



S.A.R.L. Maison Claire Fontaine - Terms and Conditions

1. Booking Contract

The Contract is entered into with S.A.R.L. Maison Claire Fontaine whose registered address is : 3 Route de Magny, Méluzien, 89200 Magny, France.

The Company provides schools in the United Kingdom with a week of French immersion including formal classroom lessons and cultural activities and excursions in Burgundy, France at the above registered address and also at Centre d'accueil du Lac Sauvin, 89270, Arcy-sur-Cure. 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.

These Booking Conditions and any agreement to which they apply are governed in all respects by French law. Any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by French law.

2. Our responsibility (The Company)

If there is a problem with your stay at Maison Claire Fontaine we want to be the first to hear about it so please inform the manager at Maison Claire Fontaine immediately who will endeavour to put things right on the spot.

If the contract we have with you is not performed or is improperly performed by us we will pay you appropriate compensation if this has affected the enjoyment of your stay at Maison Claire Fontaine. 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 visit 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.

3. Payment schedule and cancellation

When you make your booking a confirmation deposit is required to confirm the week that you wish to visit us. 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 SARL must be paid at least 8 weeks before your arrival date and is also non refundable.

For administrative simplicity for you, all payments that are due to SARL Maison Claire Fontaine are to be made in pounds sterling and are made to Maison Claire Fontaine Ltd which acts as a declared collection agent for the receipt of money for SARL Maison Claire Fontaine.

4. Booking details and changing a booking

If you wish to change your visit in any way, for example your chosen date, we will do our utmost to make these changes but it may not always be possible.

5. Your responsibility (The School)

The Party Leader or Organiser accepts responsibility for the good conduct of all participants during the stay at Maison Claire Fontaine and 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 all personal arrangements which may be necessary during your stay such as currency and medical requirements.

An information pack will be sent to the party organiser before your arrival which gives clear details of staff and pupils responsibilities during the stay.

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

Occasionally, we may have to make changes to your stay with us due for example but not limited to poor weather conditions, staff / pupil illness etc 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.