

**TERMS AND CONDITIONS OF SALE  
TOURIST SERVICES AND PACKAGES FROM JANUARY 1st 2020  
THE INTER-COMMUNAL TOURISM OFFICE OF SAINT GERMAIN BOUCLES DE SEINE**

Conforming to article R211.4 of the Tourism Code, the current special conditions of sale intend to inform customers of the Inter-Communal Tourism Office of Saint Germain Boucles de Seine (OTI) of the information set out in the aforementioned article prior to signing the contract.

Conforming to article L211.9 of the Tourism Code, this pre-contractual information will form an integral part of the contract and will not be able to be modified unless expressly agreed otherwise by both parties.

These CPVs will be able to be modified and updated at any point by the OTI.

The applicable CPVs are those in vigour at the time of registration.

The current CPVs are communicated to the customer when a service is reserved from the tourism office.

These can then be consulted and downloaded on the following website:

<https://www.seine-saintgermain.fr>

**Standard information form - Internet travel package**

The combination of travel services offered to you is a package within the meaning of the (EU) directive 2015/2302 and article L.211-2 II of the tourism code. You will thus benefit from all of the rights granted by the European Union applicable to packages, such as those transposed into the tourism code. The Inter-Communal Tourism Office of Saint Germain Boucles de Seine will be fully responsible for successfully executing the entire package. Furthermore, as required by law, the Inter-Communal Tourism Office of Saint Germain Boucles de Seine is protected when reimbursing payments and, if transport is included in the package, ensuring your repatriation in the event of insolvency.

Essential rights set out by the directive (UE) 2015/2302 transposed in the [tourism code](#):

Travellers will receive all of the essential information on the package before entering into the travel package contract.

Both the organiser and the retailer are responsible for successfully providing all of the travel services as detailed in the contract.

The travellers will receive an emergency telephone number or contact details for a specific point of contact allowing them to get in touch with the organiser or retailer.

Travellers can transfer their package to another person if reasonable notice is given. This may be subject to additional costs.

The price of the package can only be increased if specific costs increase (for example, the price of fuel) and if this option is explicitly stated in the contract. However, the price can under no circumstances be modified less than twenty days before the start of the package. If the price increase exceeds 8% of the package price, the traveller can cancel the contract. If the organiser reserves the right to increase the price, the traveller has the right to a price reduction if the corresponding costs decrease.

Travellers can cancel the contract without paying a cancellation fee and can also be fully reimbursed for payments made if one of the package's essential elements, besides the price, is substantially modified. If the company responsible for the package cancels it before it commences, travellers can obtain a refund and compensation if applicable.

Travellers can cancel the contract without paying a cancellation fee before the package commences in the event of exceptional circumstances, for example if there are significant safety concerns in the travel destination liable to affect the package.

Furthermore, travellers can cancel the contract at any point before the package starts if the appropriate and justifiable cancellation fees are paid.

If, after the package starts, important elements of it cannot be provided as planned, other suitable services should be offered to the travellers, at no additional cost. Travellers can cancel the contract without paying cancellation costs if the services provided do not comply with the contract, the package is significantly disrupted and the organiser does not resolve the problem.

Travellers also have the right to a price reduction and/or compensation if the travel services are either not provided or are poorly executed.

The organiser or retailer must provide assistance if the traveller is in difficulty.

If the organiser or retailer experiences insolvency, the sums paid will be reimbursed. If the organiser or retailer experiences solvency after the start of the package and if the transport is included as part of the package, the repatriation of travellers is guaranteed. The Inter-Communal Tourism Office of Saint Germain Boucles de Seine has taken out insolvency protection from APST. Travellers can get in touch with this organisation APST - 15 Avenue Carnot, 75017 Paris Cedex - [info@apst.travel](mailto:info@apst.travel) - 01 44 09 25 35, if services are refused to them in the event of the Intercommunal Tourism Office of Saint Germain Boucles de Seine experiencing insolvency Directive (UE) 2015/2302 transposed into French national law: [www.legifrance.gouv.fr](http://www.legifrance.gouv.fr) (art. L211.1 and seq of the tourism code) \*

**Standard information form**

**Facilitated sale of a travel service relating to a single online visit**

If, after choosing a travel service and paying for it, you reserve additional travel services for your trip or holiday through the Inter-Communal Tourism Office of Saint Germain Boucles de Seine, you will NOT benefit from laws applicable to packages in accordance with the directive (UE) 2015/2302 and article L.211-2 of the tourism code.

However, if you reserve additional travel services during the same online session after a single visit to our reservation website for the Inter-communal Tourism Office of Saint Germain Boucles de Seine, the travel services will be part of a related travel package. In this case, the Inter-Communal Tourism Office of Saint Germain Boucles de Seine, as required by European Union law, is protected when reimbursing the sums you have paid for services not provided in the event of insolvency.

For more information on insolvency protection see the [tourism code](#).

By clicking on the hyperlink, the traveller will receive the following information:

The Inter-communal Tourism Office of Saint Germain Boucles de Seine has taken out insolvency protection from APST - 15 Avenue Carnot, 75017 Paris Cedex - info@apst.travel - +33 (0) 1 44 09 25 35

Travellers can get in touch with this organisation if services are refused to them in the event of the Inter-Communal Tourism Office of Saint Germain Boucles de Seine experiencing insolvency

Please note: this insolvency protection does not apply to contracts entered into with other parties besides the Inter-Communal Tourism Office of Saint Germain Boucles de Seine which can be executed despite the Inter-Communal Tourism Office of Saint Germain Boucles de Seine's insolvency.

