



SPECIAL SALES CONDITIONS

SERVICE DE RESERVATION & COMMERCIALISATION DE L'OFFICE MUNICIPAL DE TOURISME DE VILLARD DE LANS

101 chemin de la patinoire - 38250 Villard de Lans

Tel : +33 (0)4 76 95 51 78 - reservation@villarddelans.com - www.reservation.villarddelans.com

Registered as a travel agency in France under reference IM038110006

Guarantor: APST - 15 avenue Carnot 75017 PARIS Cédex, France

Insurance: SMACL ASSURANCES - 141 avenue Salvador Allende 79031 NIORT Cédex 9, France – contract n° 236709/S

1- The present contract is subject to the provisions of the Tourism Code and governed by Law no. 2009-888 of 22 July 2009 on the Development and Modernisation of Touristic Services. The present Special and General Conditions form an integral whole consisting of the written contract drawn up in compliance with the provisions of Article R211-6 of the Tourism Code.

2- The reservee can make reservations either directly on the website of the reservation service, or by phone or by making a request by email.

2.1- In the case of a telephone reservation or a request by email, the reservation service sends the reservee an option contract which specifies the different services booked, the price and the duration * of the stay as well as the date of limit of option. The option represents the reservation contract. The return of the signed contract constitutes its acceptance by the reservee and undertakes to comply with the payment of the full amount of the stay according to the Payment Conditions art. 4. A booking fee ** will be invoiced and definitively acquired to the OMT Reservation Service. An optional cancellation insurance** is systematically proposed, the client making the reservation may only sign it or reject it during the option stage before having made any payment.

Upon receipt of payment, the reservation service will send a booking confirmation to the reservee.

* The client signatory of the present contract concluded for an indefinite duration shall in no event invoke any right to maintenance in the locations following provision of the service.

** according to the applicable rates at the time of creation of your file

2.2- In the case of online reservations with credit card payment, the reservation is then immediately confirmed. Validation of the payment form constitutes acceptance by the reservee and commits him to comply with the payment of the full amount of the stay according to the Payment Conditions art.4.

The reservee cannot claim to be mistaken about the services purchased because he himself entered the information.

Right of withdrawal: For hosting contracts or leisure activities, catering, provided at a determined period, such as tourist packages and accommodation services sold remotely by the Municipal Tourist Office, the consumer does not benefit from a right of withdrawal, pursuant to Article L.121-17-5 °) of the Consumer Code.

3- Fares

Maintenance charges are included in our prices (fixed rate for water, electricity and heating – unless otherwise specified in the descriptive), except for local tourist tax, booking fees and optional insurance premiums which are payable at the moment of booking.

The amount of the tourist tax according to the applicable legislation in the municipality is 0.22 euros to 1.30 euros / night / adult depending on the category of accommodation booked (Free for children under 18)

4- Payment conditions:

Reservation at more than 30 (thirty) days, payment on account of 25%, plus administrative costs and cancellation insurance if subscribed, the balance being paid at least 30 days before the beginning of the holiday.

Reservation less than 30 (thirty) days from the date of the holiday, payment in full of the amount of the contract.

The balance shall be paid at the latest 30 (thirty) days prior to the date of arrival, in the absence of which the client making the reservation shall risk cancellation of his holiday, following receipt of written warning to pay by registered mail with return receipt if payment is not received by the OMT reservation service within 15 (fifteen) days after the mailing of the registered letter.

In case of last-minute booking (less than 15 days before the date of arrival), credit card shall be the only way of payment accepted.

The costs of payment, if any, by bank transfer or foreign cheque shall be charged to the client making the reservation.

Payment by banker's draught must be made at least 30 (thirty) days before the date of the holiday.

5- Modification or cancellation on the customer's initiative:

5.1- Modification:

Requests for file modifications must be send in writing to the reservation service. The acceptance of the reservation service results from the sending of a new contract (no correction carried directly by the customer on the contract sent by the booking service will be considered). The modifications are in no way suspensive of the settlement conditions of the initial contract.



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Any change in the date of stay or accommodation and or additional services requested by the customer after the payment of the first deposit constitutes a cancellation of his initial order (resulting in the application of cancellation fees art.5.2) and registration of the new order under the conditions described above.

5.2- Cancellation:

In case of cancellation, the customer must inform the reservation service in writing.

- . Cancellation between the date of signature on the contract and the 21st day preceding the beginning date of the stay: 25% of the total amount of the holiday shall be withheld.
- . Cancellation between the 20th and 15th preceding the beginning date of the stay: 65% of the total amount of the stay shall be withheld.
- . Cancellation between the 14th day preceding the beginning date of the stay and the day of the stay: 100% of the total amount of the holiday shall be withheld.

