

## All bookings are made in accordance with the terms and conditions set out below.

### Payment terms

A provisional booking on any holiday may be made by telephone, fax or e-mail and will be held for 7 days if more than 8 weeks before the start of the holiday. On receipt of a completed, signed booking form and a non refundable deposit of £100 per person, the booking will be confirmed in writing and an invoice issued for the holiday, together with a receipt for the deposit and the payment terms for the balance. If the booking is not possible the deposit will be returned. The balance must be received by French Cycling Holidays at least 8 weeks before the start of the holiday. Where a booking is made within 8 weeks of departure, the full amount of the holiday cost must accompany the completed booking form. Payment should be made credit/debit card or by cheque payable to 'French Cycling Holidays Limited'.

### Changes to bookings and refunds

If you need to change your booking after the booking has been confirmed, such as change the date required, the company will do its best to meet with your requirements if you inform us in writing. However, if the alterations requested are not possible, we reserve the right to apply cancellation charges if the change is made within 8 weeks of departure. Bookings may be transferred to another person if desired, and the new booking will be confirmed on receipt of a completed booking form and an administration charge of £25. If, after the start of the holiday (which for this purpose means the point of collection by French Cycling Holidays Limited staff) you wish to change the itinerary, accommodation, duration or any other material aspect of your holiday, French Cycling Holidays Limited cannot accept liability for any loss, damage or additional expense that you may incur and no refunds will be made.

### Cancellations

If you need to cancel a booking for whatever reason once it has been confirmed, cancellation will become effective upon receipt of written notification from you, and the following cancellation charges will be due:

- More than 8 weeks before start of the holiday—deposit only.
- Between 4 and 8 weeks before the start of the holiday—33% of total holiday cost
- Between 2 and 4 weeks before the start of the holiday—50% of total holiday cost
- Between 72 hours and 2 weeks before departure date—75% of total holiday cost
- If you cancel your holiday 72 hours before, or after the commencement date, 100% of the cost will be payable and no refund will be made.

### Changes to holidays

If we need to make material changes to the content or terms of the holiday as published before the start of the holiday we will notify you as soon as is practicable. If you are not happy with the changed holiday details you may transfer to another trip without charge if space is available. Alternatively, you may cancel your booking and we will refund in full any moneys already paid, as a full settlement.

### If we cancel your booking

If we have to cancel a booking we will offer an alternative holiday if possible. If this is not possible or acceptable to you we will refund in full any moneys already paid, as a full settlement. We will endeavour to notify you of any cancellation at least 5 weeks before the holiday start date; if notification takes place after this date we will pay an additional £15 per person in compensation for your inconvenience.

If a customer fails to make payment or by his or her behaviour necessitates the termination of the holiday, French Cycling Holidays Limited reserves the right to cancel the booking, without any obligation to refund or make alternative arrangements. French Cycling Holidays Limited reserves the right to refuse a booking from, or to continue to provide services to any person if by their conduct or actions they adversely affect the enjoyment of the holiday by other persons, and will be under no liability for any costs incurred as a result.

### Accommodation

The cost of each trip is based on accommodation in twin — or double — bedded rooms. Those requesting single rooms will be charged a single room supplement. Whilst we will endeavour to find suitable room-mates for single travellers wishing to share, we cannot guarantee that a suitable share will be available, and if this is the case the supplement will be payable.

### Currency fluctuations

The price of the holiday will not be subject to any surcharges once a booking has been confirmed except in the event of a material worsening of the exchange rate of Sterling against the Euro, which will mean a devaluation of 10% or more. In the case of such a devaluation, we reserve the right to levy a surcharge equivalent to one half of the devaluation percentage applied to the cost of the holiday (eg if there were a devaluation of 10% we would levy a 5% surcharge). We will notify you in writing of any surcharges. Should the surcharge be 10% or more you will be entitled to cancel your holiday and receive a full refund of all monies paid. This cancellation right must be exercised in writing within 14 days of receipt of the surcharge notification.

### Physical health

Clients taking part in French Cycling Holidays Limited tours do so at their own risk, and if there is any doubt about their fitness or ability to take part in an activity based holiday they should consult their physician.

### Passport requirements

A full British passport is required for British citizens visiting France. Citizens of other countries should contact their French embassy or consulate.

### Travel insurance

It is a requirement of taking part that the participant has travel insurance that covers cycling in France. We cannot arrange travel insurance but we can offer advice as to suitable policies. Participants to tours

will be asked to provide policy numbers and contact details of the insurance provider before starting the tour.

### Your financial protection

In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with French Cycling Holidays Limited are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of French Cycling Holidays Limited. A certificate detailing this cover will be given to each and every passenger as evidence of cover. Please ensure that you have been given the appropriate certificate(s) at the time of booking.

This insurance has been arranged by Towergate Chapman Stevens through AmTrust Europe Ltd.

### Liability

Please note that French Cycling Holidays Limited cannot accept responsibility for any loss or damage to your personal property, luggage or other possessions, nor for any other loss, damage, inconvenience, delay, illness, fatal or other injury suffered by you as a result of making a reservation with us, unless it can be shown that the company is in breach of its contractual and legal duty. In the event of you accepting any payment from French Cycling Holidays Limited, where it involves responsibility of a third party, this will be made on condition that you assign to French Cycling Holidays Limited your rights to claim in your place, and that you fully cooperate if we wish to enforce those rights.

### Complaints

Any complaints should be communicated to the French Cycling Holidays Limited representative as soon as it arises. Failure to notify our representative at the time, providing the company with an opportunity to rectify the cause of the complaint, may result in your loss of any legal rights in respect of the particular matter. If the issue is not resolved, then the complaint should be made in writing to French Cycling Holidays Limited at the company address within 28 days of the end of your trip.

This contract is governed by English law.