

## TERMS AND CONDITIONS OF BOOKING AND SALE – 2017

These terms and conditions of booking and sale govern the relationship between Ethic Etapes Jean Monnet de Romorantin and beneficiaries of services (bookings for stays, accommodation, meals, room hire, activities and all other services). Ethic Etapes Jean Monnet de Romorantin is managed by the La MAJO association (non-profit association). Certification EN n° 041-99/03, Tourisme social et Familial n° 010702, déclaration Jeunesse et sports n° 411941006.

### ARTICLE 1 – CONDITIONS OF APPLICATION

These terms and conditions of booking and sale are to be issued by the time of the booking agreement (order form) and deposit request. All prices and tariffs indicated are in euros and are inclusive of tax. Applicants are required to join our association and this applies to all members of a group, where applicable. Ethic Etapes Jean Monnet de Romorantin does not accept unaccompanied minors.

### ARTICLE 2 – PRICE GUARANTEE

Prices stated on booking are firm for the booking period and cannot be changed. Services ordered at the time of booking will be invoiced in full (accommodation, meals and room hire etc.).

Group tariffs are only applicable for groups of at least 12 people, belonging to a group or body. Prices stated are applied to all members of the group, including support staff and drivers.

### ARTICLE 3 – BOOKING CONDITIONS

All booking requests are to be confirmed in writing (letter, fax or email). As soon as Ethic Etapes Jean Monnet de Romorantin receives the request, an application file is opened and an order form with request for deposit followed by a booking contract are sent to the applicant. Failure to pay the deposit or advance payment by the deadlines stated on the order form and booking contract will cause the booking to be cancelled.

### ARTICLE 4 – DEPOSIT

The amount of deposit requested will be 30% of the total cost of services booked, and must be paid on signature of the order form. Failure to do so will mean that Ethic Etapes Jean Monnet de Romorantin will not confirm the booking. The deposit will not be returned if a cancellation is made.

### ARTICLE 5 – ADVANCE PAYMENT

Stays, room hire or any other service will not be deemed as confirmed until the advance payment is paid and Ethic Etapes Jean Monnet de Romorantin has received the signed booking contract bearing the statement “Agreed and signed”, followed by an advance payment of 40% six weeks before the service is scheduled to begin. Ethic Etapes Jean Monnet de Romorantin is to receive the balance of the booking 15 days before the beginning of the stay.

### ARTICLE 6 – CHANGES TO THE SERVICE

Changes to the service must be requested in writing and expressly agreed by Ethic Etapes Jean Monnet de Romorantin. (We must be notified of any changes affecting numbers: accommodation, meals) at least two weeks before the start of the stay.

### ARTICLE 7 – CANCELLATION

A – if a cancellation is made between the date when the advance payment is made and 90 days before the scheduled arrival of the group

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Title of signatory:

Date :

or start of the event, Ethic Etapes Jean Monnet de Romorantin will retain 30% of the advance payment made. (The deposit will not be returned).  
B – if a cancellation is made between 89 and 30 days before the scheduled arrival of the group or start of the event, Ethic Etapes Jean Monnet de Romorantin will retain 60% of the advance payment made.  
C – if a cancellation is made between 29 days and the scheduled arrival of the group or start of the event, Ethic Etapes de Romorantin J. Monnet will retain all of the advance payment made.

### ARTICLE 8 – PARTIAL CANCELLATION

Ethic Etapes Jean Monnet de Romorantin is to be notified in writing of any changes to the numbers (letter, fax or email) at least 3 weeks before the start of the stay.

A – 60 to 30 days before the arrival of the group, a cancellation charge of €5 per person per day of the stay will be invoiced.

B – 29 to 15 days before the arrival of the group, a cancellation charge of €7 per person per day of the stay will be invoiced.

C – Less than 15 days before the arrival of the group, all of the service ordered will be invoiced. (Except in a case of illness - proof required)

D – The client will not be reimbursed for any meals ordered but not taken.

### ARTICLE 9 – SERVICES

The accommodation will be provided at Ethic Etapes Jean Monnet Romorantin – 5, rue Jean Monnet- 41200 ROMORANTIN (except where special conditions stated in article 12 apply).

Rooms have 2, 3, 4 or 5 beds. No cooking or alcoholic drinks are permitted in the rooms.

Facilities and services provided:

partially or fully made up bed on arrival – accommodation on 3 floors with lift – all rooms (53) have a basin, shower and lavatory – nine 2-bed rooms are equipped to accommodate persons with reduced mobility – TV connection in 15 rooms (3rd floor) – services provided at an extra charge: bath and hand towel – bed for a baby (on request)

The comfort and service level according to the ETHIC ETAPES charter is 4/4.

### ARTICLE 10 – TARIFFS

Tariffs and services are set on an annual basis and apply from 1st January of each year.

### ARTICLE 11 – ROOM DISTRIBUTION

Ethic Etapes Jean Monnet de Romorantin cannot guarantee that all of the rooms for a single group will be on the same floor.

