

# GENERAL SALES TERMS AND CONDITIONS

**THESE GENERAL TERMS AND CONDITIONS OF SALE APPLY TO ALL HÔTELS BARRIÈRE BOOKINGS MADE BY INDIVIDUAL CLIENTS.**

## 1. Introduction

1. These general terms and conditions outline the means by and conditions under which the Groupe Lucien Barrière allows its clients (hereinafter referred to as “the Client(s)”) to make use of all available Services, and in particular the booking process.

- On the [www.hotelsbarriere.com](http://www.hotelsbarriere.com) website

Groupe Lucien Barrière SAS operates the Hôtels Barrière booking website, [www.Hôtelsbarriere.com](http://www.Hôtelsbarriere.com). This website showcases the Hôtels Barrière establishments managed by Groupe Lucien Barrière subsidiaries, the company SFCMC and its subsidiaries, and Barrière brand-affiliated companies. This website allows users to book rooms in the Groupe Barrière's hotels.

- By calling our reservation desk at +33 (0)1 73 600 111.
- By calling any of the Hôtels Barrière establishments' reception desks.
- In person at a Hôtels Barrière reception desk.
- By a select few agencies approved by Hôtels Barrière.
- Through our Partners.

2. The Client confirms that the Groupe Lucien Barrière and Hôtels Barrière have provided them with all information needed to make their choice and proceed with their booking.

3. All bookings made via the [www.Hôtelsbarriere.com](http://www.Hôtelsbarriere.com) website imply that the Client has read and fully accepted these general terms and conditions without reserve, in addition to the terms and conditions for the rate booked expressly mentioned in the description of the rate chosen upon booking. By ticking the relevant box, the Client confirms they have read and accept these general terms and conditions for

the rate booked prior to definitively confirming their booking. No booking may be made without this express agreement.

For all other booking methods, the Client receives the general terms and conditions of sale prior to confirming their booking. Confirming a booking implies agreement with these terms and conditions of sale and the full and unconditional acceptance of their provisions.

4. The Client has the option of saving and printing these general terms and conditions of sale using the standard features and functions of their browser or computer.

5. The following information is displayed on the Website:

- A legal notice giving specific identifying details for the Groupe Lucien Barrière, including its business name, head office, individual VAT number, email address and telephone number to be used for contacting the Groupe Lucien Barrière,
- The key characteristics for the accommodation offered by the Hôtels Barrière,
- The key characteristics of any optional or add-on services offered,
- Prices including all taxes and fees,
- The terms and conditions for the rate booked,
- Payment methods,
- General terms and conditions of sale,
- The validity period and pricing for offers.

6. Prior to making a booking, the Client confirms that the booking in question is being made for their own personal needs. In their capacity as a consumer, the Client enjoys specific rights that may be compromised should the Services booked not ultimately be for their own personal use.

7. All information displayed on the [www.Hôtelsbarriere.com](http://www.Hôtelsbarriere.com) website is provided in French and other languages.

8. The Client confirms they enjoy the full legal capacity needed to make bookings under these general terms and conditions of sale.

All bookings made by minors (aged 16 to 18 years) may only be accepted by Hôtels Barrière following signed parental permission issued by the legal guardians of the minor responsible for making the booking, and those of any additional guests that may be accompanying them. Hôtels Barrière reserves the right to request any supporting documentation needed to authenticate the signature provided on the parental permission in question.

## 2. Definitions

For the purposes of these terms and conditions, the following terms shall have the given definitions:

- “Booking summary”: a digital document summarising the characteristics of the Services chosen by the Client on the [www.hotelsbarriere.com](http://www.hotelsbarriere.com) website. This document is provided prior to the Client accepting these general terms and conditions of sale, and prior to them providing their bank card details for prepayment or a deposit.
- “Booking confirmation”: a digital document sent to the Client to inform them that their booking has been confirmed, detailing the characteristics of the Services booked by the Client on the [www.hotelsbarriere.com](http://www.hotelsbarriere.com) website.
- “Client”: a natural person acting exclusively for their own personal needs and interests.
- “Terms and conditions for the rate booked”: Price applied on the date selected by the Client for their chosen room category with or without breakfast, with its related terms and conditions for payment, date changes, reserved Services and cancellations.
- “Booking request”: a request to book rooms, products and Services in a Hôtel Barrière made by the Client.
- “Hôtel Barrière”: refers to a hospitality establishment run by a Groupe Lucien Barrière subsidiary, the company SFCMC or one of its subsidiaries, or a company affiliated with the Barrière brand.
- “Partners”: refers to all service providers with a service provision contract or partnership agreement with the Hôtels Barrière.
- “Service”: room, product and Service bookings made in a Hôtel Barrière by the Client.
- “Website”: the [www.Hôtelsbarriere.com](http://www.Hôtelsbarriere.com) website.

