



# Conditions of Sale

## 1 • YOUR TRIP, FULLY CUSTOMISED TO YOUR TASTE

Voyageurs du Monde offers to design a trip around your tastes. To help you choose your destinations, experiences and travel themes and generally inspire you, our website [www.voyageursdumonde.fr](http://www.voyageursdumonde.fr) ("the Site") offers to design your trip and makes a wide range of printed media (magazines, etc.) available to suggest travel experiences to interest you while staying within budget. In order to receive your fully customised travel offer, we invite you to request it (1) either via our website [www.voyageursdumonde.fr](http://www.voyageursdumonde.fr) by selecting "create your trip", (2) or by contacting our specialist advisers based at our agencies or by telephone. Usually within 48 hours a travel adviser will send you a written travel programme offer stipulating how long the offer is valid and a firm price that includes all fees, taxes and services and that is definitive apart from any minor adjustments to services and prices as set out in Clause 8 – Price, below. If you decide not to take up our offer within the period of validity and/or there are changes in the terms and conditions of your services, Voyageurs du Monde may draw up a new travel programme for your trip if certain details, particularly prices, have to be modified. As soon as you are ready to confirm your travel programme within the period of validity, you can register (1) either via our site by selecting "My Account" and entering the login and password received from your Voyageurs du Monde advisor, or (2) by going into one of our agencies. As soon as you confirm your approval of the travel programme, we will go ahead and reserve the services you have chosen with our various partners. Customised trips mean we have to constantly adjust the services we purchase according to our customers' choices. We do not therefore hold an in-house stock of services in order to be able to meet requests from fully customised travellers. As soon as possible after you book, we will notify you of the confirmation status of your services and where appropriate offer alternatives for services that are not available. We hereby inform you that according to the regulations in force, the services included in your travel programme constitute a package and that as such you enjoy the rights set out in Clause 14 of these Conditions of Sale.

### 1.1 – Booking

By booking you agree to undertake the trip set out in your travel programme. You register by signing your travel programme, the Voyageurs du Monde Conditions of Sale and the contractual conditions of any insurance offered that you have agreed to take out. Registration occurs (1) either when you confirm (double click) on line on the "My Account" section of the Site or (2) by accepting in writing and paying Voyageurs du Monde the cost of the trip as set out in Clauses 1.2.1 and 1.2.2. below.

### 1.2 – Conditions of payment – invoices

1.2.1. For any booking completed more than 35 days prior to the

departure date, Voyageurs du Monde shall proceed to collect payment of a deposit of 35% of the total price of the trip ("the deposit"). For any booking made less than 35 days prior to the departure date, payment in full must be made in a single instalment.

The cost of the insurance premium offered and accepted by the traveller(s) for the trip must be paid on booking with payment of the deposit or any other sum paid for the trip.

1.2.2. You may pay the cost of your trip (deposit followed by the balance for booking more than 35 days before the date of departure or the total price for any booking less than 35 days before the date of departure):

- in any of our agencies: (1) by bank card, (2) cheque or postal order (for all payments up to 35 days before the departure date) and, (3) up to the limit laid down by Article D 112-3 of the Monetary and Financial Code, in cash or "gift certificates" issued by the Voyageurs du Monde group.
- on the website, in the "My Account" section by bank card by accessing your travel file and entering the user ID and password you have been given.

1.2.3. For all payments the value of which is confirmed and cashed by Voyageurs du Monde, a receipt will be issued together with an invoice sent to the person who booked the trip in the name of the traveller(s) on the travel programme.

For bookings made more than 35 days before the departure date of the trip the balance of the price of the trip must be paid, without any reminders being sent by Voyageurs du Monde at the latest 35 days before the departure date. Any delay in paying the balance will be considered cancellation by you and the cancellation fees set forth in Clause 4 below will be applied. In accordance with Article L 221-28 of the French Consumer Code, you will not be entitled to a cancellation period by virtue of the purchase of travel services. Your booking becomes definitive as soon as you sign your travel programme. Please contact our advisers if you experience any difficulty.

