

GENERAL TERMS OF SALE

In accordance with article 104 of decree n° 94-490 of June 15, 1994, in application of article 31 of French law n° 92-645 of July 13, 1992, stipulating the terms and conditions for activities relating to the organisation and sale of trips and holidays. This extract shows articles 95 to 103 of the aforementioned decree.

Art.95
Subject to the exclusions stipulated in paragraph 2 (a and b) of article 14 of the above-mentioned law of July 13, 1992, the offer and sale of all services relating to trips and holidays shall give rise to the delivery of documents in accordance with the provisions of this article. Regarding the sale of flight tickets, or tickets for use on regular transport services unaccompanied by associated services, the seller shall issue the buyer with one or several tickets covering the whole journey provided by the transporter or under the latter's responsibility. Regarding special travel arrangements provided at the buyer's request, the name and address of the transporter associated with the issued tickets must be mentioned.

The individual billing of various items of a single holiday package shall not free the seller from its obligations herein.

Art.96
Prior to signature of the contract, the seller shall inform the buyer, in the form of a written document bearing the seller's full designation, address, and commercial licenses, of all prices, dates and other information relating to the services provided in the framework of the trip or holiday, including but not limited to:

- 1° Destination and transport means, features and categories;
- 2° Type of accommodation, location, comfort and main features, plus official tourist rating in accordance with the legal provisions in force;
- 3° Number of meals provided;
- 4° Description of itinerary, if applicable;
- 5° Administrative and health formalities, in particular in case of border crossings, plus the associated deadlines;
- 6° All visits, excursions and other services included in the package, or which may be available at additional cost;
- 7° Minimum and maximum size of the group required for the trip or holiday and, if the trip or holiday is subject to a minimum number of participants, the deadline for buyer notification in case of cancellation; the set deadline being twenty days or more prior to the scheduled departure date;
- 8° Amounts or percentages of the total price to be paid in down payments on signature of the contract, plus the payment schedule for the balance;
- 9° Provisions for price revisions, in accordance with article 100 of this decree;
- 10° Terms and conditions for contractual cancellations;
- 11° Cancellation terms and conditions as described in article 101, 102 and 103 hereafter;
- 12° Details as to the professional civil liabilities and guarantees of the relevant travel agents, and civil liabilities of non-profit concerns and local tourism concerns, as stipulated in their respective insurance policies;
- 13° Information relating to optional insurance policies taken out by the customer (policy number and insurer's name) covering certain cases of cancellation or certain risks, in particular repatriation costs in case of accident or illness.

Art.97
The seller is liable for all prior information provided to the buyer, unless the seller has expressly reserved the right to amend certain items of the aforesaid information. The seller must, in this case, indicate clearly which items may be affected by amendments, and to what extent. In all cases, the buyer must be notified of all amendments in writing prior to signing the contract.

Art.98
The contract signed between the seller and buyer must be made out in two copies signed by both parties, one of which is issued to the buyer. It must include the following clauses:

- 1° Name and address of the seller, its guarantor and insurer, plus the name and address of the organiser;
- 2° Travel destination(s) and, in the case of fractionated holidays, the relevant periods and dates;
- 3° Transport means, features and categories, as well as departure and arrival dates, times and locations;
- 4° Type of accommodation, location, comfort and main features, plus official tourist rating in accordance with the legal provisions in force;
- 5° Number of meals provided;
- 6° Description of itinerary, if applicable;
- 7° All visits, excursions and other services included in the package;
- 8° The total cost of the services billed as well as any billing modifications, in accordance with article 100 of this decree;
- 9° If relevant, all fees or taxes relating to certain services, such as airport taxes, boarding and landing taxes in ports and airports, and visitor's taxes, if not included in the price of the service(s) supplied;
- 10° Payment schedule and methods; in all cases, the balance payable by the buyer must correspond to at least 30% of the total cost of the trip or holiday, and must be settled on receipt of the associated contractual documents;
- 11° All special terms and conditions requested by the buyer and accepted by the seller;
- 12° The provisions for claims against the seller in case of seller's default or unsatisfactory performance of the contract. Claims must be addressed to the seller by registered mail as rapidly as possible; the buyer may also notify the holiday organiser and concerned service provider in writing at his discretion;
- 13° Deadline for buyer notification in case of trip or holiday cancellation by the seller if the trip or holiday is subject to a minimum number of participants, in accordance with the provisions of paragraph 7 of article 96 above;
- 14° Terms and conditions for contractual cancellations;
- 15° Cancellation terms and conditions as described in article 101, 102 and 103 hereafter;
- 16° Details as to the professional civil liabilities and guarantees of the seller as stipulated in the seller's insurance policy;
- 17° Information relating to optional insurance policies taken out by the customer (policy number and insurer's name) covering certain cases of cancellation or certain risks, in particular repatriation costs in case of accident or illness; in this case, the seller must issue a written document to the buyer stipulating, at least, the risks insured or uninsured by the contract;
- 18° Deadline for seller notification in case of contract transfer by the buyer;
- 19° An undertaking to provide the following information in writing to the buyer, at least 10 days prior to the departure date:

