

**General terms of sale and conditions of the Packages
of the Office de Tourisme Region Molsheim-Mutzig**

Service Séjours
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GENERAL ARRANGEMENTS

Authorised tourist offices, as stipulated by the French law of the 13th July 1992, may offer reservations and the sales of all types of leisure, accommodation and tourist services of a general order in the area that they cover. They help the public by offering a choice of different services.

The Tourist Office from the Region de Molsheim-Mutzig, 19 Place de l'Hôtel de Ville in 67120 Molsheim (France), is registered by Atout France under the number of license IM067120026 coming into effect 17.07.2012, covered by a third party professional insurance by Groupama Grand Est – 21078 DIJON and has a financial guarantee from Groupama 5 Rue du Centre 93199 Noisy le Grand Cedex

The tourist office will under no circumstances take any responsibility should a third party use these contracts for reasons other than tourism.

The Region Molsheim-Mutzig Tourist Office is customers' only commercial contact for the services it sells, and is fully responsible to the customer for the proper execution of the obligations resulting from the present terms of sale. The Tourist Office cannot be held liable for acts of God or force majeure.

PRICES

The prices in Euro (€) are for information purposes only and may be modified at any moment up until the conclusion of the contract depending on the currently applicable conditions. This takes into account the prices agreed with the various intermediaries that the Tourist Office uses (hotels owners, restaurants, local service providers) and the exchange rate. Payment must be by credit card (Visa, EuroCard, MasterCard).

The customer will receive vouchers corresponding to each service. These must be given directly to the service provider. These vouchers are only valid for the indicated period and services.

SECURITY

Thanks to our partnership with the Crédit Mutuel secure payment service, www.ot-molsheim-mutzig.com is a secure website.

No personal information can be accessed from the www.bordeaux-tourisme.com website. Confidential information is only used when passing through the Crédit Mutuel secure site, and is not transmitted or saved under any circumstances.

RESERVATION

The reservation becomes binding from the moment the 30% of the total cost of the price and the contract signed by the client have been duly returned to the Tourist Office Region Molsheim-Mutzig and this no later than the date mentioned on the contract. In the case of a request for a service less than 30 days before the beginning of the said service, the entire payment will be requested immediately.

The client shall pay the Tourist Office the agreed amount remaining outstanding, on presentation of the invoice, at the latest a month before the beginning of the service to be provided. If the client does not pay the amount on the agreed date, his stay will be considered cancelled. From this moment, the service will become available for sale and no refund will be made.

On receipt of payment for the stay, the Tourist Office Region Molsheim-Mutzig will send the exchange vouchers to the client, who will present them to the service providers on his arrival.

CANCELLATION BY THE CLIENT

All cancellations must be sent by registered mail to the Tourist Office Region Molsheim-Mutzig. The refund will be made, less handling charges (if paid at the time of the reservation), in accordance with the following :

- ◆ 30% will be kept for cancellation between the 30th and 21st day inclusive
- ◆ 50% will be kept for cancellation between the 20th and 8th day inclusive
- ◆ 75% will be kept for cancellation between the 7th and 3rd day inclusive
- ◆ 100% will be kept for cancellation less than 3 days before the beginning of the stay

If the client decides to end the service including in case of a cancellation due to bad weather, he will not receive any refund.

MODIFICATION BY THE TOURIST OFFICE OF A SIGNIFICANT PART OF THE CONTRACT

If the Tourist Office Region Molsheim-Mutzig has to make a significant change to the contract before the intended date of start of the stay, the client may, without prejudice to his/her claims for compensation, and after having been informed by the seller by registered mail, do one of the following :

- ◆ cancel the contract and receive immediate refund of the sum paid without penalty
- ◆ accept the modification or the substitution of the service provided by the seller

SHOULD THE SERVICE CEASE DURING THE COURSE OF THE STAY

Should the seller be no longer able to provide a major part of the service agreed in the contract, representing a non-negligible part of the price paid by the client, the Tourist Office will offer an alternative, without any further costs incurred, and without prejudice to the client's claims for compensation. If the alternative proposed and accepted by the client is of lesser quality, the Tourist Office will refund the difference in price before the ends.

If the seller should not be able to provide a replacement, or the alternative be refused by the client, for valid reasons, the client will be paid compensation calculated on the same basis if he had cancelled the stay on that date.

RESPONSIBILITY OF THE CLIENT

The client is responsible for any damages he may cause. He is advised to take out holiday insurance for this type of risk.

PROTECTION OF PERSONAL DATA

The data collected by the Molsheim-Mutzig Region Tourist Office are processed in order to manage requests for packages. Your data are processed in strict legality, while respecting the contractual relationship between the parties.

The data are used solely by personnel with authorisation from the Molsheim-Mutzig Region Tourist Office.

As part of managing requests for reservations, the data are archived for 5 years after the guided tour has taken place. The data processed as part of sales operations will be kept for the duration of the contractual relationship and for 3 years after the last contact. Accounting information will be archived for 10 years, in line with prevailing legislation.

You can access data concerning yourself, change them or ask for them to be deleted. You have the right to ask for your data to be transferred and for data processing to be limited.

To exercise these rights or for any question concerning your data in this respect, you can contact us, including proof of your identity, by email at infos@ot-molsheim-mutzig.com or by letter to RGPD - Office de Tourisme de la Région de Molsheim-Mutzig - 19 Place de l'Hôtel de Ville - 67120 MOLSHEIM.

After contacting us, if you consider that your rights concerning personal data have not been respected, you can send a complaint to the CNIL.

DISPUTES

All claims relating to a service must be addressed to the Tourist Office Region Molsheim-Mutzig during the service provision or must be sent by registered letter within 15 days after the date of the stay. After this deadline, the tourist office will refuse to consider any claims.

APPLICABLE LAW

Any litigation arising out of the present general terms of sale are subject to French law and come under the jurisdiction of the Strasbourg Trade Tribunal. Only the French language version of the site can be used for legal interpretation.