

General conditions of sales

Our general conditions of sale are in conformity with the law of July 13rd 1992 which governs the types of sale of the National Federation of the Offices of Tourism and Tourist offices.

Particular conditions of sales

Tourism Office
Place du General de Gaulle - 06360 Eze
Organism local of tourism authorised by
prefectoral Arrêté
Authorisation n°AU 006 97 0001
Financial Guarantee APS

Reservation and terms of payment:

Our confirmation of reservation will be regarded as final only with receipt of it validated by your form for agreement. It would be accompanied by an instalment of 25% of amount inclusive of tax of the service.

Without these two elements no inscription could be validated by our services. On request, a proforma invoice could be established for this instalment.

For the invoices exceeding 1500 € inclusive of tax, a second instalment of 25% will be required 30 days before the date of the visit.

The confirmation of reservation of one of the formulas Eze Autrement implies the general acceptance of the conditions of sale. The payment of the service will be done either on the spot, or ten days at receipt of the final invoice.

Prices:

The tariffs published are established for the current year, their validity extends until December 31, 2005. They can be modified without notice according to the readjustments carried out by our partners.

Except contrary mentions the prices are per person on the basis of package presented in our booklets and publicity. They are calculated according to a minima number of participants specified for each formula of Eze Autrement

Any group lower than this number can have access to the services suggested with a reconsideration of the tariff suggested and so far as the conditions of operating allow it.

The same remark applies for the groups whose capacity exceeds the one indicated on our programs. The prices include the services indicated on the programs excluding any other. The addition of complementary services not stipulated on our programs will mean a revaluation of the tariffs suggested.

Modifications of the fact of customer:

The modifications must be confirmed by mail, fax or e-mail in order to be accepted. After an hour of delay on the part of the customer, the Office of Tourism will be able, according to its own requirements, to change the contents, the duration or to cancel the visit. In this case, the cancellation of the visit will not allow the refunding of the instalment which will be used to regulate the expenses engaged by the various providers. For the simple services, in case of reduction of manpower, the invoicing will be established on the basis of number of participants communicated at least 72 hours in advance.

For the other services the office of tourism will refer to the particular conditions of each provider.

Modifications of the fact of Office of Tourism:

The modifications due to bad climatic conditions will not give right to any compensation nor claim. We keep the right, in case of exceptional circumstances, to change the arrangement and the duration of the visit or the stay. In the case of pure and simple cancellation of the visit a solution of replacement will be proposed, another date for example, or in case of absolute necessity, the restitution of the full instalment

Cancellation of the fact of the customer:

In case of cancellation of your part

- more than 30 days before the visit, 35€ of expenses of files will be kept from the paid up instalment

- less than 30 days before the date of the visit, 25% or 50% of the instalment will be kept in order to cover the expenses engaged by the providers with a minimum of 50€

- less than 48h before the date of the visit, the total of the service will have to be paid. Nevertheless, in case of absolute necessity, the office of tourism agrees to study an arrangement considering the particular conditions of the different providers. For the services including lodging or special services, the Office of Tourism will communicate and refer to the particular conditions of each provider. Any cancellation must be confirmed by mail, fax, letter or e-mail, in order to be taken into consideration.

Accompaniment to school groups :

Any school group will have to be accompanied by a teacher and an adult for ten children more the guide, and not exceed a class. The supervisory teacher and staff will have to take care of the discipline of the group and make sure that each child has a school insurance covering the activities out of the establishment.

Litigation and complaints:

In spite of the care the Office of Tourism takes for the good realisation of your visit or your stay, it can happen that certain services are not provided as planned.

Any complaint must reach us twenty days after the stay by registered letter with supporting documents in order to be taken into account. In the case of litigation, only the commercial Court of Nice will be qualified.

Insurance:

In accordance with the regulation, the Office of tourism of Eze is ensured of Professional Civil Liability : Groupama n° 07002 469 OM/1002. We could not however substitute us to the personal civil liability of the customer.