- a) name, address and telephone number of the seller's local representative or, failing this, the names, addresses and telephone numbers of the local organisations likely to help to buyer in case of difficulties or, failing this, an emergency telephone number enabling the buyer to reach the seller urgently;
- b) regarding minors travelling overseas, a telephone number and address enabling direct on-site contact with the child or person in charge of the child.

Art.99
The buyer shall be entitled to transfer his contract to a transferee fulfilling the same conditions as the buyer with regards to the trip or holiday, providing the contract has not already taken effect. Unless otherwise stipulated in the

contract, the buyer must inform the seller of his decision by registered mail at least seven days prior to the departure date. This deadline is extended to fifteen days for cruises. Transfers are not, in any case, subject to the prior authorisation of the seller.

Art.100
Should the contract contain a price revision clause, in accordance with the limits stipulated in article 19 of the above-mentioned law of July 13, 1992, the aforesaid clause must provide precise information as to the calculation method applicable to both price increases and decreases, price variations and, in particular, transport costs and associated taxes, exchange rates which may affect the price of the trip or holiday, the items concerned by the variation, and the exchange rate(s) applied for the purposes of calculating contractual prices.

Art.101
Should the seller be obliged to amend an essential item of the contract prior to the buyer's departure, e.g. significant price rise, the buyer shall be entitled, without prejudice to any subsequent damage claims issued by the latter, and after having been informed of the amendment by the seller by registered mail, to:

- either terminate the contract and obtain the immediate and full reimbursement of the sums paid
- or accept the amendment or replacement trip or holiday proposed by the seller; in this case an amended contract stipulating the revised arrangements must be signed by both parties.

In the case of price reductions, the sums due shall be deducted from any outstanding payments owed by the buyer. If the sums paid by the buyer already exceed the revised cost of the service, the excess payment must be reimbursed to the buyer prior to the departure date.

Art.102
In accordance with article 21 of the aforementioned law of July 13, 1992, the seller must notify the buyer by registered mail in case of trip or holiday cancellation prior to the departure date; in this case the buyer shall obtain, without prejudice to any subsequent damage claims issued by the latter, the immediate and full reimbursement of all sums paid, plus compensation at least equivalent to the penalty applicable to the buyer in case of cancellation by the latter. The provisions of this article may not under any circumstances hinder an alternative agreement between the buyer and seller, by which the buyer accepts a replacement trip or holiday proposed by the seller.

Art.103
Should the seller be unable, after the buyer's departure, to provide a major part of the contractually-defined services representing a significant percentage of the sums already paid by the buyer, the seller shall be obliged to take the following immediate actions, without prejudice to any subsequent damage claims issued by the buyer:

- either propose services in lieu of the contractual services, in which case any additional costs shall be at the seller's expense. In addition, if the replacement services proposed and accepted by the buyer are of inferior quality to the contractual services, the seller shall reimburse the corresponding price difference immediately on return of the buyer;
- or, if no services can be proposed in lieu of the contractual services, or the proposed replacement services are refused by the buyer for valid reasons, the seller shall supply the buyer, at no additional cost, with equivalent travel tickets for the initially-scheduled destination, or another location agreed by both parties."

