

# GENERAL TERMS & CONDITIONS

1889 PRIVATE  
AUGUST 2023

## PREAMBLE

The tourist services offered are developed and sold by the travel agency 1889 EXPERIENCE, under the brand name 1889 PRIVATE. 1889 EXPERIENCE is a simplified joint stock company with a capital of 123,750 euros, registered with the Paris Trade and Companies Registry under the number RCS Paris 812 533 651 and with Atout France under the number IM075150046, whose head office is located at 7 rue du Quatre Septembre, 75002 Paris, France.

The professional liability of The Dealigence is insured with the company Hiscox, temporary insurance policy number HISCOX HRCP100288 with a coverage of €1,500,000 per claim and per insurance year. The financial guarantee to secure the funds received, in accordance with articles L. 211-18 and R. 211-26 to R. 211-34 of the Tourism Code, is provided by APST, a company located at 15 avenue Carnot, 75017 Paris, France.

The following general sales conditions (the "Conditions" or the "General Conditions") define the conditions for the purchase of tourist services by e-mail or any other means of communication.

They are brought to the attention of the client prior to any commitment on his part and supplement the prior information referred to in article R.211-4 of the Tourism Code, in addition to the product descriptions and, in certain cases, the specific payment and cancellation conditions, among others, specific to certain products. In the latter case, the specific conditions indicated in the prior product description and reiterated in the contract confirmation shall prevail over the general text of these general sales conditions.

The prior information provided for in article R. 211-4 of the Tourism Code may be modified after publication on the website and consultation with the customer, including: the main characteristics of the travel services (in particular the conditions of transport, the itinerary and the accommodation), the price, the methods of payment, the minimum number of persons required for the trip to take place, the conditions for cancellation by the customer, in accordance with articles R. 211-5 and L. 211-9 of the Tourism Code. The customer will be informed in a clear, comprehensible and obvious manner before the conclusion of the travel contract.

By validating the invoice and agreeing to pay it, the customer expressly acknowledges having read these general terms and conditions of sale, as well as any more specific descriptions of the chosen experience. Failure on the part of the client to accept all or part of these terms and conditions shall entail the waiver of any benefit from the services provided by 1889 PRIVATE.

These general terms and conditions are valid from the date of their online publication and cancel and replace all previous versions.

Absence of right of withdrawal and telephone solicitation: In accordance with article L.221-28-12° of the Consumer Code, the right of withdrawal provided for in the case of distance contracts does not apply to contracts for the sale of accommodation, transport, catering and leisure services to be provided on a specified date or at a specified frequency.

The sale of travel and holidays is regulated by the Tourism Code, with the aim of protecting travellers and guaranteeing them a quality service. The conditions of sale have evolved since 1 July 2018 with the implementation of the Order of 20 December 2017 and the Decree of 29 December 2017, which transpose into national law the EU Directive of 25 November 2015, known as the "Package Travel Directive".

## **I- DEFINITIONS OF THE TERM**

- Customer or Traveler: the person who concludes the Travel Contract and who may also be the beneficiary of the Travel Services.
- Order/Reservation: any definitive purchase of Products made by the Customer via the Website or by e-mail.
- Description: the sheet describing the characteristics of each Product, provided at the time of the order and published on the Site, corresponding to the mandatory prior information to be provided to the Customer in accordance with article R. 211-4 of the Tourism Code.
- Tourist service : a service combining at least two different types of travel service, including transport, accommodation, car hire or any other tourist service, lasting more than 24 hours or including an overnight stay.
- 1889 PRIVATE : the "retailer", also known as the "travel agent" or "agency", who sells services to the customer.
- Supplier : any supplier of services provided by Passages Secrets, such as hotels, carriers, etc.
- Service or Product : a service described on the website and made available to the Client, such as a tourist service.

## **II - BOOKING PROCESS**

1889 PRIVATE offers clients the opportunity to create their own personalised trip based on their preferences and provides clients with destination ideas, travel experiences, themes, as well as suggestions for travel experiences, itineraries and budget ideas.

To receive a highly personalised travel quote, the client is invited to submit a request by (1) sending an email request to a member of the agency or (2) contacting dedicated project managers by phone.

Within an estimated timeframe of approximately 48 to 72 hours, based on your expressed preferences, a Consultant will propose a written itinerary with a specified validity period, outlining the travel programme and its firm and definitive price, inclusive of all fees, taxes and services, subject to possible adjustments as described in the Pricing section below.