### 1.3 – Group tours

#### 1.3.1 Booking

If you want to register for one of the guided tours offered in our brochure or on our website, you can apply either from our Site by selecting "create your trip" or by contacting one of our advisers who will draw up a travel programme for this tour. The total cost of your trip will be as shown on your travel programme depending on the dates of your trip and you may register as set out at 1.1. above. In the event of there being a disparity between the price given in the brochure and that given on the Site, only the price available on the Site will apply. The conditions of payment are those given in Clause 1.2.

#### 1.3.2 Cancellation due to an insufficient number of participants

Under exceptional circumstances, we may be obliged to cancel

the start of a tour if the minimum number of participants who have signed up is not reached. You will be informed of such a decision at the latest:

- 20 days before the start of a trip or stay for journeys that last more than 6 days,
- 7 days before the start of a trip or stay for journeys that last between 2 and 6 days,
- 48 hours before the start of the trip for trips lasting less than two days.

You will be offered an alternative travel programme. If this alternative does not suit you, we will refund all sums paid but no other compensation.

## 2 • TRAVEL INFORMATION

### 2.1 – Administrative and health formalities

Prior to booking your trip, you must check that each of the travellers, on the basis of his/her personal situation and his/her nationality, is in possession of a valid passport and/or national identity card (NIC), which shall be used to complete the envisaged trip as well as any other document(s), visa/ESTA authorisation (Electronic System for Travel Authorization), family register, authorisation to leave the country, etc.) required and in compliance with all transit and/or requirements for the country of destination.

In order to organise your trip we wish to inform you that some countries and/or service providers (particularly customs authorities, airline companies, etc.) require us to send them some of your personal data so that they can fill in the forms and/or comply with the instructions relative to their reservation and/or control system.

To do this we may have to send the following data to these service providers: your surnames, forename(s), date of birth as shown on the passport or NIC (if the destination allows) that you will be using for your trip to complete the authorisation to transit or enter (visa/ESTA, etc.) stipulating for each traveller (including children and infants) their gender (male (M) or female (F)).

**WARNING:** you must provide the same information mentioned above (surname, forename(s), date of birth and gender) in an identical fashion in all other forms required to complete your trip, notably with flights on American airlines or for any trip that transits through the USA or that has the USA as its destination. Failure to comply with this procedure could result in you being refused entry to the transit country or your final destination.

Voyageurs du Monde provides these pieces of information for all French nationals. For other nationalities we are here to help you complete your formalities. Every traveller should check that his/her documents, particularly government and health documents, required to undertake the trip comply with the information provided by Voyageurs du Monde it being stipulated that >

the person who booked the travel contract should provide the information required for each traveller who has joined the trip. Voyageurs du Monde may not under any circumstances be held liable for the consequences of the failure by each traveller to observe police, customs or health regulations, prior to and during the trip. A client who is not able to undertake travel (particularly board a flight) through failing to present the required documents mentioned on the booking form given to him/her, shall not be entitled to claim any refund.

Cost of obtaining visas: passports must be given to Voyageurs du Monde at least 40 days before the date of departure to enable Voyageurs du Monde to fulfil the formalities required to obtain the visa/visas. Voyageurs du Monde will invoice the cost of obtaining visas at the price in force for the particular destination to which may be added the cost of sending the visa to your address and/or the consular fees (cost of the visa) and/or the fees for translating the passport. Voyageurs du Monde will invoice between €50 and €200 depending on the degree of urgency of the application set by the consular authorities and the country of destination for any urgent application for a visa (less than 15 days before departure) in addition to any fees for sending the visa and/or consular fees (the cost of the visa) and/or the fees for translating the passport. In the event of the trip being cancelled/terminated, the fees for obtaining visas together with the cost of the visa will not be refundable by either Voyageurs du Monde or their insurers.

## 2.2 - Information concerning health and safety risks

For formalities and information about the country or countries you are travelling to, Voyageurs du Monde advise you to consult the country sheet/s for your trip (destination and transit countries) available on the website of the *Ministère de l'Europe et des affaires étrangères* (MEAE - Ministry for Europe and Foreign Affairs): [www.diplomatie.gouv.fr](http://www.diplomatie.gouv.fr), select "Advice to Travellers/ Advice by Country"). Alternatively, you can ask your adviser for these sheets. Voyageurs du Monde draws your attention to the fact that the information can be subject to changes up until your departure date, it is therefore advisable to consult the information regularly. To comply with our communications obligation, destinations Voyageurs du Monde may be required to have you sign the MEAE country sheet of the country or of the countries visited or transited through. This formality does not constitute a discharge of liability.