SPECIAL TERMS OF SALES FOR INDIVIDUALS

1/ The prices of trips and stays published in this brochure are valid for 2008-2009. All prices are given in Euros. The prices of the trip or stay is to be communicated imperatively to the customer by the selling travel agent at the time of booking. No claims concerning the price of the trip may be taken into consideration on return from the holiday. It is therefore the customer's responsibility to decide whether he agrees with the stated price before departure.

Prices are calculated in terms of the number of nights not the number of days. The prices shown in the brochure do not include visitor's taxes. When applicable, these are to be paid by the customer directly on site and are not subject to reimbursements of any kind.

2/ Booking and payments:
The down payment payable at the time of the booking is fixed at 25% of the total cost of the trip or stay.

The balance must be paid within 30 days of the date of departure. Customers who have not paid the balance at the agreed date shall be considered as having cancelled their trip or stay and shall waiver all rights as regards standard cancellation terms.

Scheduling of down payments and balance payments is subject to articles 96 para. 8 and 98 para. 10 of the General Terms.
Late bookings: the organizer reserves the right to invoice additional administrative expenses (telex, telephone, ect...) incurred for bookings made less than 8 days before departure.

3/ Travel agents' vouchers:
Only vouchers corresponding to the services booked may be presented to the service provider by the customer. These vouchers shall be delivered to the customer after full payment of the trip or stay.

Should the service provider fail to provide part of the services mentioned on the voucher without the customer's consent, the customer must request a corresponding written confirmation from the service provider. This written confirmation must be costed and include the agreement of the service provider regarding reimbursement of the non-received services, and be addressed to the organizer and distributor as soon as possible.

Confirmations which are not costed and do not bear the agreement of the service provider shall be subject to verification by the "Maison du Tourisme" before a reply is given, in order to ascertain the validity of the confirmation and the agreement of the service provider regarding reimbursement.

4/ Modifications
All modifications made by the customer must be submitted to the seller and trip or stay organizer; the organizer reserves the right to refuse the modification or to accept it subject to invoicing of the costs incurred by the modification, i.e. 23 € per person. Should the modification be made less than 30 days before departure, it shall be considered as a cancellation and re-booking. In this case, costs shall be as described in the paragraph "Cancellation" hereunder.

All postponements shall be considered as cancellations and incur costs according to the schedule in force.

All modifications made by the organizer shall be subject to articles 101 and 103 of the General Terms.

5/ Contract transfer:
The transfer of contracts by the customer to the transferee shall be subject to article 99 of the General Terms. This transfer shall be invoiced at 23 € per file, including document reissuing fees.

6/ Cancellation:
6.1/ By the customer:
Special case concerning rented holiday accommodation:
The 23 € administrative fees and the 25% down payment paid at the time of

booking shall be withheld.
The cost of the stay is due in full as soon as the holiday rental contract is returned signed.

However, in the case of re-rental, the income generated shall be allocated to the defaulting customer.

Other types of stay:
If the customer is led to cancel his trip or stay before the departure date, the organizer shall issue an invoice for cancellation fees, equivalent to 23 € per file, plus compensation according to the schedule hereunder:

- over 30 days before departure: 23 € administrative fees with the exception of rented holiday accommodation for which 23 € administrative fees plus 25% down payment made at the time of booking shall be withheld.
- 30 to 21 days before departure: 25% of the total cost of the trip or stay.
- 20 to 8 days before departure: 50% of the total cost of the trip or stay.
- 7 to 2 days before departure: 75% of the total cost of the trip or stay.
- Less than 2 days before departure or non-appearance: 100% of the total cost of the trip or stay.

Cancellation fees may be covered by taking out a cancellation insurance with the travel agency. The 23% administrative fees are not covered by the cancellation insurance. The "Maison du Tourisme" must be notified of the cancellation by fax, telegram or registered letter. The cancellation date taken into account shall be the date of receipt of the above-mentioned documents.

6.2/ By the organizer:
The provisions relating to cancellation by the organizer are described in article 21 of the french law of July 13, 1992 and article 102 of the General Terms.

The organizer shall be entitled to cancel any trips or stay if the required minimum number of participants as stipulated in the brochure is not obtained within 21 days of the start of the trip or stay.