## 3. Scope

1. These general terms and conditions describe the rights and obligations of both the Client and the Hôtel Barrière operating company for all types of bookings (including remote bookings) for the Services offered by the Hôtels Barrière establishments.

2. They govern all the steps necessary to booking and following up on a booking made between the contracting parties.

3. The Client confirms they have read these terms and conditions of sale and the terms and conditions for the rate booked, and fully accepts them.

#### **4. Changes/amendments**

Acting on behalf of its subsidiaries, the company SFCMC and its subsidiaries and companies affiliated with the Barrière brand, Groupe Lucien Barrière reserves the right to modify or add to all or part of these terms and conditions of sale at any time. In the event that changes are made, the new version of the general terms and conditions shall be made available on the Website along with the date from which they apply. Clients are advised to check the general terms and conditions of sale on a regular basis to stay abreast of any potential changes. Clients shall only ever be bound by the version of the general terms and conditions in force at the time at which the Client books their chosen Service.

Groupe Lucien Barrière as well as its subsidiaries, the company SFCMC and its subsidiaries and companies affiliated with the Barrière brand cannot be held liable for damages of any kind that may result from these changes and/or temporary unavailability or definitive closure of all or part of the Website or its associated Services, such as the online booking section, private account area or unavailability of the booking centre.

#### **5. Bookings**

1. The Client selects their chosen Services from among the options on offer from Hôtels Barrière in accordance with their needs.

2. The Client confirms they understand the nature, price, destination and booking process for the Services available, and confirms they have requested and received any additional and/or necessary information they may need, in particular with respect to the general terms and conditions for the rate booked, in order to complete their booking with full knowledge and awareness of the Services in question.

3. Each Client may book up to three (3) rooms for their personal use per booking via the Website. To book more than three rooms, the Client may contact the sales teams by clicking on the designated link at the bottom of the website page, contact the bookings centre directly, or the Hôtel Barrière in question.

4. The Client is solely responsible for their choice of Services and for ensuring they meet their needs. The Groupe Lucien Barrière as well as its subsidiaries, the company SFCMC and its subsidiaries and companies affiliated with the Barrière brand cannot be held liable in this regard.

5. The booking is deemed to have been accepted by the Client at the end of the booking process.

6. All bookings are made under the Client's name and can under no circumstances be transferred to a third party, whether free of charge or for a fee. Any booking made for a third party must be made under the occupant's name.

## **6. Booking process**

1. Bookings are made directly by the Client online via the Website, or by contacting the bookings centre at +33 (0) 1 73 600 111.

2. Booking requests are confirmed upon the Client receiving their booking confirmation, sent by the relevant Hôtel Barrière.

3. The Client undertakes to provide all requested mandatory booking details prior to making a booking.

4. The Client certifies that the information provided is true and accurate.

5. The booking process comprises the following steps:

- Step 1 - The Client browses the various Hôtels Barrière hotel options on offer, selects a room and terms and conditions for the rate booked

- Step 2 - Where applicable, the Client selects one or several add-on services;

- Step 3 - The Client is presented with a booking summary including the total price, terms and conditions for the rate booked including payment, cancellation and amendment conditions if needed for their choice of services (date, room, rate, add-on services) and information concerning tourist taxes;

- Step 4 - The Client enters their contact details;

- Step 5 - General terms and conditions of sale:

On the Website, the Client ticks a box confirming that they have read, understood and accepted these general terms and conditions and the terms and conditions for the

rate booked prior to definitively confirming their booking. No booking can be made without this acceptance.

For all other booking methods, the Client receives the general terms and conditions of sale with the booking confirmation. The booking confirmation implies agreement with these terms and conditions of sale and the full and unconditional acceptance of their provisions.