Health risks : We invite you to regularly consult the information published by the authorities for the country(ies) of your trip and to follow the health recommendations and measures to combat these risks accessible (1) on the [www.sante.gouv.fr](http://www.sante.gouv.fr) (*Ministère français de la Santé et des Sports* - French Ministry for Health and Sports), [www.who.int/fr](http://www.who.int/fr) / (World Health Organization) websites, (2) under the "Health Information" section on our website homepage, where you can access information and recommendations regularly posted on line by our medical adviser and (3) to put questions free of charge by e-mail or on request to our advisers.

## 2.3 Accessibility

Our fully customised trips make it possible for us to envisage services tailored to your personal situation, particularly if you have limited mobility and/or have problem undertaking all the activities that are part of a pleasure trip (travel, accommodation, excursions, etc.) When you tell us about your travel plans we ask you to notify us of any restrictions and/or special characteristics for each member of your party so that we can offer suitable services that are accessible to those with reduced mobility. We are available to answer your questions on accessibility on our

guided tours. If your request includes travel services, particularly flying, it is the traveller's responsibility to make him/herself known so that we can organise the necessary assistance, particularly for flying, both at the airports and in flight.

## 2.4 Supply of information

The person making the booking in the name and on behalf of all the participants in the trip undertakes to provide each traveller with the information provided by Voyageurs du Monde regarding the trip such that Voyageurs du Monde may not be held liable for any error or omission in the supply of such information.

## **3 • MODIFICATIONS / INTERRUPTIONS OF SERVICES REQUESTED BY TRAVELLER(S)**

### 3.1. Travel services

After the trip has been booked, any modification regarding the travel, particularly the surnames/forenames of the traveller(s) may result in additional costs and/or penalties the cost of which must be paid before departure by the traveller(s) to Voyageurs du Monde using the means of payment of their choice. Unless this payment is received, Voyageurs du Monde may not be held responsible for making the required modifications.

### 3.2. Other services

After the trip has been booked and before the departure date any request for modifications (additions or deletions (extension of time, delayed return, change of accommodation etc.)) in the travel services may only be made with the prior approval of Voyageurs du Monde using any means of payment that allow Voyageurs du Monde to receive the funds. Unless this payment is received, Voyageurs du Monde may not be held responsible for making the required modifications.

As of the date of departure, no request for a modification and/or request for the non-performance of all or some of the travel services will result in the initial services being refunded. Any new service requested during a trip must be paid in advance to Voyageurs du Monde or the designated service providers.

### 3.3. Special cases

Any request for a modification concerning the departure and/or return date may result in application of additional costs. The failure by travellers to pay modification fees will be considered to constitute a cancellation/termination for which the conditions set forth in Article 4. will be applied.

## **4 • CANCELLATION/TERMINATION FEES AND CONDITIONS**

If travellers who have signed up for a trip find themselves obliged to cancel their participation, they should inform their insurers and the person who made the booking. They must also inform Voyageurs du Monde in any written form that will produce an acknowledgement of receipt as soon as the operative event at the origin of the cancellation occurs: the date on which the written correspondence is sent shall be considered as the date of cancellation with regard to invoicing the cancellation fee. We would draw your attention to the fact that insurers assess, on the basis of the documents sent to them directly by their insured party the date of the operative event at the origin of the cancellation of the trip in order to cover the cancellation fees. The insurance premium, the booking costs, the visa fees (fee for obtaining and price of the visa) are not refundable by either Voyageurs du Monde or the insurers.

Depending on the services planned for your trip and in order to

take account of the limitations imposed on us by our service providers, if you cancel before departure we may apply either (1) cancellation fees based on documentary evidence of our real costs on the date you cancel, (2) or the scale of cancellation fees given at 4.1 and 4.2 below. Unless stated otherwise, the scale of cancellation fees given at 4.1 and 4.2 below will be applied.