In accordance with the provisions of article 1369-8 of the French Civil Code, the Customer accepts the use of electronic means as a method of concluding a contract for the sale of services. The reservation will only be finalised upon payment of the deposit, acceptance of the general terms and conditions of sale and confirmation by the travel agency.

### **1 - Client / Travel agency capacity**

The Customer is deemed to have the legal capacity to order a tourist service, to be at least 18 years of age or emancipated and not under guardianship or trusteeship. The Customer, under his/her sole and full responsibility, provides all the information required for his/her order and declares that this information is true, accurate and up to date.

### **2 - Ordering**

#### **a) Online Ordering Procedure**

The Customer selects the service of his/her choice.

The Customer enters his/her personal details under his/her own responsibility and reads the preliminary description of the chosen service.

The Customer checks the summary of his/her order and the total price displayed, including VAT.

The Customer accepts the general terms and conditions of sale and definitively confirms his order.

The Customer proceeds to the full payment of his/her order under the conditions set out in article 3 below.

1889 EXPERIENCE validates the order and sends the Client a confirmation of the contract by email, detailing the main characteristics of the service purchased and constituting the travel contract. In the absence of this email, the reservation will not be considered. In accordance with article 1369-5 of the French Civil Code, the order and the order confirmation are deemed to have been received when they are accessible to the parties to whom they are addressed.

#### **b) Email Ordering Procedure**

The agency requests the creation of a personalized holiday.

1889 EXPERIENCE replies to the client's email with a preliminary personalized description.

The client confirms his order and pays a deposit of between 30% and 50% of the price.

1889 EXPERIENCE sends the Client a confirmation of the order and the itinerary.

The Client pays the balance of the price of the service.

### **3 - Specific Client Requests**

The Customer may contact 1889 PRIVATE with a special request regarding their travel, stay or transport: special meals, disabled person, child and baby, etc. and their request will be dealt with, as far as possible, on a case-by-case basis by the Travel Agency and may involve costs which will be communicated to the Customer prior to the validation of their request. The request will only be validated after confirmation and acceptance by the Travel Agency.

Any request for assistance (disability, age, illness, significant physical handicap, etc.) must be notified to the Agency at least 48 to 72 hours before departure and in any case before the purchase and issue of the tickets.

## **III - PRICING & PAYMENT TERMS**

### **1 - The Price**

No disputes regarding the price of the trip will be taken into consideration upon the return of the client, as the client will assess before departure whether the price is acceptable to him/her.

Any changes to the price will be communicated before the booking is made and will be confirmed in the contract confirmation.

## **2- Payment**

All services ordered are payable in Euros only. For bookings made more than 6 months prior to departure, a deposit of 35% or 50% of the total cost of the trip is required, depending on experience. For bookings made less than 35 days prior to departure, payment must be made in a single instalment and for the total price of the trip. The balance must be paid by the client on receipt of the itinerary, without any further reminder from 1889 PRIVATE.

The Agency's obligation to provide the service only becomes definitive once payment has been made in full by the Client: any delay or refusal to pay may lead to the cancellation of the booking by the Client.

The communication of a credit card number before authorization by the payment centre is not considered a valid payment. The Customer shall be liable for any charges incurred as a result of the rejection or cancellation of a payment due to non-payment or irregular payment, as well as for any price increase between the time of the payment event and the time of regularization, in the event that new tickets need to be issued.

If the client fails to pay the deposit more than 60 days before departure, despite reminders from the Agency (e-mail, telephone), the trip cannot be confirmed, and the booking options are no longer valid.

If the client fails to pay the balance less than 60 days prior to departure, despite reminders from the agency (email, phone), their trip will be cancelled, and cancellation fees will apply.

## **3 - Deposit**

- All stays must be paid in advance as we have to pay all our partners in advance.

- We can only work on a deposit basis for stays of more than 6 months, where we can make a payment on confirmation of the stay + a second payment one month before the client's arrival.

- For stays of one year or more, we can make a payment in 3 deposits depending on the amount (mainly for stays of over 100k euros).

## **4 - Payment conditions**

- Payment can be made by bank transfer or Paytweak payment link (only for 10k booking maximum)

IBAN: FR76 3000 4015 9900 0100 8632 703

BIC: BNPA FR PP XXX

- Payment of invoices is due upon receipt of invoice (except for payments spread over several months)

- In the case of payment spread over several months, no invoice shall be paid more than 30 days after receipt. Otherwise, a late payment penalty of 20% will be applied (on the total amount of the invoice, excluding VAT).