- Step 6 - The Client enters their bank card details where establishments request deposits or prepayments;
- Step 7 - The Client receives booking and payment confirmation and approval. By entering their bank card details, the Client confirms they accept the terms and conditions and enters a binding agreement with their chosen Hôtel Barrière;
- Step 8 - The Client receives a booking confirmation email. This email recapitulates the date of the booking, Services booked, prices inclusive of all taxes with a breakdown of the applicable taxes, the terms and conditions for the rate booked (including cancellation conditions) that the Client has accepted, general terms and conditions of sale and the address of the chosen Hôtel Barrière.

In the event that the Client does not receive this email in the 24 hours following booking, the Client is responsible for contacting the booking centre or the Hôtel Barrière in question to ensure the establishment has received their details and the booking is confirmed.

## **7. Changes and cancellations made by the Client**

1. Clients are reminded that in accordance with Article L. 221-28-12 of the French Consumer Code, they do not enjoy the right of withdrawal set out in Article L. 221-18 of the Consumer Code.
2. The booking price terms and conditions of sale accepted by the Client specify the terms and conditions for cancelling and/or amending their booking. Bookings that feature prepayment for a non-refundable and binding rate cannot be changed and/or cancelled.
3. Curtailed or interrupted stays that feature a prepaid booking at a non-refundable and binding rate cannot be refunded.
4. In cases where the terms and conditions for the rate booked permit it:
  - Cancellations for bookings made via the Website can be made directly in the Website's "Your Bookings" section, or directly with the Hôtel Barrière in question.

For bookings made via the booking centre or directly with an Hôtel Barrière, cancellations can only be made directly with the Hôtel Barrière in question.

- Changes to bookings can be made directly with the Hôtel Barrière, the telephone number for which can be found on the booking email sent to the Client.
- In the event of a « no-show », meaning a booking that is not cancelled, but where the Client nonetheless fails to check in at the Hôtel Barrière on the day booked, where the booking was secured via bank card details or prepayment, the Hôtel Barrière in question will debit the amount for one booked night, or will retain the amount prepaid. For stays where multiple nights are booked, the cancellations terms apply in accordance with the terms and conditions for the rate booked.

## **8. Cancellation made by the Hotel**

In exceptional circumstances or cases where it is impossible to provide the Client with their booked room, or in the event of force majeure, the Hôtel Barrière booked will offer the Client an alternative accommodation solution in a hotel that is of at least equal standing to the booked hotel, in a room of superior category to the one originally booked, with equivalent services. Any potential additional costs related to these changes in accommodation for services of the same value shall be paid for by the original Hôtel Barrière booked. The Client may also opt to cancel their booking, resulting in an immediate refund.

## **9. Staying at Hôtels Barrière**

1. All guests staying overnight at the establishment are required to show valid proof of identity. If a guests fails to do so, Hôtels Barrière may refuse to provide them with a room and/or cancel their booking, with no right to a refund where applicable, in accordance with the terms and conditions for the rate booked.

Non-French guests, including clients' guests and teenagers over the age of fifteen, are required to fill in a mandatory 'police reference form'. Minors under the age of fifteen may be included on the form filled in by the adult accompanying them. The information contained in this form is governed by the "Entry Code for Foreign National Stays and Rights to Asylum", Article R.611-42.

Clients may only invite third parties to their room following the Hôtel Barrière's express approval, with the establishment reserving the right to conduct any necessary checks.

2. Cats and dogs are welcome provided they are kept on a lead in all communal areas of the establishment, it being understood that the Hôtel Barrière reserves the right to

refuse access to all types of pets and animals in the event of a threat to other occupants' safety, with this threat remaining at the Hôtel Barrière's discretion. For reasons of hygiene, animals are not permitted in the restaurant areas (this provision does not apply to assistance and guide dogs). In order to safeguard peace of mind for all guests, animals must not be left alone without surveillance.

An add-on fee per animal may be billed. For further details, we invite you to consult the Website's Hotel fact sheet for the terms and conditions that apply.

3. Clients accept and undertake to use their room and the shared spaces available in a reasonable fashion. Any conduct that is contrary to health and/or safety, public decency and/or order may lead to the Hôtel Barrière asking the Client to leave the establishment, with no refund possible.

4. Any damage caused by the Client or the occupants under their responsibility, whether in their room or in the various spaces used by them, must be flagged at the hotel reception or to the manager, and may be directly billed to the Client in question. For health and safety reasons, and to ensure comfort for all our guests, smoking is strictly prohibited inside the hotel. In compliance with the French public health code and its provisions surrounding smoking bans in collective spaces, smoking inside the hotel may result in a third-category fine or legal proceedings.