The customer shall not under any circumstances be entitled to compensation in the case of cancellations due to "force majeure" or for reasons involving customer safety.

7/ Holiday abandon:
The customer shall not be entitled to any compensation or reimbursements if he should shorten or interrupt his trip or stay for any reason whatsoever (including strikes, repatriation for medical reasons, etc...). No reimbursements shall be made for non-use of the services ordered without prior cancellation.

8/ Hotel regulations:
International hotel regulations stipulate that guests must free their rooms before midday on the day of departure (barring waivers by the hotel owner). Rooms are available from 3p.m., notwithstanding the time of arrival.

N.B. Hotel ratings are determined by the Ministry of Tourism.
9/ Apartment hotel regulations:
Apartment hotel regulations stipulate that guests must free their apartments before 10 a.m. on the day of departure (barring waivers by the apartments hotel). Apartments are available from 5 p.m., notwithstanding the time of arrival.

N.B.: Apartment hotel ratings are determined by Ministry of Tourism.
10/ Rented holiday accommodation regulations
Tourist rented accommodation regulations stipulate that customer must collect the keys to their apartment from the estate agent on Saturday between 4 p.m. and 7 p.m. on the day of arrival. The keys must be returned to the estate agent on Saturday between 8 a.m. and 10 a.m. Personal arrangements may be granted by special request.

A deposit is to be paid on site.
The amount of deposit could be changed by the estate agent. This deposit shall be returned after deduction of any missing objects, damage, or possible cleaning costs and after payment of any optional services consumed, within fifteen days following the customer's departure. A fixed sum shall be withheld in case of key loss.
Rented holiday accommodation is not included in hotel owners' responsibilities. As such, the "Maison du Tourisme" cannot be held for any stealing or damage to personal effects which may occur inside the residence, whether inside the apartment or in the car park or communal areas. The apartments may not be used to accommodate more than the stipulated number of persons.

All sub-letting is strictly prohibited.
The applicable prices are shown in the contract.
Without direct or main views over communal areas, or northfacing views, and including a loggia, balcony or terrace suitable for taking breakfast or resting in a deckchair, with private parking spot, of comfort or high-comfort rating, with equipped kitchen, bathroom and toilet, with all costs included, except electricity in inter-seasonal periods.

Prices do not include optional services, visitor's taxes and electricity (in inter-seasonal), if applicable.
11/ Camping and caravanning rented accommodation regulations
Camping and caravanning rented accommodation regulations stipulate that customers must free their mobile-homes, equipped tents and bungalows between 8 a.m. and 10 a.m. on the day of departure (barring waivers). Accommodation is available between 4 p.m. and 7 p.m. on the day of arrival.

N.B.: campsite ratings are determined by the Ministry of Tourism. A deposit of 152,45 € is to be paid on site notwithstanding the type of accommodation rented. This deposit shall be returned after deduction of any missing objects, damage, or possible cleaning costs and after payment of any optional services consumed, within fifteen days following the customer's departure.

12/ Boat hire regulations:
Boat hire regulations stipulate that the customer must collect and return the boat to the hirer at the times indicated in each programme. A deposit is to be paid on site for the hire of boats without skipper, according to the pricing schedule indicated for each boat. Prices do not include port taxes, fuel and optional services, if applicable.

13/ Disputes and claims:
The provisions concerning claims filed by the customer in relation to the organizer are stipulated in article 98 para. 12 of the General Terms. All claims relating to trips or stays must be formulated in writing and addressed by registered mail to the agent which sold the package as soon as possible and not later than thirty days after the customer's return from the holiday.

14/ Contractual information:
These terms of sale are subordinated to the General Terms described in the French law of July 13, 1992. This brochure is not a contractual document and cannot prevail over the appropriate document provided for in the General Terms, which must be delivered to the customer by the seller at the time of booking.

15/ Jurisdiction:
Should a dispute arise, the court of competent jurisdiction shall be that of the central office of the "Maison du Tourisme".
Important note: this brochure has been elaborated with the greatest care. However, some errors may occur at the time of printing. All prices, dates and descriptions shown in this brochure must be confirmed by our services at the time of booking. In addition, we draw your attention to the fact that the illustrations shown are for information only and as such we cannot under any circumstances be held responsible for them.