## 4.1. Fee structure for complete cancellation

- More than 60 days prior to the departure date: 10% of the total price of the trip inclusive of all taxes
- From 60 to 31 days prior to the departure date: 20% of the total price of the trip inclusive of all taxes
- From 30 to 21 days prior to the departure date: 35% of the total price of the trip inclusive of all taxes
- From 20 to 14 days prior to the departure date: 50% of the total price of the trip inclusive of all taxes
- From 13 to 7 days prior to the departure date: 60% of the total price of the trip inclusive of all taxes
- Less than 7 days prior to the departure date: 65% of the total price of the trip inclusive of all taxes

Cancellation handling fees will be added to this scale:

- €300 for trips lasting up to 8 days
- €500 for trips lasting more than 8 days

The total value of the cancellation fees (fees as a percentage + flat rate charge) shall not exceed the total cost of the trip inclusive of all taxes.

## 4.2. Partial cancellation fees

If one or more travellers booked on the same trip cancel their participation in a trip maintained for the other participants:

- For personal (non-shared) services: For personal (unshared) services, the fee structure for cancellation indicated above (4.1) shall be calculated for the travellers who cancel based on the price of the unused services (airline tickets etc.) for the trip as at the cancellation date.
- For shared services: charges of 100%, irrespective of the cancellation date, will be charged to the participant(s) who cancel(s) their share of the shared services for the trip.
- Where several travellers are included on the same booking and only one of them cancels the trip, the cancellation fees shall be deducted from the sums collected by Voyageurs du Monde for this trip, irrespective of who has made the payment.

In the event of cancellation, for any reason whatsoever, external expenses for the trip arranged with Voyageurs du Monde and incurred by the traveller(s) such as transport expenses up to the departure point for the trip and the return home, charges for obtaining visas, travel documents, charges for vaccinations may not form the subject of any refund.

## **5 • AIR TRANSPORT**

### 5.1 - Airlines

Voyageurs du Monde will notify you in your travel programme which airline company or companies are likely to ensure your flights together with indications of timetables and any stopovers known at that date. In the event of changes subsequent to your booking, Voyageurs du Monde undertake to notify you of any change in the choice of airline(s) as soon as we have knowledge thereof prior to your departure. In accordance with our obligations, we hereby inform you that the European list of prohibited airlines may be consulted at [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_fr](https://ec.europa.eu/transport/modes/air/safety/air-ban_fr) or requested from your Voyageurs du Monde adviser. Boarding taxes for unused >

tickets will be refunded on request (Article L 224-66 of the French Consumer Code).

We would point out that:

- Stopover times are established by the airlines in line with their flight plans, which may be modified without these constituting grounds for a no-charge cancellation.
- In the event of the airline company that should provide your flight not being able to carry you despite its obligation to provide assistance, Voyageurs du Monde may use a different airline company to ensure you travel under comparable conditions.
- Remote check-in procedures (before you go to the airport) to obtain a boarding-pass, possibly with a choice of seat, must be completed within the time (number of hours before the scheduled flight time) set by each airline company according to their flights.

## 5.2 – Terms and conditions of transport

The terms and conditions of transport, particularly the quantity of baggage and its maximum weight allowed without excess baggage being payable, are available on the site of the airline company or from Voyageurs du Monde. In accordance with the Warsaw Convention, any airline may have to implement changes without notice including: scheduling and/or routing as well as the departure and arrival airports. If in the event of changes by the airline, in particular in the event of technical, climatic or political incidents outside Voyageurs du Monde's control, delays or cancellations or strikes outside Voyageurs du Monde's control, additional stopovers, changes of aircraft, route changes, political or climatic events, the client decides to cancel the trip, he/she will be charged the cancellation fees mentioned in article 4 above. Voyageurs du Monde shall not refund costs (taxis, hotels, transport, catering etc.), when the voyageur is under the protection of the airline. In the event of delay in the transport when departing for or returning from the trip and/or damage to or loss of luggage, denial of boarding (in the case of over-booking) and/or cancellation of the flight by the airline, in order for the passenger to be able to assert his/her rights, we recommend that he/she retains all original documents (tickets, boarding cards, luggage tags or other documents) and seeks written supporting documents from the airline in the event of baggage disputes, denial of boarding (over-booking), cancellation of flights (hereinafter, the "Supporting Documents"). Taking account of the tight deadlines imposed, the traveller shall send the claim to the airline as soon as possible together with copies of the Supporting Documents and he/she shall retain the originals. In the event of difficulties, Voyageurs du Monde customer service may intervene with the airline to assist the traveller in resolving the claim.