Penalties equivalent to the price of the booked room may be applied if a Client fails to comply with the smoking ban notices displayed in their rooms, if such a notice is in place.

5. Hôtels Barrière has a series of Internal Rules Clients are required to abide by. Clients accept and undertake to comply with these rules and regulations, the provisions of which apply to both the Client themselves and any of their guests. Should the provisions of these rules be breached, the Hôtel Barrière may elect to immediately remove the Client and any associated occupants with no compensation and/or refund if payment has already been made. They may equally deny them any future bookings, in all other Hôtels Barrière establishments.

6. Unless expressly stated to the contrary, the Client must vacate their room before noon on the last day of their booking. Failure to do so shall result in an additional night being billed.

7. In the context of a health crisis or any other exceptional circumstance, if measures restricting access or even prohibiting the use of certain areas open to the public were taken by the Government or any other competent authority, the Client is hereby informed that the Barrière Hotel may not make certain services other than accommodation available (access to the restaurant, swimming pool, gym, spa etc.) or may make these services available only in part, without Barrière Hotel being held liable. Barrière Hotel will make every effort to inform the Client of this information on the website and/or any other way soon as possible.



The Client may not claim any refund of the price paid or any discount.

## **10. Guarantees**

The Hotels are required to guarantee compliance and conformity of their Services with the terms and conditions outlined in Articles L. 212-1 et seq. of the French Consumer Code.

## **11. Liability**

1. The photographs shown on the Website are not contractually binding. Although every effort is made to ensure the photographs, graphic depictions and texts used to illustrate the Hotels on offer provide as accurate a glimpse as possible of the accommodation available, variations or discrepancies may exist, notably due to changes in furniture and furnishings or any potential renovations that may take place. This cannot give rise to any rights or claims.

2. In compliance with the laws and regulations governing intellectual property rights, the full or partial use and/or reproduction of elements that comprise the Barrière offers showcased on the Website is strictly prohibited, as is any reproduction of Hôtels Barrière's décor and/or trademark characteristics.

In order to respect other Hôtels Barrière Clients' right to privacy and image rights, Clients are prohibited from photographing them within the hotel or on its premises and/or from publishing photographs taken in the aforementioned conditions.

3. Groupe Lucien Barrière cannot be held responsible for any direct or indirect damages caused by a third party, Client or Hôtels Barrière partners.

4. Hyperlinks may redirect to websites other than the Groupe Lucien Barrière's Websites. The Group assumes no liability with respect to the content of said websites and the Services offered. Both the Groupe Lucien Barrière and Hôtels Barrière have put in place protection and security measures to safeguard their information system from any malicious activities. However, in logging on to the Website and making a booking, the Client implicitly acknowledges and accepts the characteristics and limitations of the Internet, the absence of protection from some data potentially being intercepted or hacked, or the potential risk of viruses on the network. Both the Groupe Lucien Barrière and Hôtels Barrière decline all responsibility in the event of misuse or incidents related to using a computer or any device for the purposes of accessing the Internet, for the maintenance or malfunctioning of the Website or any other technical connection, and for sending details to the wrong address.

5. Any booking or payment deemed improper, invalid, incomplete or fraudulent for which the Client is responsible shall result in the order being cancelled at the Client's expense, notwithstanding any civil or criminal action taken against the latter.

6. Hôtels Barrière reserves the right to refuse service to Clients in indecent or inappropriate attire, in clothing that conceals the face (Law n°2010-119 dated 11 October 2010),

Clients with a noisy or disruptive demeanour, Clients under the influence of alcohol, and Clients whose behaviour or conduct are contrary to public decency and order. Proper attire is required in the Hotel's restaurants and public spaces.

Clients are requested to remain courteous and respectful in their dealings with Hotel staff. Clients undertake to abstain from any verbal or physical violence, racist speech and conduct, and any form of harassment and intimidation.

## **12. Prices**

1. Prices for booking Services are given prior to and upon booking.

2. Displayed prices are given per room for the stated number of guests and chosen date(s). Unless otherwise specified, additional Services (breakfasts, half-board, full-board, etc.) are not included in the given price. Upon confirmation of the Client's booking, the total amount for the Services booked shall be stated.

Prices given include VAT applicable on the day on which the booking was made, and any changes to the VAT rate shall automatically be applied to the prices given on the date of invoicing.