## **II - LIABILITY**

### **1. Liability of 1889**

1889 EXPERIENCE is automatically liable to the customer for its contractual obligations.

However, the company may be exonerated from all or part of its liability by proving that the non-performance or poor performance of the contract is due either to MH PRIVATE, or to the unforeseeable and insurmountable act of a third party unrelated to the provision of the planned services, or to a case of force majeure.

### **2 - Limitation of Liability of 1889**

#### **a) Global**

Our tours and programs include various activities and services such as cultural tours, guided tours, excursions, special events, etc. These activities may involve inherent risks due to their nature, local conditions and other unpredictable factors.

By participating in any of the activities and services offered by us, you acknowledge and agree that these activities may involve potential risks and that you accept responsibility for your participation.

Whilst we take all reasonable steps to ensure the safety of our customers, certain elements are beyond our control. Therefore, we are not responsible for any accidents, injuries, loss or damage to property that may occur during or as a result of participation in these activities.

#### **b) Specificity: Outdoor experiences**

1889 EXPERIENCE would like to draw your attention to the terms and conditions regarding the limitation of liability for outdoor activities included in the packages and experiences we offer. Please read the following terms and conditions carefully:

- Some of our packages include outdoor activities such as hiking, excursions, adventure sports, guided tours, etc. These activities may involve inherent risks due to weather conditions, terrain, the nature of the activities themselves and other unforeseeable factors.



- By participating in the outdoor activities offered in our packages and experiences, you acknowledge and accept that these activities involve potential risks and that you accept responsibility for your participation in these activities.

- You understand that whilst we take all reasonable steps to ensure the safety of our clients, certain factors are beyond our control. As a result, we accept no liability for any accidents, injuries, losses or damage to property that may occur during or in connection with these activities.

Before participating in any outdoor activity, it is your responsibility to familiarize yourself with the specific requirements of each activity, including skill level, equipment required and safety guidelines.

You must also follow the instructions and recommendations of our guides, instructors or partners associated with the activity.

#### c) Specificity : Sport experiences

By choosing to participate in our sports activities, 1889 EXPERIENCE clients acknowledge and fully accept that these activities require a reasonable level of physical fitness and involve inherent risks. Clients are advised that their safety and ability to participate safely and satisfactorily in these activities depends on their health and level of physical fitness.

It is imperative that 1889 EXPERIENCE clients disclose in advance any health limitations, physical conditions or other circumstances that may affect their ability to participate in the proposed sports activities. 1889 EXPERIENCE reserves the right to take this information into account when assessing the client's suitability for a particular sporting activity.

By agreeing to voluntarily participate in a sporting activity despite the warnings and physical requirements, clients accept full responsibility for the potential risks associated with these activities. Under no circumstances can 1889 EXPERIENCE be held responsible for any accident, injury, loss or damage that may occur during or as a result of participation in these activities by clients who are not in a suitable physical condition.

Furthermore, by knowingly agreeing to participate in an activity, 1889 EXPERIENCE clients acknowledge that no refunds will be made in the event of subsequent cancellations due to physical limitations or inability to participate. Clients understand that their commitment to participate in a sports activity is irrevocable and that no requests for refunds will be accepted under these circumstances.

Clients of 1889 EXPERIENCE are strongly encouraged to consult with their physician prior to participating in any sporting activity and to provide full and transparent disclosure of their health and physical condition. By signing below, clients acknowledge that they have read, understood and agree to the terms and conditions relating to physical condition and refunds for sports activities offered by 1889 EXPERIENCE.

- People with reduced mobility can participate in our sports activities if their physical condition allows it and if the necessary accommodation is available. It is recommended that participants with reduced mobility inform us in advance of their specific needs so that we can take appropriate measures.

- Pregnant women can participate in certain sports activities depending on their stage of pregnancy and health. However, it is recommended that pregnant women consult their doctor before participating in any sporting activity and inform us of their condition at the time of booking.

- Minors are welcome to participate in our activities provided they are physically able and have the consent of a parent or guardian. The minimum age may vary depending on the activity and will be specified at the time of booking.

By participating in our sports activities, persons with reduced mobility, pregnant women, minors and other participants with special needs acknowledge that they have been informed of the potential risks associated with these activities. They also confirm that they have obtained the consent of their medical practitioner, if applicable, and/or their parent or guardian.