In the event of failure to appear, no reimbursement will be possible

In case of non-compliance of the payment deadlines, the down-payments will be kept as compensation.

5.3- Breaking-off of your holidays: In the event of interruption of the holiday by the client, no reimbursement will be made.

In all cases, the OMT shall retain the administrative costs and the cost of the cancellation insurance, if subscribed.

6 - Modification or cancellation on a service provider's initiative:

If external circumstances compel us to do so, La Booking Service could be forced to modify or cancel your booking. In case of an essential modification or cancellation of the booking, the customer shall whether put an end to his/her booking and then claim for a refund, or agree the modification offered by signing an amendment to the contract. This must be made within 8 days after being informed by post mail or by e-mail. In the absence of answer within this deadline, the customer shall be considered as refusing the modification.

Purchase of Alpine ski offers:

Once you purchase an Alpine ski package inclusive of your accommodation from the Reservation Department, you would have benefited from favorable rates. In case the delivered packages are not utilized or fully exhausted, **there will be no refund or exchange**. Unused ski days can still be consumed during the years that follow the current season (these days have no validity)

7- Insurance Cancellation. An optional cancellation insurance policy shall be systematically proposed; the client making the reservation may only sign it or reject at the option stage, before making any payment.

IMPORTANT: the fact of subscribe to the Insurance Cancellation does not guarantee the compensation of all or part of the stay in case of cancellation. Also, we advise you to read the repayment term of the Insurance Cancellation below.

8- Hotel tax: Hotel tax, not included in the price of the reservation, is in force in the municipality. It is payable on the spot, with the hotel operator or with the OMT reservation service (deliberation - 22/09/2016)

9- Conditions peculiar to hotels: All prices are to be understood as including service. The prices have been calculated based on the family composition communicated upon making the reservation. In the absence of indication to the contrary, they do not include drinks served with meals. When a client occupies a single room designed for two persons, he will be invoiced a supplement known as the "single room supplement".

The in-house regulations of the hotel will apply to all reservations.

10- Conditions peculiar to furniture: All apartments are designed for the capacity defined in the confirmation [e]mail. The hotel operator shall be entitled to reject the reservation for every unexpected additional person. The payment on account of an amount fixed by the hotel operator shall be indicated on the contract of reservation and will be demanded upon arrival. All breakage and wear and tear, as well as all discrepancies compared to the inventory, if any, as well as any cleaning costs if the location has not been left in correct condition, will be deducted from the purchaser's security deposit. The security deposit will be returned to the purchaser at the latest one month by the hotelier after your departure. The prices do not include:

- cleaning, supply of blankets and household linen (in the absence of indication to the contrary in the reservation service proposal), hotel tax.

For rentals, an inventory will be drawn up in the presence of both parties by the Lessee and owner or his representative upon [the Lessee's] arrival and departure from the building. This inventory shall constitute the sole reference in the event of dispute concerning the condition of the premises.

11- Camp grounds: Reservations for mobile homes only are made to the exclusion of other emplacements to be reserved directly from the camp grounds. All reservations shall be governed by the in-house regulations of the camp ground.

12- Complaints, Litigation: In case of complaint or difficulty encountered during your stay, you have the obligation to notify it immediately to the service provider on the spot, so that a solution can be quickly found.

Any complaint concerning a service provider shall be written and sent to the OMT by registered letter with acknowledgement of receipt, at the latest 15 days after you leave. Any complaint made after this deadline shall not be considered.

All disputes relating to the application of the present conditions shall be laid before the competent jurisdiction.



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The reservation service cannot be held liable for total or partial non-performance of services ordered or total or partial non-compliance with the obligations stipulated in these General Sales Conditions, in the presence of fortuitous events, cases of force majeure, improper performance, errors committed by the Customer, or unforeseeable and insurmountable events by a third party not normally involved in the provision of the Services.

In the same way, the reservation service is not responsible for the performance of the services by the partners.

13- Linguistic divergences: In case of divergences occurred on the translated version of the General Sales, only the text of the General Sale Conditions written in French will prevail

14 - SPECIFIC CONDITIONS FOR GROUPS AND SEMINARS - CONGRESSES

14.1- Modification of the stay at the request of the client: Any modification of an element of the stay **15 days before the beginning of the stay** will be charged 5% of the amount of the modified services.

These costs are not reimbursed by the cancellation insurance.

14.2- Modification / addition of services during the stay: The costs incurred will be at the expense of the participants and paid directly to the provider concerned.

In the event of non-payment, the OMT would not be held responsible for the non-fulfilment of the modified services during the stay.