3. Clients are given prices inclusive of all taxes, in the Hotel's trading currency (Euros), which may differ from the establishment's local currency in some cases. The prices given are only valid for a set period of time. All bookings are payable in the Hotel's local currency.

4. If a given price implies that payment will need to be made at the Hôtel Barrière in a currency other than that stated on the booking, exchange costs (conversion and bank fees) remain the Client's responsibility. Please note that if the currency shown on the booking has been converted to a different currency, this is provided for indicative purposes only and is not legally binding, given the potential for exchange rates to fluctuate between the date of booking and the date of the stay in the establishment.

5. Tourist taxes and any other taxes specific to the terms of each booking are payable in person at the Hotel reception, except if the booking is prepaid online, in which case the amount can be included in the payment.

6. In the event that new regulatory or legal taxes are brought in or changed by the authorities, these amounts shall automatically be added to the prices stated on the date of invoicing. Depending on the cities or countries involved, prices may not include various taxes. The Client will be informed of these taxes upon booking if the Hotel is aware of them at that time. Should the Hotel not be aware of them upon booking, they shall be displayed at the reception desk of the Hôtel Barrière in question. The Client undertakes to pay the various taxes to the booked Hôtel Barrière without question or objection.

### **13. Payment**

1. The Client is required to provide payment details either (i) to prepay their booking ahead of the stay, or (ii) as a booking guarantee in the event of a no-show. With respect to bank cards, the details required are: The bank card number without spaces between the digits, the validity date (it being specified that the bank card used must be valid at the time of the stay) and the three-digit security code for prepayments.

Hôtels Barrière has chosen to use A.T.O.S (Payment Service Provider) for secure online bank card payment via 3D Secure. The Client's payment card will undergo security checks (outstanding amount check, bank card country check, IP address country check, etc.) by the designated partner, and may be refused for several reasons: Stolen or blocked card, maximum limit reached, input error, etc. In the event of any issues, the Client will need to contact both their bank and the establishment or any other entity in order to confirm the Service booking and the payment method used.

Online payment methods include Visa, Mastercard and American Express cards. This list may be amended.

2. Payment is debited at the Hôtel Barrière during the stay, unless under special terms and conditions or for special prices where payment is taken upon booking (some rates require prepayment).

3. When booking a stay with the booking centre or establishment for an amount over €5,000, the Client will always be asked to make their payment by bank transfer.

Payment by transfer is also an option for lower amounts or when expressly requested by the Client.

4. In the event of payment on site at the Hôtel Barrière, each Hôtel Barrière may accept different payment methods, but the Client must always provide the establishment with the bank card used to make the booking or prepayment, as a way of confirming the Client's identity. The Hôtel Barrière may also request the Client show proof of identity in order to prevent bank card fraud.

If the Client has not prepaid for their stay, the establishment shall ask the Client upon arrival for a guarantee deposit or authorisation to debit their bank card with a view to guaranteeing the stay for a total of all booked nights with the addition of an extra €100 per person and per day in order to cover guarantee for any extras. This same guarantee shall be required from all third-party guests.

If the Client has prepaid for their stay, the establishment may ask the Client for a fixed rate of €100 per person and per day to cover guarantee for any extras.

For sales made over the phone, the Client will be asked to sign the receipt upon arriving at the Hôtel Barrière.

5. In the event of a no-show, meaning a booking that is not cancelled, but where the Client nonetheless fails to check in at the Hôtel Barrière on the day booked, where the booking was secured via bank card, the Hôtel Barrière in question will debit the amount for one booked night to recoup the cost of a no-show. If multiple nights were booked, the cancellation terms and conditions for the rate booked apply.

6. Upon prepaying, the amount debited upon booking includes: The price of the accommodation, accommodation-related taxes, the price of food and drink if breakfast is requested, food and drink-related taxes and any other additional services selected by the Client, excluding tourist taxes and/or any other taxes related to the Client staying at the Hotel.

## **14. Personal data**

1. The personal data requested as part of your reservation, i.e. your title, surname, first name, your postal address, your phone number with country code, your email address, your payment card details (number, type of card, cardholder's name, expiry date and security code), in the event that they are transmitted to us, as well as any data communicated on our website or generated by your browsing constitute confidential data.

