

BOOKING CONDITIONS

(For groups as well as for holidays and trips abroad, please refer to our specific documentation)
You must accept the booking conditions when undertaking one of our holidays.

SUBSCRIPTION TO THE 'RENOUVEAU ASSOCIATION'

Holidays in the 'Renouveau Village' are open to anybody under the condition of a subscription to the Renouveau Association (1901 law). Each family must subscribe to the Association even if sharing the accommodation with another family.

Subscriptions are valid from 1st of November to 31st of October and allow to undertake multiple holidays are possible.

In no case can the subscription fees be reimbursed.

The subscriptions to the '3D' magazine, which features various articles on tourism as well as on activities and the life of the Renouveau Association is included in the amount of the joining fee at the preferred rate of 7 _ (optional).

INSURANCE

The subscription does not include personal insurance. Our insurance scheme covers our only professional liability (excluding our members') and our liability towards our clients for the good running of the obligation resulting from the contract either by Renouveau or other suppliers.

Axa courtage Policies No 545590E and no 369000765809Y.

We strongly recommend that you undertake a «family leader» liability that covers activities that you will practice.

Thefts: We strongly advise that you ask your insurance company to extend the theft coverage for your holidays with Renouveau.

Indeed our amenities' administration cannot be held responsible for thefts arising within or outside the villages.

It is not recommended to bring valuable items and belongings and important amounts of money in cash along.

The available car parks are not guarded : we decline all responsibility in case of thefts or damages.

An insurance cover for your holidays in France is also available (optional):

Liability insurance + Individual accident + repatriation.

Note that this particular scheme does not cover ice and snow activities.

Detailed descriptions on request.

Axa courtage policy No 525072C and 20680. 14 _/person/holiday.

GUARANTEE

Renouveau has undertaken a financial protection within the conditions set by law. The amount is defined annually by the Prefecture de Savoie to the UNAT (Groupement Professionnel des associations de tourisme) 8 rue César Franck 75015 Paris.

BOOKINGS

Optional booking must be confirmed by sending the booking form and the deposit within 48 hours.

If your booking is accepted (1st, 2nd or 3rd choice indicated on the booking form), you will receive :

- your booking contract
- details on allocated accommodation

- 'welcome pack' containing important information about your holidays.
- If we cannot accept your request as it is, we kindly invite you to call us to discuss either an alternate choice concerning the dates, location or holiday types or a waiting list option.

WAITING LIST

We strongly recommend to enlist on the waiting list without any commitment from you.

You will be immediately advised should a space become vacant.

HOLIDAY PRICES

They are adopted by the Directors' Board and are calculated as follows:

- per person for full board and half board holidays
- per accommodation for 'bed and breakfast' and campsite without any meals included.

The price stated is per package.

If one of the activities is not undertaken, it cannot lead to any discount.

The prices are meant to cover exclusively : running costs of the Association and the villages, maintenance costs, catering and accommodation costs and all services related to the holidays : collective services, children services, entertainment (some of them are not included)

Bed and Breakfast type accommodation: the price depends on the size of the accommodation. Maximum capacity is stated.

The number of participants cannot be higher than the stated capacity on the number of people stated in the booking contract.

Extra cost for power plugs and electrical heating.

Prices are as accurate as we can make it on the date of printing and publication.

Extra cost : Stage/Activities (excursions, workshops) by suppliers as well as price amendments.

Renouveau reserves the right to amend the prices according to eventual economical, legal or fiscal regulations (transportation costs, exchange rates).

Tourist Tax

In all the villages, Renouveau invoices it on top of the holiday price (from 0.15 € to 1 € per person per day).

Renouveau cannot be held responsible for any creation or an amendment arising after the booking is made.

REFUNDABLE DEPOSIT

The payment of a refundable deposit of a maximum of 155 € per accommodation can be asked upon arrival.

It will be refunded at the end of the holidays or partly refunded in case of damages or losses of Renouveau amenities or materials and if the apartment has not been cleaned properly.

In case of nightly departure without 'departure check' of the apartment, the refundable deposit will be returned to you later on. The amount returned is at Renouveau's discretion and according to eventual damages.

Payment

8 weeks prior to the arrival date must the half payment be received.
For full board holidays, the full payment must be made at the time of booking.

Payment of the balance is due 4 weeks prior to the arrival date for full board and half board bookings.

Please send your payment in time including the detachable part on the booking form stating:

- Holiday date, location, holiday type, booking contract number. We do not acknowledge receipt of your payment.

Please do not wait the last minute to pay the remaining balance. If you do not do so, we will be sending you a reminder.

Payments for non-French resident

- By Eurocheque if you are a EC citizen or by credit card.

Visa/Mastercard /Eurocard : no extra fees applicable.

- By money transfer in Euros to Crédit Coopératif Grenoble France. Iban : FR76 4255 9000 1621 02030 544. Bic : CCOP-FRPPXXX.

Please precise, subscriber and booking number, holiday's location.