14.3- Group reduction: If the client notifies the group service of a group reduction 45 days before the beginning of the stay, the group service undertakes to seek an appropriate solution with the client (cohabitation with another group, change of accommodation). A new contract will be established.

If the group service is not notified of the group reduction, within the time limit mentioned, two cases arise:

- The number of participants present represents more than 80% of the expected number of participants: invoicing the number of participants only
- The number of participants present represents - 80% of the expected number of participants: billing of 80% of the projected total required

It should be noted that certain service contracts (Activities, Transport, Accommodation) stipulate a minimum number of participants. These constitute the basis of invoicing the group's file.

14.4- Congresses, payment terms: payment of the totality of the file upon making the reservation – Payments accepted by bank card only.

GENERAL SALES CONDITIONS

Article R211-3

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

Any offer and any sale of the services referred to in Article L. 211-1 shall give rise to the delivery of appropriate documents that meet the rules set out in this Section.

Article R211-3-1

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

The exchange of pre-contractual information or the making available of the contractual conditions must be carried out in writing. The information may be exchanged electronically. The name, address and company name of the organizer or retailer must also be mentioned, as well as an indication of his inscription in the register mentioned under Article L. 141-3 or, if applicable, the name, address and an indication of registration with the federation or association mentioned in the second paragraph of Article R. 211-2.

Article R211-4

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

Before concluding a contract, the organiser or retailer shall provide the traveller with the following information:

1. the main characteristics of the travel services:

- (a) the travel destination(s), itinerary and periods of stay, with dates and, where accommodation is included, the number of nights included;
- (b) the means, characteristics and categories of transport, the points, dates and time of departure and return, the duration and places of intermediate stops and transport connections. Where the exact time is not yet determined, the organiser or retailer shall inform the traveller of the approximate time of departure and return;
- (c) the location, main features and, where applicable, tourist category of the accommodation under the rules of the country of destination;
- (d) the meal plan;
- (e) visits, excursions or other services included in the total price agreed for the contract;
- (f) where it is not apparent from the context, whether any of the travel services will be provided to the traveller as part of a group and, if so, where possible, the approximate size of the group;
- (g) where the traveller's benefit from other tourist services depends on effective oral communication, the language in which those services will be carried out;



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- (h) whether the trip or holiday is generally suitable for persons with reduced mobility and, upon the traveller's request, precise information on the suitability of the trip or holiday taking into account the traveller's needs;
2. the trading name and geographical address of the organiser or retailer, as well as their telephone number and, where applicable, e-mail address;
 3. the total price inclusive of taxes and, where applicable, of all additional fees, charges and other costs or, where those costs cannot reasonably be calculated in advance of the conclusion of the contract, an indication of the type of additional costs which the traveller may still have to bear;
 4. the arrangements for payment, including any amount or percentage of the price which is to be paid as a down payment and the timetable for payment of the balance, or financial guarantees to be paid or provided by the traveller;
 5. the minimum number of persons required for the trip or holiday to take place and the time-limit, referred to in Article L. 211-14(III), before the start of the trip or holiday for the possible cancellation of the contract if that number is not reached;
 6. general information on passport and visa requirements, including approximate periods for obtaining visas and information on health formalities, of the country of destination;
 7. information that the traveller may cancel the contract at any time before the start of the trip or holiday in return for payment of an appropriate cancellation fee, or, where applicable, the standardised cancellation fees requested by the organiser or retailer, in accordance with Article L. 211-14(I);
 8. information on optional or compulsory insurance to cover the cost of cancellation of the contract by the traveller or the cost of assistance, including repatriation, in the event of accident, illness or death.

With reference to packages as defined in Article L. 211-2(II)(A)(2)(e), the organiser or retailer and the trader to whom the data are transmitted shall ensure that each of them provides, before the traveller is bound by a contract, the information set out in this Article in so far as it is relevant for the travel services they offer.

The form communicating the information listed in this Article to the traveller shall be laid down by joint order of the Minister for Tourism and the Minister for Economic Affairs and Finance. This joint order shall specify the minimum information that must be provided to the traveller when the contract is concluded by telephone.

Article R211-5

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

The information referred to in Article R. 211-4(1), (3), (4), (5) and (7) and provided to the traveller shall form part of the contract and may be changed only under the conditions set out in Article L. 211-9.