2. This data is only accessible to the Groupe Lucien Barrière and Groupe SFCMC companies as well as our subcontractor tasked with managing our bookings pages, and are intended for use in processing your bookings and stays, and for sending you our newsletter if the associated box is ticked, or for answering your queries or sharing offers with you. The data is stored for the duration needed for the business relationship between the Client and the Groupe Lucien Barrière and/or Hôtels Barrière.

3. Certain details requested in the forms are required and marked by an asterisk. If you choose not to provide us with such information, we cannot process your request.

4. In accordance with the amended French Data Protection of 6 January 1978, you have the right to access, rectify, erase, and restrict the processing of personal data concerning you.

You also have the right to oppose the processing of your data, provided you have legitimate reasons, and the right to object to the processing of your data for the purpose of commercial prospecting as well as the right to give us instructions on the fate of your data after your death.

To learn more about the processing of your data and all of your rights regarding your personal data, please consult our privacy

policy: <https://www.Hôtelsbarriere.com/fr/informations-legales/politique-de-confidentialite.html>.

To exercise your rights, please contact the Groupe Barrière personal data protection officer by writing to 33 rue d'Artois in Paris (75 008 Paris) – France, or by emailing: [dpo@groupebarriere.com](mailto:dpo@groupebarriere.com).

5. When processing your data requires us to transfer your data outside the European Union, these transfers are made with all appropriate guarantees and safeguards in place. When sharing this data requires it to be transferred to the United States, the transfer in question is carried out in line with Privacy Shield certification, or the EU-wide standard contract terms.

For the purposes of processing bookings, transfers to our non-EU establishments are conducted in line with EU-wide standard contract terms. You can request a copy of these documents by writing to our personal data protection officer at: [dpo@groupebarriere.com](mailto:dpo@groupebarriere.com).

Particularly when making online payments, the Client's bank details must be sent by the payment service provider to the Hotel's bank so that the hotel booking contract may be executed.

The Client agrees to this transfer for the purposes of executing the contract.

## **15. Agreement on evidence**

1. Providing the required bank details and accepting these general terms and conditions and the booking confirmation or request constitute both parties' acceptance of the hospitality contract, deemed as legally valid as a handwritten signature.

2. The computerised records stored in the Groupe Lucien Barrière computer systems are kept in reasonable security conditions and considered to be proof of communication, orders and payments made between the parties.

## **16. Force majeure**

Groupe Lucien Barrière subsidiaries, the company SFCMC and its subsidiaries, and all other Barrière brand-affiliated companies cannot be held responsible by the Client in the event that they fail to fulfil their obligations as a result of force majeure.

Similarly, Groupe Lucien Barrière subsidiaries, the company SFCMC and its subsidiaries, and all other Barrière brand-affiliated companies cannot hold the Client responsible should the latter fail to fulfil their obligations as a result of force majeure. Unforeseeable circumstances or force majeure are those generally recognised by the case law of the French courts and tribunals.

The Hôtel Barrière booked will offer the Client an alternative accommodation solution in a hotel that is of at least equal standing to the booked hotel, or in the event of an inferior category, in a room of superior category to the one originally booked, with equivalent services. Any potential additional costs related to these changes in accommodation for services of the same value shall be paid for by the original Hôtel Barrière establishment booked. The Client may also opt to cancel their booking, resulting in an immediate refund.

## **17. Applicable law**

1. These general terms and conditions of sale are governed by French law.
2. This applies for both basic rules and for the rules governing their form.

## **18. Full obligations**

1. These general terms and conditions of sale, the terms and conditions for the rate booked by the Client and the booking confirmation comprise the full and integral obligations of both parties.
2. No general or special conditions expressed by the Client can be incorporated into these general terms and conditions.
3. The documents constituting the parties' contractual obligations are, in descending order of importance, the booking confirmation or request (complete with special conditions for the rate booked) approved by the Client and these general terms and conditions.
4. In the event of conflict between the booking confirmation and these general terms and conditions, the provisions given on the booking confirmation shall prevail as the only provisions applicable.

## **19. Mediation**

After having contacted customer service and following a lack of satisfactory response within a period of 60 days, the Client can approach the French Tourism and Travel ombudsman as follows:

Tourism and Travel Ombudsman

- Postal address: MTV Médiation Tourisme et Voyage BP 80303 – 75823 PARIS CEDEX 17, FRANCE
- Email: [info@mtv.travel](mailto:info@mtv.travel)
- Details: <http://www.mtv.travel>