

Article 4.2 – Firm and Final Booking Conditions

Booking conditions, particularly those relating to the date, times, services, and number of participants, cannot be changed after order confirmation, unless expressly accepted by the Toulouse Metropolitan Tourist Office.

Consequently, a reduction in the number of participants on a booked and confirmed tour cannot result in any price reduction.

The same applies if the participants are not present on the date, time, and start location of the tour indicated in the tour confirmation.

Article 4.3 – Cancellation by the Customer

Confirmed tours may be canceled in writing by the customer up to 5 calendar days before the start of the service. In the event of cancellation after this deadline, regardless of the reason, a fee equal to 100% of the total amount of the service will be charged.

Article 4.4 – Invoicing and Payment Terms

The service is invoiced either upon confirmation or upon performance. Invoices are payable upon receipt. They are accompanied by payment terms.

Article 4.5 – Rates

Rates include all taxes and are available at

www.toulousetourisme.com/Groups/Rates-and-Quotes/Rates. They exclude transportation costs, meals, admission to sites and monuments, and other incidental fees.

Article 5.2 – Firm and Final Booking Conditions

The booking conditions, particularly those relating to the date, times, and services included in the stay, cannot be changed after confirmation of the order, unless expressly accepted by the Toulouse Metropolitan Tourist Office.

Participants must be present on the date, time, and location specified in the program.

Otherwise, part of the program may be modified or canceled without refund.

Article 5.3 – Final Number of Participants

The final number of participants must be communicated by the client to the Toulouse Metropolitan Tourist Office at least 15 calendar days before the start of the stay.

Subsequent changes will not be accepted and will not result in any price reduction.

Article 5.4 – Cancellation by the Client à This means that there will be a penalty fee to be paid except if we cancel more than 30 days before the start of the trip. I.E., each participant will be reimbursed in FULL if the trip is canceled more than 30 days before the start of the trip.

Cancellation by the client must be made **at least 30 days before the start of the stay**. Only cancellation requests made in writing will be considered.

If the cancellation occurs **between 30 and 20 days before the start of the stay**, a fee equal to **25% of the total amount of the service will be charged**.

If the cancellation occurs **between 20 and 10 days before the start of the stay**, a fee equal to **50% of the total amount of the service will be charged**.

If the cancellation occurs **less than 10 days before the start of the stay**, a fee equal to **100% of the total amount of the service will be charged**.

Article 7 – CANCELLATION OR MODIFICATION BY THE TOULOUSE METROPOLITAN TOURIST OFFICE AND SPECIAL EVENTS MAKING THE PROVISION OF THE SERVICE IMPOSSIBLE

When the Toulouse Metropolitan Tourist Office is forced to cancel a service, it will inform the customer by any means and reimburse them for all amounts already paid.

Furthermore, the Toulouse Metropolitan Tourist Office reserves the right to cancel a service in the event of events making its provision impossible, such as, but not limited to, strikes, fires, severe weather, dangerous weather events, unforeseen closure of a site or establishment, or access being impossible. In such a case, the Toulouse Metropolitan Tourist Office may offer its customers an alternative date for the visit. The Toulouse Metropolitan Tourist Office also reserves the right to modify the planned program in cases of absolute necessity.

Conversely, the client may not cancel the service due to events that, in their opinion, would affect its delivery. As a professional, only the Toulouse Metropolitan Tourist Office can assess whether an event makes the delivery of a service impossible.

Consequently, the client may not cancel the service due to bad weather, strikes, etc.

Article 9 – NO-SHOW OR EARLY DEPARTURE OF THE VISIT OR STAY

No-show or early departure of one, several, or all members of the group will not give rise to any refund. Services will be invoiced in full.

Article 10 – FIXED COMPENSATION AND LATE PAYMENT PENALTY

Any late payment will result in a fixed compensation of €40 for recovery costs.

Any late payment will result in late payment penalties at a rate equal to the interest rate applied by the European Central Bank to its most recent refinancing operation plus 10 percentage points.