Article R211-6

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

In addition to the information specified in Article R. 211-4, the contract must include the following information:

1. the special requirements of the traveller which the organiser or retailer has accepted;
2. information that the organiser and retailer are responsible for the proper performance of all travel services included in the contract in accordance with Article L. 211-6 and that they are obliged to provide assistance if the traveller is in difficulty in accordance with Article L. 211-17-1;
3. the name of the entity in charge of insolvency protection and its contact details, including its geographical address;
4. the name, address, telephone number, e-mail address and, where applicable, the fax number of the local representative of the organiser or retailer, of a contact point or of another service which enables the traveller to contact the organiser or retailer quickly and communicate with him efficiently, to request assistance when the traveller is in difficulty or to complain about any lack of conformity perceived during the performance of the trip or holiday;
5. information that the traveller is required to communicate any lack of conformity which he perceives during the performance of the trip or holiday in accordance with Article L. 211-16(II);
6. where minors, unaccompanied by a parent or another authorised person, travel on the basis of a contract which includes accommodation, information enabling direct contact with the minor or the person responsible for the minor at the minor's place of stay;
7. information on available in-house complaint handling procedures and on alternative dispute resolution mechanisms and, where applicable, on the entity by which the trader is covered and on the online dispute resolution platform pursuant to Regulation (EU) No 524/2013 of the European Parliament and of the Council;
8. information on the traveller's right to transfer the contract to another traveller in accordance with Article L. 211-11.

With reference to packages as defined in Article L. 211-2(II)(A)(2)(e), the trader to whom the data are transmitted shall inform the organiser or retailer of the conclusion of the contract leading to the creation of a package. The trader shall provide them with the information necessary to comply with their obligations as an organiser. As soon as the organiser or retailer is informed that a package has been created, they shall provide the information referred to in points 1. to 8. to the traveller on a durable medium.

Article R211-7

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

A traveller may transfer his or her contract to a transferee who satisfies the same conditions as the traveller in order for the transferee to undertake the trip or holiday, provided that the contract has not yet produced any effects.

Unless more favourable provision is made, the transferor shall be required to inform the organiser or retailer of



his/her decision by any means capable of producing an acknowledgement of receipt no later than seven days before the start of the trip. Under no circumstances shall this transfer be subject to prior authorisation by the organiser or retailer.

Article R211-8

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

Where the contract includes an explicit possibility of price revision, within the limits laid down in Article L. 211-12, it shall specify the calculation methods for price changes, whether increases or decreases, in particular with regard to the transport costs and related charges, the currency or currencies that could have an impact on the price of the trip or holiday, the part of the price to which the change applies, and the exchange rate of the

currency or currencies taken as the reference when the price specified in the contract was established.

In the event of a price decrease, the organiser or retailer shall have the right to deduct actual administrative expenses from the refund owed to the traveller. At the traveller's request, the organiser or retailer shall provide proof of such administrative expenses.

Article R211-9

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

Where, before the traveller leaves, the organiser or retailer is obliged to alter one of the essential components of the contract, if the organiser or retailer is unable to meet the specific requirements referred to in Article R. 211-6(1) or if there is a price increase of more than 8 %, they shall inform the traveller without undue delay in a clear, comprehensible and readily visible manner on a durable medium of the following:

1. the proposed changes and, where appropriate, their impact on the price of the trip or holiday;
2. the reasonable period within which the traveller has to inform the organiser or retailer of his decision;
3. the consequences of the traveller's failure to respond within the prescribed period;
4. where applicable, the other arrangements offered and their price.

Where the changes to the contract or the substitute arrangements result in a trip or holiday of lower quality or cost, the traveller shall be entitled to an appropriate price reduction.

If the contract is cancelled and the traveller does not accept other arrangements, the organiser or retailer shall refund all payments made by or on behalf of the traveller as soon as possible and in any event not later than 14 days after the contract is cancelled, without prejudice to compensation pursuant to Article L 211-17.

Article R211-10

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

The organiser or retailer shall provide any refunds required under Article L. 211-14(II) and (III) or, pursuant to Article L. 211-14(I), reimburse any payments made by or on behalf of the traveller minus the appropriate cancellation fee. Such refunds shall be made to the traveller as soon as possible and in any event not later than 14 days after the contract is cancelled.

In the case provided for in Article L. 211-14(III), the additional compensation that the traveller may receive shall be at least equal to the penalty he/she would have had to bear if the cancellation had been made by the traveller on that date.

Article R211-11

Created by Decree no. 2017-1871 of 29 December 2017 - Art. 2

The assistance provided by the organiser or retailer in application of Article L. 211-17-1 shall consist in particular in:

1. providing appropriate information on health services, local authorities and consular assistance;
2. assisting the traveller to make distance communications and helping the traveller to find alternative travel arrangements.

The organiser or retailer shall be able to charge a reasonable fee for such assistance if the difficulty is caused intentionally by the traveller or through the traveller's negligence. That fee shall not in any event exceed the actual costs incurred by the organiser or retailer.'