## 5.3 – Transportation prior to departure and upon returning from the trip

For travellers who organise their own pre- and post-trip services (transport, hotel, etc.) to the starting-point of the trip and back to their home address after the trip, Voyageurs du Monde recommends they buy services (travel tickets, etc.) that can be modified at no cost and/or that can be refunded and that they plan reasonable time-lapses to transfer between airports/stations. Voyageurs du Monde will not refund services that are reserved but not used. Moreover, Voyageurs du Monde may not be compelled to refund costs resulting from the occurrence of unforeseeable or unavoidable events due to actions by third parties or due to actions by travellers who change the services of trips booked with Voyageurs du Monde and/or involve changes to

travel services taken out with Voyageurs du Monde and/or involve modifying services reserved by the traveller to ensure pre- and post-trip transportation.

## 6 • INSURANCE POLICIES

Voyageurs du Monde offers you three different insurance packages for your trip. A full booklet of the General and Special Conditions of these insurance policies can be consulted on our website or on request from our advisers. These contracts contain limitations of guarantees, exclusions, excesses and obligations in the event of a claim. We suggest that you read them carefully. It is the responsibility of each traveller before or during the trip to contact the insurers personally in order to apply insurance cover. In the packages offered there is a stipulation that in the event of cancellation the insurance premium, booking fees and visa fees will not be refunded either by Voyageurs du Monde or the insurers.

○ Contrat Tranquillité - ALLIANZ - invoiced 4.30% of the total price of the trip inclusive of all taxes

The most complete policy for those who wish to enjoy extended cover.

○ Contrat Tranquillité bank card - ALLIANZ - invoiced 2.80% of the total price of the trip inclusive of all taxes

This policy tops up the limits and/or cover provided by your bank card. The cover provided by this policy only applies if the total price of the trip is paid by multiservice bank card issued by a French, Swiss or Belgian bank: Mastercard Gold, Visa Premier, Platinum, Infinite, American Express.

○ Contrat Assistance plus - ALLIANZ - invoiced 2.30% of the total price of the trip inclusive of all taxes

This policy only covers assistance to your destination and does not cover cancellation.

### 6.1 Claims procedure and processing of requests

• Requests for medical assistance: You should contact Mutuaide (the Allianz assistance centre) for any request for medical assistance 24/7. Tel. from France 01.45.16.43.21 – tel. from abroad +33. (0)1.45.16.43.21. By e-mail [medical@mutuaide.fr](mailto:medical@mutuaide.fr)

• Other requests: In the event of cancellation of your trip or any other incident covered by the insurance policy you have taken out (flight delays, loss of luggage, etc.). Please submit your claim online at the following address:

<http://voyageursdumonde.assurinco.com>

### 6.2 Withdrawal period

If you are already insured for the same cover by an insurance policy you took out previously, you are entitled to a withdrawal period of 14 days under the insurance taken out provided this has not been called upon.

## 7 • MINORS

Booking requests for minors must be signed by the father, mother or legal guardian and marked "consent of the father, mother or guardian". Minors who are not travelling with their parents or guardians must be in possession of the identity documents required for the trip and, depending on the destination, a valid authorisation to leave mainland France. In addition, the documents supplied by Voyageurs du Monde will include a telephone number and an address enabling the minor or responsible adult to get in direct contact.

For minors travelling with a parent, guardian or other adult,

you should ensure that you are in possession of the documents required for the minor you are accompanying (ID card or passport and any exit permit) to enable the minor to leave the country and/or establish, particularly if the minor does not have the same surname as the accompanying adult, proof of parental authority (family register, court ruling, etc.).

## 8 • PRICE

The invoice price is firm, definitive and in euros. However, by law up to 20 days before the date of departure we may be obliged to make adjustments upwards or downwards provided they are not significant without the possibility of cancelling/terminating without cost to you to take account of any of the following variations:

- the price of the carriage of passengers resulting from the cost of fuel or other power sources,
- the level of taxes or fees on the travel services included in the contract imposed by third parties not directly involved in the performance of the package, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports.