By reading this document and paying for the experience, the participants concerned accept responsibility for their participation in our sports activities and release 1889 EXPERIENCE, as well as its employees, agents and partners, from any liability for accidents, injuries, losses or damages that may occur during or as a result of their participation.

## **2 – Client's liability**

#### a) Specificity : Physical experiences

By participating in physical activities organized by 1889 EXPERIENCE, clients acknowledge and accept the following terms and conditions regarding personal clothing and accessories:

- Clients acknowledge that physical activities such as hiking, adventure sports and others involve inherent risks of damage or deterioration to personal clothing, footwear, accessories and equipment.

- It is the Client's responsibility to select appropriate clothing, footwear, accessories and equipment for each physical activity, taking into account potential risks and environmental conditions.

- Clients understand and accept that in the event of damage, deterioration or destruction of their personal clothing, footwear, accessories or equipment during a physical activity organized by 1889 EXPERIENCE, no reimbursement will be made for the damaged items.

- Clients agree that they are solely responsible for the care of their personal belongings during the physical activity.

The logo for 1889 EXPERIENCE, featuring the number '1889' in a stylized, cursive font.

- Clients are encouraged to take the necessary precautions to protect their personal belongings during the physical activity.
- It is the Client's responsibility to select appropriate and durable clothing, footwear, accessories and equipment for each physical activity based on the risks involved.

By reading the following, the client acknowledges that he/she has read, understood and accepts the terms and conditions regarding the non-reimbursement of damage to clothing and accessories during physical activities organized by 1889 EXPERIENCE.

#### **b) Misconduct**

By booking a stay with 1889 EXPERIENCE, clients acknowledge and accept the following terms and conditions regarding misconduct and its consequences:

- Clients are required to be respectful of the staff, other participants and property of 1889 EXPERIENCE and to follow all rules, instructions and directions given by the staff.
- Any disruptive, offensive, violent, illegal or harmful behaviour towards the environment, other clients or Company 1889 EXPERIENCE staff will be considered misconduct and may result in disciplinary action.
- In the event of proven misconduct, 1889 EXPERIENCE reserves the right to take appropriate disciplinary action, which may include a warning, temporary suspension of activities, or immediate expulsion of the client.
- 1889 EXPERIENCE may cancel the client's stay in the event of serious or persistent misconduct. This decision is at the company's discretion and may result in the cancellation of the remainder of the stay without any refund.
- In the event of cancellation of a client's participation due to misconduct, no refunds will be given for unused accommodation or activity fees.
- Clients are informed that 1889 EXPERIENCE cannot be held responsible for any additional expenses incurred by the client in the event of cancellation due to misconduct, including but not limited to travel, accommodation or other expenses.

By reading and paying for the trip, the client acknowledges that he/she has read, understood and accepted the terms and conditions regarding the consequences of misconduct, cancellation and refunds as set out by 1889 EXPERIENCE.

### **III- CANCELLATION CONDITIONS & MODIFICATION**

This policy governs the terms, conditions and fees applicable to cancellations, refund requests and changes to reservations for services provided by 1889 EXPERIENCE. By using our services, you agree to the terms and conditions set forth below.

#### **1 - Cancellation conditions**

- 1889 fees are non-refundable
- Cancellation 90 days prior to arrival = 12% agency fee + all non-refundable services per supplier
- Cancellation 30-90 days prior to arrival = 12% agency fee + 25% of total experience fee + all non-refundable services per supplier
- Cancellation 15-30 days before arrival = 12% agency fee + 50% of total experience fee + all non-refundable services per supplier
- Cancellation 0-15 days = 12% agency fee + no refund

Our cancellation policy for some experiences depends on the cancellation policy of our partners; it is important to check before confirming a stay.

#### **2- Modification of a stay**

Any change requested by the client prior to departure will be subject to the following charges:

##### **a) Change Requests :**

If you wish to make changes to your existing reservation, please contact the Project Manager with whom you have been in contact. Changes to reservations are subject to availability and may incur charges depending on the nature and timing of the change.

##### **b) Modification Fees :**

Modification fees may be charged for changes to the date, itinerary or reserved service. Specific fees will be communicated at the time of the change request.

##### **c) Booking change process**

To request a change to your reservation, please contact us using the contact details provided. Your request will be processed promptly and we will inform you of the available options, potential fees and specific conditions associated with the requested change. Please contact your Project Manager directly for any cancellation, refund or change requests.