Cancellation insurance

Assurance annulation - Cabinet PM CONSEIL ASSURANCES - 1, rue du Languedoc CS 45001 - 91222 Breigny sur orge cedex - Résumé des garanties - Du contrat N° EVT20171297.034– tél 01 60 84 75 45 contact@pmconseil.fr

The Insurer shall cover: For the Booker or his/her rights-holders, refunds of the funds paid to the Policyholder, minus the insurance premium, in the event of a cancellation for the following reasons:

1. Serious illness, serious accident, or death of the Booker, Renter, or Occupant(s), their spouses (including common-law spouses or civil partners), or their descendants, ascendants, sons- or daughters-in-law, brothers and sisters, uncles, aunts, nephews and nieces, or persons named in the rental agreement. Serious illness or injury means any deteriorated health condition or any bodily damage preventing the victim from leaving home or the hospital, treatment center, or preventing the victim from downhill skiing (for bookings at winter sports resorts) or preventing the victim from receiving spa treatments (for bookings with spa therapy) or a pathology interfering with the goal of the themed stay booked, on the start date of the rental period, and supported by a work stoppage certificate and by a medical certificate specifying the above-mentioned prohibition. For spa therapy, included are chronic illnesses whose changes at the time of departure will



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not allow such therapy. Pregnancy is not considered an illness. Only complications related to pregnancy (miscarriage and sequellae), arising after the booking date are covered. Recurrences of illnesses or accidents previously reported are covered, as long as the illness or accident has not been the subject of any manifestation, aggravation, or complication in the MONTH preceding the booking date.

1. Disaster (Fire, Explosion, Theft-Vandalism, Water and Freezing Damage, natural event) causing significant damage to the residence, in a secondary residence, or in a business belonging to the Renter or Occupant(s) and occurring before their departure or during the stay and imperatively requiring their presence at the place of the Disaster.

2. Impediment to taking possession of the rented Residence, following: o Job termination (EXCLUSION: EXCEPT TERMINATION FOR GROSS PROFESSIONAL MISCONDUCT) THE END OF A TEMPORARY FIXEDLENGTH EMPLOYMENT CONTRACT OR THE CONVENTIONAL TERMINATION OF AN EMPLOYMENT CONTRACT SHALL NOT BE COVERED unless accepted by the Departmental labor board. o Transfer, divorce, legal separation recorded with the court bailiff, of the Renter or Occupant(s) or their spouse (or common-law spouse or civil partner), on the condition that the triggering event occurs after the coverage takes effect.

3. Impediment for the Renter or Occupant(s) to get to the place of the reservation by highway, airplane, railroad, sea, on the date scheduled for taking possession of the rented residence, and within the following 48 hours, subsequent to: • Roadblock or strikes impeding traffic, flooding or natural events, attested to by the Mayor of the Town or any authority (Tourist Office, SNCF, etc.) of the location of the vacation residence. If these unknowns or events are known at the time of booking, they shall not be covered. • Traffic accident involving the Renter or Occupant(s) within 48 hours preceding the check-in date for the stay or rental, and whose damages result in the immobilization of the vehicle, supported by an expert report. • Theft of the vehicle of the Renter or Occupant(s) within 7 days preceding the start date of the stay, supported by a police report. The coverage shall be valid as long as the vehicle: » Has not been found, » Has not been repaired before the start date of the stay, or » Has not been replaced by an automobile insurance or assistance policy • Attempted theft of the vehicle owned by the Renter or Occupant(s) in the week preceding the start date of the stay, supported by a police report and as long as the damages involve the immobilization of the vehicle with or without repairs until the stay start date.

4. If the Renter or Occupant(s) is (are) forced to cancel or give up their stay within 48 hours preceding or following the contractual rental start date, following: 4.1. A lack or excess of snow:

This coverage, which only concerns winter sports resorts, cannot be considered until after a snowfall bulletin published by an organization authorized to issue such a bulletin, regarding resort itself if it is a member, or if it is not, the nearest resort as the crow flies. It shall be established that there is a lack of snow at the winter sports resort or the location of the rental, if within 48 hours preceding or following the planned date of the start of the rental, at least two thirds of the slopes and/or ski lifts at the resort are closed according to the above-mentioned bulletin. **This guarantee can only be applied from mid-January to mid-March of each year..**

4.2. Ban of sites due to pollution or epidemic/pandemic: The risks of pollution or epidemic/pandemic shall be considered realized when the site has been totally restricted within a radius of 5 kilometers around the location of the booking by a decision by a town or prefectural authority during the stay period.

