

GENERAL TERMS

You are currently viewing the website ("Website") for The Company Xplore France, <http://xplorefrance.com> belongs to Xplore France. The conditions hereafter are applicable regardless of the general conditions of purchase of the client. Any modification proposed by the parties must be by written agreement.

Xplore France offers personal concierge services and tourism services including tickets, transfers, concierge services, accommodation, tours, cultural, leisure and gastronomic discovery trips. Any reservations implies full acceptance of these Terms and Conditions and the payment of the sums due in respect of bookings made. These Terms and Conditions can be amended and updated at any time and without notice.

Privacy statement

We are committed to protecting your privacy. Data collected from individuals will only be used by authorized personnel who require it for tours. We constantly review our systems and data to make sure we provide the highest possible service to our customers.

Confidentiality

We will not sell, share, or rent your personal information to any third party or use your email address for unsolicited mail. We will not sell, share, or rent your personal information to any third party. Any emails sent by this company will only be in connection with the provision of our services and products, and will not be for any other purpose.

Services

- Pick-up and drop-off are guaranteed from your place of stay, at the times indicated on the exchange voucher. Failure to arrive at the pick-up location at the times indicated may result in additional charges.
- Any started extra hour will be integrally charged.
- Any damage caused during the stay will be charged. Smoking is strictly prohibited in vehicles. For your safety, seatbelts must be fastened at all times.

Bookings and claims

- In order to confirm the requested service, you must return to us the quotation signed by email, with a date and time with a view to respecting both parties. A payment of deposit per card or bank transfer (30 to 100% of the total amount) is required to register a reservation.
- The balance is payable no later than 35 days before departure. For all orders placed less than 35 days before the departure date, payment of the full price of the trip is required. Payments may be made by any means and are final on the date on which the funds are received.

- Claims for shortages of services or for mistakes or errors in billing must be presented within eight (8) days from the date of service or billing. The service was great. Any claim not presented will be conclusively deemed waived.

Tours prices

In using this Website and the Services, you agree that you will:

- Please provide Xplore France with all information reasonably relevant to your request for Services.
- Follow our payment procedure outlined above.
- Not submit any requests for services that are false, fraudulent, or intended to violate any law or harm any third party;
- Xplore France will make sure that you arrive on time for any appointments that Xplore France may make for you with a Service Provider.
- Any reasonable instructions of Xplore France or the Service Provider with respect to your request for services and the fulfillment thereof, or any additional terms and conditions notified to you, must be read and followed.
- Take responsibility for being physically capable and prepared to participate in any activity that you ask Xplore France to arrange or arrange for you, and for being fully equipped with any appropriate clothing and equipment reasonably necessary for such an activity;
- You should immediately review any travel itinerary and travel terms and conditions you receive from us and let us know if any modifications need to be made. We do not accept responsibility for discrepancies or objections that are reported more than 24 hours after we send an email confirmation. Modification or cancellation of travel arrangements can lead to fees or penalties. Make sure you understand the restrictions.

Cancellation policy

(per person, on the total price of the trip) unless tickets issued and specific conditions**.

- more than 30 days before departure: €200 per person
- between 29 and 21 days before departure: 25% discount
- between 20 days and 8 days before departure: 50%.
- between 7 days and 2 days before departure: 75%.
- less than 2 days before departure: 100%.

From 30 days before departure, any modification or cancellation will incur a minimum charge of €200. charge. **As soon as tickets are issued to customers, company fees and fare conditions apply. The following customer modifications are not charged: increase in the number of participants, change of meal plan.

Actual cancellation charges :

Cancellation of the contract by the traveler will give rise to the application of the actual costs borne by the organizer and the retailer in the event of less specific conditions.

and the retailer in the event of less favorable specific conditions from hotel suppliers (complex products or during certain seasons) and in the event of early issue of airline tickets. The organizer reserves the possibility of issuing tickets according to the mandatory prerogatives of the airlines. Tickets may thus

issued more than 30 days prior to departure, and without prior notice, entailing the additional costs presented in this contract and in accordance with the organizer's special conditions of sale.

- Modification fee before departure (in the case of a request to modify an order already confirmed), or on site, for hotel services or return flight (in the case of a request to modify hotel or air services made on site by the customer): €69 per file.

Responsibility and Insurance

- All rates are guaranteed under stable economic conditions.

- Xplore France cannot be held responsible for bad traffic conditions caused by: traffic accidents, strikes, or in the event of force majeure.

- Xplore France cannot be held responsible for the loss or theft of personal effects.