Directive (UE) 2015/2302 transposed in national law: [www.legifrance.gouv.fr](http://www.legifrance.gouv.fr) (art. L211.1 and seq of the tourism code).

### **Standard information form**

#### **Facilitated sale of a travel service relating to an online session of over 24 hours**

If you reserve additional travel services for your trip or holiday via this link/these links, you will NOT benefit from laws applicable to packages in accordance with the (EU) directive 2015/2302 and article L.211-2 of the tourism code.

The Inter-Communal Tourism Office of Saint Germain Boucles de Seine will not be held responsible for the successful execution of additional travel services. In the event of a problem, please contact the service provider concerned.

However, if you reserve additional travel services via this link/these links within a 24 hour time frame after receiving confirmation of the reservation from our company/XY, these travel services will be part of a related travel package. In this case, as required by European Union law, XY is protected when reimbursing sums you have paid for services not provided in the event of insolvency. Please note that in this case, reimbursement is not anticipated in the event of insolvency of relating to the additional service providers concerned.

For more information on insolvency protection see the [tourism code](#).

The Inter-Communal Tourism Office of Saint Germain Boucles de Seine has taken out insolvency protection from APST - 15 Avenue Carnot, 75017 Paris Cedex - info@apst.travel - +33 (0)1 44 09 25 35 and travellers can get in contact with this entity if the services are refused due to the insolvency of the Inter-Communal Tourism Office of Saint Germain Boucles de Seine.

Please note: this insolvency protection does not apply to contracts entered into with other parties besides the Inter-Communal Tourism Office of Saint Germain Boucles de Seine which can be executed despite the insolvency of the Inter-Communal Tourism Office of Saint Germain Boucles de Seine.

Directive (UE) 2015/2302 transposed in French national law: [www.legifrance.gouv.fr](http://www.legifrance.gouv.fr) (art. L211.1 and seq. of the tourism code)

### **Standard information form**

#### **Travel services both on site and online**

If you buy this travel service, you will benefit from rights granted by the tourism code. The Inter-Communal Tourism Office of Saint Germain Boucles de Seine takes full responsibility for successfully providing the travel service. Furthermore, as required by law, the Inter-communal Tourism Office of Saint Germain Boucles de Seine is protected when reimbursing payments and, in the event of insolvency

Essential rights set out by the directive (UE) 2015/2302 transposed in the [tourism code](#) :

Travellers will receive all of the essential information on the travel service before entering into the travel package contract.

The service provider and the retailer are responsible for successfully providing and carrying out the travel service.

Travellers will receive an emergency telephone number or contact details for a point of contact allowing them to get in touch with the organiser or retailer.

Travellers can transfer their package to another person if reasonable notice is given. This may be subject to additional costs.

The price of the package can only be increased if specific costs increase and if this option is explicitly stated in the contract, the price cannot be modified less than twenty days before the start of the package. If the price increase exceeds 8% of the travel service, the traveller can cancel the contract. If the service provider reserves the right to increase the price, the traveller has the right to a price reduction if the corresponding costs decrease.

Travellers can cancel the contract without paying a cancellation fee and can also be reimbursed for payments made if one of the essential elements of the package, besides price, is substantially modified. If the business responsible for the service cancels said package before the service commences, travellers can obtain a refund and compensation if applicable.

Travellers can cancel the contract without paying a cancellation fee before the service commences in the event of exceptional circumstances, for example if there are significant safety concerns in the travel destination liable to affect the trip.

Furthermore, at any point, travellers can terminate the contract before the package starts, if the appropriate and justifiable termination fees are paid.

If, after the package starts, important elements of it cannot be provided as planned, other suitable services should be offered to travellers, at no additional cost. Travellers can cancel the contract without paying cancellation fees when the services provided do not comply with the contract, if the package is significantly disrupted and the organiser does not resolve the problem.

Travellers also have the right to a price reduction and/or compensation if the travel services are either not fulfilled or are poorly executed.

The service provider or retailer must provide assistance if the traveller is in difficulty.

If the service provider or retailer experiences insolvency, the sums paid will be reimbursed. The Inter-Communal Tourism Office of Saint Germain Boucles de Seine has taken out insolvency protection from APST. Travellers can get in touch with this organisation APST - 15 Avenue Carnot, 75017 Paris Cedex - info@apst.travel - 01 44 09 25 35, if services are refused to them in the event of the Intercommunal Tourism Office of Saint Germain Boucles de Seine experiencing insolvency.

Directive (UE) 2015/2302 transposed in French national law: [www.legifrance.gouv.fr/](http://www.legifrance.gouv.fr/) (art. L211.1 and seq of the tourism code)

## **REGISTRATION, INSURANCE AND GUARANTEE**

Registration n° IM078170002

SIRET 824,932,016 00044

Tel: +33 (0)1 30 87 20 63

Professional civil liability: ETHIAS N°45372784 / PNAS, 159 Rue du Faubourg Poissonnière, 75009 PARIS

Financial guarantee: APST, 15 Avenue Carnot, 75017 PARIS. Sum of the financial guarantee: 10,000,000€