4.3. A state of natural disaster: A state of natural disaster pursuant to the Act of July 13, 1982 or forest fires occurring in the area of the stay, and resulting: • Either in a prohibition of the stay, at the site, by the relevant authorities during all or part of the rental period, • Or in damage to the Rented residence and of the site such that it will not enable the Renter or Occupant(s) to normally enjoy the surroundings and services that had been the reason for the rental. In the event of a dispute, the Parties shall refer to the opinion of the local Tourist Office to evaluate the grounds for cancellation, given the local impact of the event on tourism. It is hereby agreed that, for the risks insured under coverage B.4.1.5, the amount of the coverage shall be limited to 300,000 euros per disaster, regardless of the number of stays canceled or interrupted, due compensation under the present agreement.

If the total amount of the Disaster exceeds the coverage total, the Insurer shall issue compensation on a pro rata basis.

5. An administrative summons, a summons to a medical exam or medical expert report for the Renter or Occupant(s) or their spouse, for a child adoption procedure, occurring after the booking date.

6. Obtaining a job or qualified internship by the Renter or Occupant(s), after the booking date. EXCLUSION: RESIGNATION OR TERMINATION FOR GROSS MISCONDUCT IN PREVIOUS JOB.

7. Death, illness, or serious accident involving the person tasked with professional replacement (freelance, liberal, medical or paramedical profession) or with caring for the minor or handicapped children of the Renter or Occupant(s) after the booking date, on the condition that a contract or agreement had been signed before said date.

8. Elimination or modification of the vacation dates by the employer of the Renter or Occupant(s), despite them having been approved by the employer before the booking date for the stay or rental. This coverage shall not apply to members of a liberal profession, freelance workers, and company directors or legal representatives.

9. Rejected visa for the Renter or Occupant(s) by the authorities of the country to be visited, as long as the request had been made within the time period required by the relevant authorities of the country.

10. Administrative prohibition and/or closure of the borders, for sanitary or public health reasons, following an epidemic/pandemic, as long as within 48 hours preceding the start date of the stay, no lifting of the prohibition by the relevant authorities is published.



11. Theft of the ID or passport of the Renter or Occupant(s) within the 24 hours preceding their departure, preventing them from satisfying the Police formalities at the borders.

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12. Refusal to totally or partially cover the spa therapy of the Renter or Occupant(s) taking the waters, by the social security plan they are affiliated with.

13. Professional booking. 14. When the booking is made professionally for an assignment in the context of a contract with a client, approved before the booking date: • Refund of the stay in the event of the cancellation or interruption of the stay following the loss of said contract, • Refunding the stay in the event of a cancellation, interruption, or delay, when the employer must put the Booking employee on another assignment.

COMPENSATION: Compensation will be made: • If the cancellation occurs more than 30 days before the effective date of the service booked, the deposit will be refunded to the Booker and the balance to the Policyholder. • If the cancellation occurs within the 30 days preceding the effective date of the service booked, and subject to the full payment following the general terms of the Policyholder, the deposit and the balance will be refunded to the Booker.

TRIP INTERRUPTED AND/OR POSTPONED The Insurer shall refund the Booker the unused portion of the rent following an interruption of the stay or delay in taking possession of the residence, as a consequence of one of the listed events.

ASSISTANCE-REPATRIATION INSURANCE The Assistance coverage is hereby granted under the terms defined below. It is imperative to contact the Travel Assistance Provider before any intervention, and the Travel Assistance Provider will issue a case number which alone will justify payment for the interventions.

The ASSISTANCE INSURANCE coverage is intended to apply exclusively throughout the duration of the stay or booking and mandatorily terminates on the last day of the rental at midnight.

- The Travel Assistance Provider cannot in any case substitute for local emergency services, nor pay for costs thus incurred.
- The Travel Assistance Provider cannot be held responsible for delays or impediments in the execution of the agreed-upon services in the event of strikes, riots, demonstrations, travel restrictions, sabotage, terrorism, civil or foreign war, radiation effects or other acts of god or cases of force majeure.
- Services not requested during the trip or not organized by the Travel Assistance Provider shall not give rise to any compensation.
- The Travel Assistance Provider shall decide on the nature of the ticket office made available to the Insured based, on one hand, on the options offered by transporters, and on the trip duration on the other hand.
- If the Insured resides in a country other than a European Union member state, overseas France and inhabited communities, including Corsica and Monaco, and Switzerland, the Travel Assistance Provider may request the Insured be repatriated to their Home Residence or in the nearest, best equipped, or most specialized medical center. In this case, the Insured hereby agrees to pay the Travel Assistance Provider the excess cost of his/her repatriation with regard to a repatriation performed under the same conditions throughout the ENTIRE WORLD.

