

**Please note that our quotes are merely informative as all services are subject to availability. All fares and availabilities will therefore be confirmed on the day you confirm your client's booking by faxing us back the signed credit card authorization form.**

### *TOTAL COST INCLUDES THE FOLLOWING:*

The total NET price provided by Découvertes includes the services listed, a tailor-made itinerary, Découvertes' fees and taxes. We consider that our negotiated rates are confidential and therefore, as a general rule, Découvertes does not provide a break-down of rates and services – thank you for your understanding.

#### VIP TREATMENT

- Personalised Itinerary
- Prepaid Voucher/s
- Co-ordination and Support
- 24 hours Concierge service (Assistance) during your trip

### *TRIP COST DOES NOT INCLUDE:*

- Airfare not listed in the itinerary
- Transfers not specified in the itinerary
- Entrances fees when not mentioned
- Meals when not mentioned
- Room Service
- Excess Baggage Charges
- Porterage
- Passport and Visa Fees
- Personal & Travel Insurance
- Gratuities
- Any Item specified as 'Own Arrangements'

### *TERMS AND CONDITIONS*

#### RESERVATIONS

Please note that our **driver-guides** are NOT qualified to enter and guide your clients into museums, as well as around historical monuments and sights, for this purpose we recommend your clients have either a driver AND a guide or a guide who is licensed and insured to drive. Our driver-guides all speak English and will chauffeur your clients on sightseeing tours, their knowledge of the historical aspects of the territory is incomparable to that of a guide.

Our **guide-drivers** will chauffeur your clients and they are also licensed to guide and accompany them into museums and monuments.



**Decouvertes**

Exclusive cultural tours  
Luxury independent Travel

A 30% deposit is requested at the time of booking and full payment 45 days prior to your clients' arrival in France, unless otherwise advised. Payment is made in Euros and can be made by credit card, US Dollars check, Euro check or wire transfer.

Découvertes accepts the following credit cards: American Express, Visa and Mastercard. Please note that Découvertes does not charge any supplement for credit card payments.

Payment by wire transfer can be made to:

Crédit du Nord, 5 rue Rifle Rafle, 13100 Aix en Provence, France.

Bank code : 30076

Agency : 02212

Routing : 13766200200

Key : 35

IBAN: FR76 3007 6022 1213 7662 0020 035

### **FINAL DOCUMENTS**

You will receive, via email, 30 days prior to the travelers arrival in France the following documentation: General Prepaid Voucher, Individual Vouchers for hotels and special services where required.

### **CANCELLATION POLICY**

**Découvertes** strongly recommends that travellers purchase trip cancellation/interruption insurance. The following cancellation penalties apply for non group bookings:-

In case of cancellation up to 30 days of individual services (up to 7 services) – a penalty of Euro 35,00 per service will be charged.

In case of cancellation up to 30 days before arrival of more than 7 services - an administration fee of **250 Euros** per person will be charged;

In case of cancellation up to 30 - 15 days prior to arrival date 25% of the full cost of your holiday will be charged.

In case of cancellation 14 - 7 days before - 50% of the full cost of your holiday will be charged.

In case of cancellation less than 7 days prior to arrival date - 100% of the full cost of your holiday will be charged.

### **REFUNDS**

Within 30 days of receiving written notification of the cancellation the refund will be processed. The refund will be made in Euro or US Dollars and sent to the traveller, via the travel consultant by Check.

### **UNFORSEEN CIRCUMSTANCES**

Trip costs do not include items not specified in the itinerary. Although Découvertes will make every effort to adhere to this itinerary, on rare occasions it may be necessary to make an adjustment to these arrangements. Should such adjustment be necessary, a substitute will be offered when and where possible. If war or terrorist activities threatened or actual, civil unrest, closures of airports or seaports, industrial action threatened or any other event outside the control of Découvertes which causes either delays or extends the holiday or compels a change in the holiday arrangements.

Découvertes cannot accept liability for any resulting loss, damage or expense and any refund will be subject to deduction of reasonable expenses. These conditions are governed by French law and both parties shall submit to the jurisdiction of French Courts at all times.