### ARTICLE 11 – ROOM CARDS

A charge of €1 will be made for any room card missing on the day of departure. A charge will be made for any damage caused during the stay (see booking contract).

### ARTICLE 12 – ALTERNATIVE ACCOMMODATION

Should a case of force majeure or exceptional circumstances arise, Ethic Etapes Jean Monnet de Romorantin reserves the option to have a group or certain members thereof accommodated at an establishment offering at least the same services and without any change to the tariff.

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### ARTICLE 13 – ROOM HIRE

Rooms are for private activities and meetings. Other than with prior written agreement from Ethic Etapes Jean Monnet de Romorantin, public meetings announced via posters or the press are strictly prohibited. Ethic Etapes Jean Monnet de Romorantin reserves the right to change a room booked and replace it with an equivalent room. Ethic Etapes Jean Monnet rooms are not insured against theft of or damage to equipment left in the room or rooms hired by the organiser or made available to them, including where there is an intrusion. Ethic Etapes Jean Monnet cannot be held liable for theft or damage.

Missing keys will be charged at €1 each

### ARTICLE 14 – ORDERING MEALS WITHOUT ACCOMMODATION

The number of covers must be confirmed at least 15 days before the date of the event (unless a specific agreement is made when the order is made). A meals service (self-service, table service etc.) can only be provided on Friday evenings, weekends and national holidays for groups of at least 30 people. A margin of up to 5 fewer meals is allowed. A minimum of 25 meals will be charged for.

### ARTICLE 15 – LATE ARRIVALS

Meals:

Please note that a meals service cannot be provided after 8.30pm.

Accommodation:

Unless a specific agreement is made when the order is made, if late arrival is after 9.30pm, the client will pay the full cost of any services booked by them but not used because of the delay. An additional standard charge for the group will be made for any delay to the time agreed with the client: €15 if over 15 minutes, €25 if over 30 minutes or €50 per hour of delay.

### ARTICLE 16 – INVOICING AND SETTLEMENT

Invoices will be made out in euros and paid in euros. Ethic Etapes Jean Monnet will not pay any currency exchange costs or bank transfer charges.

For individuals and families, the balance is to be paid on arrival and additional services are to be paid on point of purchase. Ethic Etapes Jean Monnet accepts payment with French restaurant cheques and holiday cheques.

For groups, according to pre-established agreements, the balance is to be paid within a month of receipt of invoice.

### ARTICLE 17 – FORCE MAJEURE

In a case of force majeure (fire, water damage, staff strike), Ethic Etapes Jean Monnet will inform the purchaser by registered letter with acknowledgement of receipt that the stay has been cancelled and will refund any deposit and advance payment made.

### ARTICLE 18 – COMPLAINTS

Should the purchaser wish to complain of the absence or sub-standard quality of any service provided for under the contract, they must inform the Ethic Etapes Jean Monnet management by registered letter with acknowledgement of receipt within 8 days of the end of the service provision.

### ARTICLE 19 – INSURANCE

Ethic Etapes Jean Monnet has taken out professional civil liability insurance with AXA Assurances– ROMORANTIN under policy n° 1236130505.

Ethic Etapes Jean Monnet cannot be held liable for theft of or damage to baggage or equipment belonging to residents or damage caused by clients. Members can take out their own additional insurance to cover certain specific risks.

### ARTICLE 20 – CONTRACT ASSIGNMENT

Subject to informing Ethic Etapes Jean Monnet by registered letter at least 15 days before the start of the stay, the purchaser may assign their contract to an assignee fulfilling the same conditions as they do.

### ARTICLE 21

Users of Ethic Etapes Jean Monnet have free access to the Internet access (WiFi ) on the ground floor. Viewing web sites contrary to accepted standards of good behaviour or public morality or offensive to human dignity or affecting public order is prohibited.

### ARTICLE 22

Ethic Etapes Jean Monnet reserves the right to exclude any person inflicting physical or mental harm on others.

### ARTICLE 23 – ANIMALS

With the exception of guide dogs, animals are not permitted on Ethic Etapes Jean Monnet premises.

### ARTICLE 24

Smoking is not permitted on any part of the premises.

### ARTICLE 25

Ethic Etapes Jean Monnet – Romorantin may apply a handling fee of up to €20

### ARTICLE 26 – SPECIAL AGREEMENTS/PARTNERSHIP AGREEMENT

Special terms can be given to tour operators for school trips, heritage groups, conferences, courses and sports events or partnership events. Please contact us.

### ARTICLE 27 – SECURITY DEPOSIT

Ethic Etapes Jean Monnet reserves the right to request a group security deposit of €15/person to cover any minor damage to the premises.

### ARTICLE 28 – COMPETENT JURISDICTION

Any dispute relating to the fulfilment of these conditions come under the jurisdiction of the courts at the domicile of Ethic Etapes Jean Monnet de Romorantin.

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Title of signatory:

Date :