If one or more travellers booked on the same booking cancel(s), the trip may go ahead provided that prior to the departure the participants have paid any surcharge for services which have had to be changed on account of the cancellation of the traveller(s). Any refusal on the part of the traveller(s) remaining booked to pay this adjustment shall be regarded as cancellation on the part of the travellers in question and the fee structure in article 4 shall apply. Costs, fees or other additional costs (tourist tax, resort fees, parking fees, entrance to national parks, etc.) may be payable by the travellers during the trip. These fees, which are not included in the cost of your trip, will be stated where appropriate in your travel programme. We advise you to make sure you have appropriate means of payment during your trip.

## 9 • GROUND SERVICES

### 9.1 Unused services/changes

Services not used during your trip (transfers, excursions, accommodation, vehicle hire, flights, etc.) through choice of the traveller(s) will not result in any refund. As stated in Article 3, services deliberately changed at the venue on request from the traveller(s) are subject to the local service providers' and suppliers' terms and conditions and any additional cost must be paid directly to the local service providers without Voyageurs du Monde being liable. Services not used at the venue (transfers, excursions, accommodation, etc.) through choice of the traveller will not result in any refund.

### 9.2 Details concerning group tours

#### 9.2.1 Single room

On "group tours", if the client books on his/her own without having opted for a single room he/she shall be charged the single room supplement at the time of booking. If, however, we find a person suitable for sharing the room we will deduct this supplement. Given that the price is set on the basis of three people (room with double bed plus single bed), if this arrangement is not acceptable for the adults we advise you to ask for a single room. If the third person wishes to have an individual room, the supplement will be charged.

#### 9.2.2 Number of participants

The maximum number of participants is indicated in the trip description. However, the maximum number may be exceeded by one participant in the event that the last person who >

books wishes to travel with another person. The services will not be changed and the conditions of the trip shall therefore be identical.

## 10 • TRANSFER OF THE CONTRACT

In accordance with Article R.211-7 of the French Tourism Code, you are entitled to transfer your contract to a transferee who meets the same conditions as you for undertaking the trip on condition that the package had not been used. You must inform Voyageurs du Monde of your decision at the latest seven days before the start date of your trip by any means that will produce an acknowledgement of receipt.

If the contract is transferred, the transferor and/or the transferee must first pay the costs resulting from the transfer. Your adviser will inform you of these costs.

## 11 • LIABILITY

Voyageurs du Monde may not be held liable for the consequences of the following events:

- Loss or theft of travellers' airline tickets.
- Failure to present the authorities and/or carriers (airline companies, etc.) with the administrative and/or health documents required to undertake the journey and/or enter the country/countries included in the trip and/or cross the borders in accordance with the information provided by Voyageurs du Monde.
- Arrival after the scheduled time for check-in and/or boarding for any journey, particularly by air. Voyageurs du Monde shall not be liable to refund any travel ticket under these circumstances.
- Unforeseeable or unavoidable events caused by third parties such as: wars, political disturbances, strikes external to Voyageurs du Monde, riots external to Voyageurs du Monde, technical or administrative incidents external to Voyageurs du Monde, airspace congestion, bad weather, delays (including in mail shipping services, etc.), breakdowns, loss or theft of baggage or travellers' other personal effects.
- Cancellation imposed by exceptional, unavoidable circumstances and/or for reasons related to maintaining traveller safety, and/or injunction by an administrative authority: under these circumstances, Voyageurs du Monde reserves the right, without consulting the travellers, to change the planned dates, times or itineraries if it considers this essential for passenger safety.

In the event of Voyageurs du Monde being held liable by virtue of actions performed by service providers, the compensation limits provided for by the international conventions in accordance with Article L 211-17-IV of the Tourism Code will apply. Except in the event of bodily injury, the maximum financial liability of Voyageurs du Monde will be limited to three times the total cost of the journey.

## 12 • COMPLAINTS

### 12.1 During your journey

We would ask you to contact Voyageurs du Monde if you observe a non-conformity in the performance of the services included in your journey. You should do this by telephoning the emergency number that appears on the documents provided by Voyageurs du Monde. In the event of a complaint, any failure by you to notify us of any nonconformity in the performance of the services included in your journey which could have financial consequences will be taken into consideration.