##### **d) Changing part of the stay**



If one or more travelers enrolled in the same trip cancel their participation in a trip that has been reserved for the other participants:  
For personal services (not shared): the cancellation fee for the travelers(s) cancelling will be calculated on the price of the unused services of the trip according to the date of cancellation.  
For shared services: a total fee of 100% will be charged to the withdrawing travelers(s) on their share of the services of the trip, regardless of the date of cancellation.

We reserve the right to update this policy at any time. Changes will be posted on our website and will take effect from the date of posting. It is advisable to check our website regularly to be aware of any updates. This policy has been established to ensure a transparent and fair experience for our customers.

Trip modification terms vary depending on the type of experience selected or available at the time of booking.  
Changes to travel dates often result in changes to services (such as changes to room categories, suppliers, hotels or number of nights) which may affect the price of the offer.  
After departure, any change fees are the sole responsibility of the client and the client is not entitled to a refund for unused services.

## **IV – HEALTH & INSURANCE**

### **1 - 1889 insurance**

HISCOX SA, an insurance company with its head office at 35 F avenue John F. Kennedy, L-1855 Luxembourg, registered with the Trade and Companies Register of the Grand Duchy of Luxembourg under number B217018, approved by the Commissariat aux Assurances (CAA), operating in France through its branch at 38 avenue de l'Opéra, Paris 75002 and registered with the RCS Paris under number 833 546 989.

It is agreed that the guarantee limit of up to 1,500,000 euros per claim and per insurance period (with a deductible of 1,500 euros per claim for material and immaterial damage), as set out in the Table of Guarantees below, applies exclusively to the professional activity of hospitality tourism:

- The professional activity of hospitality tourism.
- Organization of events
- Hospitality
- Advice and sale of creative ideas for travel and press relations

For all other professional activities, the guarantee limit of the professional civil liability is limited to 300,000 euros per claim and per insurance period (500 euros deductible per claim for material and immaterial damages). This guarantee sublimit of 300,000 euros per claim and per period of insurance is an integral part of the guarantee limit of 1,500,000 euros per claim and per period of insurance provided under Professional Civil Liability, as set out in the Table of Guarantees below.

### **2- Client's insurance**

This travel insurance guide has been created by 1889 EXPERIENCE to provide recommendations and information on the travel insurance options available to cover various situations during your trip to France. Your safety and peace of mind is our priority and we aim to guide you through the insurance options available to allow you to travel with confidence.

Please note that 1889 does not provide insurance on behalf of the client and it is the client's responsibility to take out their own insurance.

#### **a) Importance of Travel Insurance**

During your stay in France, it is essential to have adequate travel insurance to protect you against unforeseen circumstances such as cancellations, delays, baggage loss and medical emergencies. Failure to take out adequate cover can result in high financial costs and unexpected disruption.

#### **b) Travel Insurance Options**

Cancellation insurance: This option covers you in the event of a trip being cancelled before departure due to unforeseen circumstances such as health problems, family emergencies or unexpected events.

- Medical insurance: This covers medical expenses in the event of a medical emergency during your stay in France, including doctor's fees, hospitalization and medical evacuation if necessary.
- Baggage insurance: This option provides compensation in the event of loss, theft or damage to your baggage during your trip.

#### **c) Recommendations**

- We strongly recommend that all our clients take out comprehensive travel insurance to cover essential aspects such as cancellation, medical emergencies and baggage loss.
- Before purchasing travel insurance, please read the terms and conditions of the policy carefully to ensure you understand what is covered and any exclusions.
- Make sure that the insurance you choose suits your specific needs and the length of your stay in France.

#### **d)- Subscription Process**

To take out travel insurance tailored to your trip to France, please contact our dedicated travel insurance team or visit our website for more information and to choose the option that suits you best.

#### **e)- Contact Information**

For any questions or assistance regarding travel insurance for your trip to France, please contact your project manager or our team at the following email address: [contact@1889experience.com](mailto:contact@1889experience.com)

## **VII – DISPUTE & RESOLUTION**

This Dispute Resolution Clause (the "Clause") is issued by 1889 Experience (the "Company") to outline the procedures for the resolution of disputes between the Company and its clients. By using the services provided by the Company, Clients agree to abide by the dispute resolution mechanisms outlined herein.

### **1- Mediation**

- In the event of a dispute between the Client and the Company, both parties shall first attempt to resolve the matter amicably through mediation. Mediation will be conducted by a neutral third party agreed by both parties or by a professional mediator selected by the Company.  
- Mediation will be conducted in a confidential setting with the goal of reaching a mutually acceptable resolution. All parties will cooperate in good faith during the mediation process.

