



Maison Claire Fontaine Limited - Terms and Conditions

1. Booking Contract

The Contract is entered in to with Maison Claire Fontaine Limited Company number 7293879 (hereinafter referred to as The Company).

The Company is a transport organisation that wholesales transportation and related services to schools in the United Kingdom who are travelling to France (Hereinafter referred to as The School) The Company contracts with each individual school. It does not contract with pupils or families. The Contract exists between The Company and The School once the first payment has been received and acknowledged.

These Booking Conditions and any agreement to which they apply are governed in all respects by English law.

2. Our responsibility (The Company)

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

If you have a problem with our service, please inform the manager immediately who will endeavour to put things right. If your complaint is not resolved you should notify us in writing within 28 days of your return home.

3. Payment schedule

When you make your booking a deposit is required. This deposit is non refundable. This payment must be made by bank transfer to the account details given on your payment schedule, please note that no cheques will be accepted. The balance of the price of your stay at Maison Claire Fontaine must be paid at least 8 weeks before your arrival date and is also non refundable.

4. Booking details and changing a booking

If, after the travel details / itinerary have been issued, you wish to change your travel arrangements in any way, for example your chosen departure date, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking.

5. Your responsibility (The School)

The Party Leader or Organiser accepts responsibility for the good conduct of all participants during the trip and warrants that at least one responsible adult will be on active duty at all times to ensure that all participants behave well.

The Party Leader or organiser is responsible for completion of passport formalities and any other personal arrangements which may be necessary such as visa, currency and medical requirements.

The Party Leader or Organiser is also responsible for ensuring that the group reaches the starting point of the tour at the allocated time.

Party Leaders must take responsibility for the tidiness of coaches provided by Maison Claire Fontaine Ltd and should ensure that all litter is removed.

Your personal property, including baggage, is your own responsibility at all times unless any loss or damage is due to our negligence or any failure to carry out our responsibility. Please satisfy yourself that you have insurance cover for your belongings and that it is adequate for your needs.

6. If we are forced to make changes

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date.

However, we will not cancel your travel arrangements less than 6 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance.