tourist Office has taken out insolvency protection with the Association professionnelle de solidarité du tourisme (APST) - 15 avenue Carnot - 75017 PARIS

Travellers can contact this body if they are refused services due to the provider's insolvency.

Note: this insolvency protection does not apply to contracts with parties other than the Tourist Office, which can be enforced despite the Tourist Office's insolvency.

(EU) Directive 2015/2302 transferred into national law:
https://www.legifrance.gouv.fr/affichCodeArticle.do;jsessionid=B6B56671A51841699A8FB7B4B5EB08A2.tplgfr_21s_1?idArticle=LEGIARTI000036242695&cidTexte=LEGITEXT000006074073&categorieLien=id&dateTexte=20180701



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