### 12.2 After your journey

Any traveller may send a complaint about the conditions under which the services included in a journey were provided. Complaints must be in writing accompanied by documentary evidence and sent to Voyageurs du Monde - Service Relations Clients - 55, rue Sainte Anne 75002 Paris as soon as possible after the return date of the trip. If, after referring the matter to our Customer Service department, you have not received a satisfactory response within a maximum 60 days, you may contact the Travel and Tourism Mediation Service, whose contact details are shown below: MTV Médiation Tourisme Voyage – BP 80 303 – 75 823 Paris CEDEX 17. Details of how to refer a case can also be found on their website: [www.mtv.travel](http://www.mtv.travel).

## 13 • PERSONAL INFORMATION

The information you give us is recorded in a computer file by Voyageurs du Monde, a limited liability company listed on the Paris Companies Register as number 315 459 016 with headquarters at 55 rue Sainte Anne 75002 Paris in its capacity as the body responsible for data processing. Certain information must be given to Voyageurs du Monde when you make your booking and/or your request for a travel plan; this information is shown by an asterisk. Unless it is given, your requests cannot be processed. The other information requested is optional. We need to process your personal data in order to draw up your contract and provide you with travel services. The personal information collected is used to enable you to access all the information about your trip(s) or trip request(s), the implementation of your requests (planned trip, provision of travel services), to offer you similar services or trips that may be of interest to you, compile statistics, sign you up for the newsletters you request and, with your permission, send you information about Voyageurs du Monde and their partners (new features, products and services, commercial canvassing and customised offers). We make a point of informing you that in order for us to fulfil your order for travel services your data will be sent to the subsidiaries and partners of Voyageurs du Monde, suppliers of reserved services (hoteliers, carriers, etc.) or technical service providers such as IT, accommodation, distribution of e-mail, online payment providers, etc. who may be located outside the European Union. Our subsidiaries and partners undertake only to use your personal data to perform certain tasks that are vital to your trip in the strictest respect of your rights in the field of the protection of personal data and in compliance with the legislation in force. Voyageurs du Monde undertake not to divulge or sell personal data about you to third parties who are not our partners. Your data will be retained for duration of our contractual relationship and for the time necessary to meet legal or regulatory obligations. At all events, unless you contact us within five years, your personal data will be archived for a further five years before being deleted definitively or made anonymous.

In accordance with the modified French Data Protection Act No. 78-17 dated 6 January 1978, you have the right to access, refuse (particularly the sending of marketing mail-shots), correct, limit and delete as well as rights over the portability of your personal data. You also have a right to define the directives regarding what happens to your personal data after your death. You may exercise these rights by writing to the following address: Service Relations Clients, 55 rue Sainte-Anne, 75002 Paris.

Voyageurs du Monde has appointed a Data Protection Delegate whose contact details are: Service du Délégué à la Protection des Données, 55 rue Sainte-Anne, 75002 Paris - [dpd@voyageursdumonde.fr](mailto:dpd@voyageursdumonde.fr). You are entitled to file a complaint with the French Data Protection Authority (CNIL) if you consider that

we have breached the regulations applicable to personal data. For more information on how to collect and process your personal data, please see our policy on confidentiality and cookies. In accordance with Article L 223-2 of the French Consumer Code you can be included on a list opposing telephone canvassing.

## 14 • TRAVELLERS' RIGHTS

The combination of travel services you are offered is a package as defined by EU directive 2015/2302 and Article L.211-2 II of the Tourism Code. Page 11 of 11 You therefore enjoy all the rights granted by the European Union applicable to packages as transposed into the French Tourism Code. Voyageurs du Monde is fully responsible for the overall provision of the package. In addition, as required by law, Voyageurs du Monde holds insurance cover to refund your payments and, if carriage is included in the package, to repatriate you in the event of Voyageurs du Monde being declared insolvent. For more information on your basic rights under EU directive 2015/2302, [click here](#).

Conditions of Sale updated on 1<sup>st</sup> July 2018

Limited liability Company with registered capital 3,691,510 euros  
55, rue Sainte-Anne, 75002 Paris

Tel.: (+33) 1 42 86 16 00

Fax: (+33) 1 42 86 17 88

Listed on the Paris Companies Register as No. 315459016

Atout France registration No. 75100084

Civil and Professional Liability Insurance:

Allianz IARD No. 56 039 969 1 cours Michelet CS 30051-92076 Paris la Défense.

Financial security:

ATRADIUS Credit Insurance NV

44 avenue Georges Pompidou 92596 – Levallois- Perret CEDEX.