### **2 - Arbitration**

- If mediation fails to resolve the dispute within a reasonable time, either party may submit the dispute to arbitration. The arbitration shall be conducted in accordance with the rules of a recognized arbitration institution and the decision of the arbitrator shall be final and binding on all parties.  
- Arbitration hearings may be held at a place agreed by both parties or in accordance with the rules of the chosen arbitration institution.

### **3 - Local Laws**

In situations where mediation and arbitration are not chosen or are not feasible, disputes may be resolved in accordance with the laws of the jurisdiction in which the Company is incorporated. This may include legal action in the appropriate local courts.

### **4 - Agreement to the Clause**

- By using the services provided by the Company, Clients agree to be bound by the terms of this Dispute Resolution Clause.  
- Customers acknowledge that this clause is designed to provide efficient and fair methods of resolving disputes and that it supersedes any conflicting dispute resolution clauses in other agreements.

### **5- Severability**

- If any provision of this clause is found to be invalid, the remaining provisions shall remain in full force and effect.

The purpose of this Dispute Resolution Clause is to ensure that disputes are resolved in an orderly and efficient manner and to facilitate open communication between the Company and its Clients. Customers are encouraged to communicate any concerns promptly in order to explore the resolution options outlined in this clause.

## **VI - MODIFICATIONS OF THE TERMS & CONDITIONS**

### **a) Modifications of the terms & Conditions**

1889 EXPERIENCE reserves the right to change, modify, add or remove provisions of these Terms and Conditions at any time and without prior notice. These changes may be made for legal, regulatory, operational or business reasons. Any changes will be effective upon posting on our website and will apply to all bookings made after the date of the change.

### **b) Notification des Modifications**

We are committed to keeping you informed of any material changes to our terms and conditions. When a change is made, we will take the following steps to notify you:

- Email notification: If you have provided a valid email address at the time of booking, we will send you an email notifying you of any forthcoming changes and providing a link to the new terms and conditions on our website.

- Display on our website: The amended Terms will be available on our website in the "Terms and Conditions" section. We encourage you to check this section regularly for updates.

- Notification at the time of booking: When you make a new reservation with your Agent, we will notify you of any material changes to the Terms and Conditions that apply to your reservation.

### **c) Consent**

By continuing to use our services after the changes are posted, you automatically agree to be bound by the new terms and conditions. If you do not agree to the changes, we encourage you to contact us to discuss your options.

### **d) Legal Consultation**



If you have any questions or concerns about the changes, we encourage you to review our terms and conditions periodically and to seek legal advice.

e) [Contact](#)

If you have any questions or concerns about our terms and conditions, please contact us at [contact@1889experience.com](mailto:contact@1889experience.com).

We are committed to ensuring that our terms and conditions are fair, transparent and comply with applicable laws. Your trust in 1889 EXPERIENCE is of the utmost importance to us and we will provide you with accurate and up-to-date information in order to provide you with an exceptional travel experience.

### **VIII – CONFIDENTIALITY & DATA PROTECTION**

Our clients have the right to access, modify, rectify and delete their personal data (article 34 of the Data Protection Act).

Our clients' personal data will only be shared with partners involved in the confirmed travel arrangements.

To exercise your rights, please contact us at [contact@1889experience.com](mailto:contact@1889experience.com).

### **24/7 SUPPORT LINE OUTSIDE OF NORMAL WORKING HOURS**

The following list represents what would constitute an emergency or need to call your 24/7 support line outside of normal waking hours:

- Rescheduling or cancellation of tour/transfer services for the following day due to missed flights/connections, unforeseen delays or airline or airport circumstances.
- Rescheduling or cancellation of tour/transfer services for the following day due to unforeseen weather conditions affecting outdoor experiences (and subject to bad weather conditions).
- Rescheduling or cancellation of tour/transfer services for the following day due to medical emergency
- Request for assistance/calling a medical professional/arranging transport due to a medical emergency

At the request of the travel agency, we will provide you with a dedicated emergency number for your clients, available 24 hours a day, 7 days a week, for your clients when they are "under 1889 responsibility" in France or Switzerland.

Please note that for this 24/7 assistance, a fee line will be added to your budget based on 600 euros - all taxes included - for 1-7 days of availability, and for more than 7 days, we will have to redetermine this amount.