The maximum commitment by the Travel Assistance Provider in the event of a Disaster is 155,000 euros per person, with a maximum of 1,500,000 euros per event. By event we mean: any fact generating harmful consequences, susceptible to result in the implementation of one or more coverages in the agreement. COVERAGE EXCLUSIONS SPECIFIC TO THE ASSISTANCE COVERAGE IN ADDITION TO EXCLUSIONS PROVIDED FOR IN THE GENERAL TERMS, THE ASSISTOR'S COVERAGE CANNOT BE ENGAGED EXCEPT IN THE FOLLOWING CASES: • THE CONSEQUENCES OF RISKY SITUATIONS IN THE CONTEXT OF AN EPIDEMIC SUBJECT TO QUARANTINE OR PREVENTIVE MEASURES OR SPECIFIC MONITORING ON THE PART OF LOCAL AND/OR NATIONAL HEALTH AUTHORITIES, • ATYPIC PNEUMONIA OR SEVERE ACUTE RESPIRATORY SYNDROME (SARS), AVIAN FLU OR H1N1 FLU, AS WELL AS ALL PANDEMICS OR EPIDEMICS RECOGNIZED BY NATIONAL OR INTERNATIONAL HEALTH ORGANIZATIONS, • WHEN THE DAMAGES OR ACCIDENTS RESULT FROM THE USE OF A TWO-WHEELED LAND VEHICLE, A JET SKI, OR SNOWMOBILE, • THE DAMAGES HAVING BEEN CAUSED BY THE ABNORMAL INTENSITY OF A NATURAL AGENT, • DAMAGES CONSISTING OF ENVIRONMENTAL HARM SUFFERED BY NATURAL ELEMENTS SUCH AS THE AIR, WATER, SOIL, FLORA, FAUNA, WHOSE USE IS COMMON TO EVERYONE, AS WELL AS ESTHETIC HARM OR DIMINUTION OF ENJOYMENT RELATED THERETO, • POLLUTION, NATURAL DISASTERS, • CONVELESCENCE, PREEXISTING OR TREATED AFFECTATIONS AND PATHOLOGIES, • THE CONSEQUENCES OF SERIOUS BODILY INJURIES OCCURRING BEFORE THE COVERAGE START DATE FOR THE INSURED, • PSYCHOLOGICAL, MENTAL, OR DEPRESSIVE ILLNESSES, • BENIGN AFFECTATIONS OR INJURIES THAT CAN BE TREATED ON-SITE AND NOT IMPEDING THE CONTINUATION OF THE STAY OR THE TRIP, • THE COSTS OF SPA, WEIGHT LOSS, REJUVENATION THERAPY AND ANY COMFORT OR ESTHETIC THERAPY, THE COSTS OF PHYSICAL THERAPY, VACCINATION, PROSTHETIC, EQUIPMENT, GLASSES OR CONTACT LENSES, IMPLANTS, • PREGNANCY AFTER THE 32ND WEEK, • DENTAL CARE, • TRAVEL UNDETAKEN IN THE AIM OF DIAGNOSIS AND/OR TREATMENT, • COSTS INCURRED AFTER RETURNING FROM THE TRIP OR THE EXPIRATION OF COVERAGE,

- COSTS INCURRED WITHOUT THE TRAVEL ASSISTANCE PROVIDER'S APPROVAL, ASSISTANCE INSURANCE COVERAGE DEFINITIONS • Serious bodily injury: Any bodily injury, unintentional on the victim's part, arising from the sudden action of an external cause, noted by a medical doctor, and involving the discontinuation of all activities, professional or otherwise, and preventing him/her from moving about by his/her own means. • Travel Assistance Provider: PM CONSEIL ASSURANCES, 11, place du Marché Couvert, CS 45001, 91222 Brétigny-sur-Orge Cedex.

Insured: The lessee of the seasonal rental or hotel stay not exceeding 90 days (unless exemption is made), referred to as the Booker, as well as the Renter or Occupant(s) named in the Booking Agreement. • Home Residence: The Insured's usual residence in Metropolitan France and Overseas France and inhabited communities, including Corsica and Monaco, or in one of the European Union member states. • Geographic scope: The coverage is applicable throughout the world. • Serious illness: Any deteriorated health condition reported by a medical doctor and involving the discontinuation of all activities, professional or otherwise, and requiring appropriate care. • Family



Activateur de bonheur PLAY

members: De facto or de jure spouse, ascendants or descendants up to the 2nd degree, fathers-in-law, mothers-in-law, sisters, brothers, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law.

THE INSURED IS THE VICTIM OF AN ILLNESS OR BODILY INJURY: • The Travel Assistance Provider's medical team shall contact the attending physician on-site and/or the family physician, in order to intervene under the best possible conditions for the Insured's health condition. • The Travel Assistance Provider's medical team shall organize transport for the Insured to the medical center nearest their Home Residence or a transfer to the best equipped or most specialized medical center. • Depending on the severity of your case, only our medical team shall be authorized to decide on repatriation, the choice of transportation resources, and place of hospitalization • The Travel Assistance Provider shall repatriate the Insured to his/her Home Residence if they are in a condition to leave the medical center. • If the Insured's condition so justifies it, the Travel Assistance Provider shall organize and pay for a person on site to travel and accompany the Insured.