In this case, please add 10 _ to cover bank transfer charges.

Reimbursement

If Renouveau owes you money, please post your request to 'Accounting Dept' in Montmelian

Tel 0033 4 79 75 75 75.

Office hours : 9h-12h and 13h30-18h

Holiday's changes

All changes must be notified to us in writing before the arrival date otherwise the total price will be due.

Changes concerning : location, dates, holiday's duration, number of people (higher or lower) will be considered as a contract amendment and can lead to :

- Allocation of a different accommodation type than the initial one in case of a lower number of people and the implementation of a retainer stated in the 'Cancellation by you' paragraph.

- In case Renouveau is not able to honour the amendments request, initial holiday cancellation by the subscriber will be taken into consideration.

Conditions stated in the following paragraph will therefore apply.

The prices of the packages are stated for the given holiday's duration.

An early departure or a late arrival cannot be ground for a reimbursement request.

In case of an agreed holiday extension or an early arrival, the price for the extra day will be calculated on the basis of 1/7 of the weekly normal rate.

CANCELLATION BY YOU.

All cancellation must be notified in writing. The following charges will apply, which are expressed as a percentage of the total price of the holidays:

- 60 days and + before arrival : 3% + subscription fee

- 59 to 30 days before arrival : 10% + subscription fee

- 29 to 15 days before arrival : 50% + subscription fee

- 14 to 5 days before arrival : 75% + subscription fee

- less than 5 days before arrival : 100% + subscription fee
- you cut short your holiday : 100% + subscription fee

The above cancellation and amendments conditions also apply in case of difficulties or impossibility to reach the villages due to strikes, demonstrations and meteorological circumstances.

CANCELLATION BY RENOUVEAU

Renouveau reserves the right to cancel any activities or workshops due to a lack of participants (enlisted participants are notified at least 21 days before arrival) or to any cat beyond its control (suppliers' failure). In such case, monies paid for the activity or workshop will be integrally reimbursed.

VILLAGES CONDITIONS

Arrivals-Departures

Arrival on Saturday's afternoon. Rooms available from 16pm. The first meal is served is the dinner. Departure on Saturdays after breakfast. Rooms cleaned and left at 10am.

It is possible to stay for many weeks. You can extend or anticipate your holiday with the village's agreement.

However we can study any requests regarding dates' amendments.

Animals

In general, animals are not accepted in our villages, except for guiding dogs.

«Dogs and Cats' holidays» : Cats and dogs can accompany you in certain villages only and are subject to the following conditions:

- Prior inscription of the animal with the booking request

You must include the certificate of vaccination.

- Respect of the internal rules of the villages concerning hygiene, quietness and security of other holidaymakers.

- Animals cannot attend the activities : excursions, trips, inside entertainment.

The non-respect of the above conditions can lead to the non-allowance in the villages.

Please contact us.

PROBLEMS

If you have any complaints, you must report it in writing within a month after the return date to Renouveau, 73808 Montmélian Cedex.

Law on computerized data.

According to the law on computerized date from 6/01/1978 (No 78/17), you have the right to access and amend your data.

Except with a writing notification from you, Renouveau can communicate your data to other companies.

CANCELLATION SECURITY OPTION (OPTIONAL)

To be undertaken during the booking process. Cannot be asked once the holiday has been confirmed.

Events taken into consideration to benefit from preferential cancellation conditions before or after the holidays:

- Health problems : please send medical certificate stating the reasons for not undertaking the holidays or please give the certificate to the director of the village if a member is leaving before the end of the holidays.

- Family problems : Death certificate or serious illness of a member or a member's parent (grand-parents, father, mother, children, brother, sister)
- Professional situation changes : Please provide a certificate from new employer or a redundancy certificate.
- Private belongings damages : Certificate of private home damages or destruction or a certificate of car's destruction.

This scheme allows you to benefit from low fees in case of partial or total cancellation (the other consequences stated in the paragraph «Holidays changes» remain the same).

The cost will be 2% of the total holiday price (except for activities and other services).

Renouveau will definitively retain the 2% of the option and the subscription fee.

According to the partial or total cancellation date, the following conditions will apply :

- More than 30 days before the starting date : no retainer except subscription fee
- 29 to 15 days before the starting date : 5% of the total holiday price + subscription fee
- 14 to 5 days before the starting date : 15% of the total holiday price + subscription fee
- less than 5 days before the starting date : 25% of the total holiday price + subscription fee
- you cut short your holiday : 50% of the holiday price you do not stay + subscription fee

The above retainers are calculated on the basis of the total holiday price or partly if you cut short your holiday.

Exclusions:

- Strikes, riots, traffic jams
- Car problems or breakdown
- Meteorological conditions

Outside the above exclusions, the cancellation conditions will apply.

This scheme is not valid for groups and holidays abroad.

Renouveau

National holiday, leisure and culture association
(July 1901 law declared in JO from 15/6/54)

Agreement number : AG 73 95 0003

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