IN THE EVENT OF DEATH • The Travel Assistance Provider shall organize and pay for transport for the body from where the body is placed in the casket to the burial site throughout the ENTIRE WORLD. • The Travel Assistance Provider may organize and pay for the return to the burial site of the Family Members taking part in the same trip and covered by this policy.

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• TELEPHONE COSTS OTHER THAN FOR CALLS MADE TO THE ASSISTANCE CALL CENTER, • TAXI COSTS INCURRED WITHOUT THE TRAVEL ASSISTANCE PROVIDER'S APPROVAL, • PREGNANCY SEQUELLAE: DELIVERY, CESARIAN SECTION, NEONATAL CARE, ABORTION, • PREEXISTING ILLNESSES OR INJURIES DIAGNOSED AND/OR TREATED AND HAVING BEEN THE SUBJECT OF HOSPITALIZATION WITHIN THE 6 MONTHS PRECEDING THE TRIP, • COSTS RESULTING FROM CARE OR TREATMENT NOT RESULTING FROM A MEDICAL EMERGENCY,

EXCLUSIONS COMMON TO ALL COVERAGE

EXCLUDED FROM THE COVERAGE LISTED IN THE PRESENT AGREEMENT ARE DAMAGES RELATED DIRECTLY OR INDIRECTLY TO:

Toutes les suites et conséquences de l'épidémie « dite » SARSCoV-2 ou Covid-19, et leur(s) mutation(s), ainsi que les conséquences directes ou indirectes d'épidémies et/ou pandémies de maladies d'origine virale et/ou bactérienne faisant l'objet d'une déclaration d'urgence de santé publique par un Etat ou par l'OMS, ou entraînant, dans au moins un Etat, une politique de santé publique impliquant des mesures contraignantes et restrictives en termes de circulation des populations et de traitement sanitaire.

L'absence d'aléa,

Les frais de dossier, les frais de ménage, la prime d'assurance, les taxes d'aéroport (remboursées par le transporteur ou tout organisme collecteur) et les frais de visa ne sont pas remboursables.

- FOREIGN WAR (IT IS UP TO THE INSURED TO PROVE THAT THE DISASTER WAS THE RESULT OF ANOTHER CAUSE),
 - CIVIL WAR (IT IS UP TO THE INSURER TO PROVE THAT THE DISASTER WAS THE RESULT OF CIVIL WAR),
 - ALL DIRECT OR INDIRECT EFFECTS OF EXPLOSION, THE RELEASE OF HEAT OR RADIATION RESULTING FROM THE SPLITTING OF ATOMS OR RADIOACTIVITY OR EXPOSURE TO ANY SUBSTANCE OR CONTAMINATION OF ANY BIOLOGICAL OR CHEMICAL NATURE,
 - THE USE OF DRUGS OR MEDICATION NOT PRESCRIBED,
 - DISASTERS OCCURRING UNDER THE EFFECT OF, INFLUENCE OF, OR IN RELATION TO THE CONSUMPTION OF ALCOHOL OR DRUGS, EXCEPT WITH A MEDICAL PRESCRIPTION
 - PLAYING SPORTS AS A PROFESSIONAL ATHLETE,
 - PLAYING A HAZARDOUS SPORT: AERIAL SPORTS, BOBSLEDDING, SKELETON, ROCK CLIMBING, ICE HOCKEY, MECHANICAL SPORTS, SCUBA DIVING.
 - AN INTENTIONAL ACT BY THE INSURED OR BY HIS/HER SUICIDE OR ATTEMPTED SUICIDE,
 - ESTHETIC, PSYCHOLOGICAL, OR PSYCHOTHERAPEUTIC TREATMENT,
 - DEPRESSION EXCEPT IN THE EVENT OF HOSPITALIZATION,
- ILLNESS OR INJURY, PREGNANCY OR GENERALLY ANY DETERIORATED HEALTH CONDITION WHOSE INITIAL SYMPTOMS OCCURRED BEFORE THE BOOKING DATE. NEVERTHELESS, AN AGGRAVATION OF AN ILLNESS PRIOR TO THE CONDITION WILL BE COVERED ON THE CONDITION THAT THIS AGGRAVATION WAS NOT KNOWN IN THE 30 DAYS PRECEDING THE BOOKING DATE,
 - MEDICAL PROHIBITION ON SPA THERAPY.