



GENERAL CONDITIONS OF BOOKING ADULT HOLIDAYS IN FRANCE WINTER 2012 CATALOGUE

1- Booking

Participants are to have read and accepted the UCPA's general conditions of booking before making their first payment (including deposit), whatever the means of payment used (cheque, credit or debit card, cash or holiday cheque). They are also deemed to have read and accepted the UCPA's general conditions of booking upon providing the UCPA with any bank details or accepting any documents from the UCPA. In accordance with Article L.121-20-4 of the French Consumer Code, the 7-day right-to-cancel period does not apply to customers booking holiday programmes. For bookings made fewer than thirty-one (31) days prior to the departure date, the full price is payable to the UCPA. For bookings made more than thirty-one (31) days prior to the departure date, the UCPA requires a deposit of thirty per cent (30%) of the full price of the trip.

The UCPA will not confirm a booking until the corresponding deposit has been received. The UCPA reserves the right to refuse a participant should the full amount for their trip not be paid before the departure date. Any sum already paid shall be retained by the UCPA as a penalty.

2- Modifications

A) Requested by the participant - prior to departure

For a €20 fee, you may request to change your programme (excluding transport) up to thirty-one (31) days before departure, by registered letter addressed to **UCPA - Département Relations Clients - TSA 91423- 75158 CEDEX14 – FRANCE**.

All requests to change a programme sent fewer than thirty-one (31) days prior to departure will be treated as cancellations and will incur a cancellation fee, as detailed in the section entitled "Cancellations". No refund shall be given should the customer wish to cancel any of the services included in the programme. The UCPA shall not provide refunds or vouchers for unused transport tickets issued by the UCPA.

Any modification with regard to the person participating shall be treated as a cancellation and shall incur the relevant cancellation fee.

B) Modifications effected by the UCPA - prior to departure

The UCPA may be obliged to make changes to essential elements of some programmes, for reasons beyond its control, for reasons of general interest or customer safety. The UCPA shall inform participants of any changes made, including any possible alternative services.

If you are not happy with these alternative services, you have the right to cancel your booking and receive a full refund for the amount you have already paid.

Modifications after departure

During your holiday, we may be obliged to make changes to your programme for safety reasons or according to weather conditions. In this case, any necessary decisions shall be made by the UCPA staff in charge of the trip.

3- Cancellations

A) On your request

All requests concerning cancellation must be sent by registered letter to **UCPA - Département Relations Clients - TSA 91423- 75158 CEDEX14 - FRANCE**; we will deem the cancellation date to be that shown on the postmark.

The UCPA charges a fee for all cancellations. This is calculated according to the full price of the holiday and the date of cancellation, as listed in the table below. No refunds shall be given where the cancelled holiday has been paid for by holiday cheque (ANCV). In this case, we shall provide you with vouchers to be redeemed on a future trip.

CANCELLATION FEES				
For programmes with or without transport				
Period prior to departure date				
Fees calculated according to net price of trip excluding insurance				
More than 30 days	Between 30 and 21 days	Between 20 and 15 days	Between 14 and 8 days	7 days or fewer prior to departure or in case of absence at departure without prior cancellation
10%	25%	50%	75%	100%

B) Cancellation by the UCPA

The UCPA may occasionally be obliged to cancel your holiday:

- in the event that the minimum number of participants has not been registered. In this instance, the UCPA will inform you no later than three weeks before your due departure date;
- for reasons of security;
- in the event of unforeseen circumstances.

As far as possible, the UCPA shall offer you an equivalent programme at a similar price, which you may accept at your convenience. We shall inform you of any cancellation as well as of any substitute offers as soon as possible. Should you choose not to accept the alternative programme, the UCPA shall refund any monies already received.

4- Prices

The price of our programmes includes sporting activities, sports equipment, supervision, accommodation, full board and all entertainment, as well as any included insurance. The price may also include transport costs as a supplement. The price of our programmes has been calculated based on the economic situation at the time of printing. Prices are valid from the time that the UCPA's information is published to the date of publication of the next catalogue. These rates are given for information only and have no contractual value. The price shall be confirmed at the time of booking.¹ It is subject to modification and shall apply to participants already registered as well as to those intending to register. No promotion or discount may be combined with any other, nor can they be applied retrospectively.

5- Travelling with the UCPA

A) By rail

Trains leave from Paris. The price includes train tickets and transfers from the station to the centre. Tickets are only valid on the train specified, and are non-transferable and non-refundable. We are unable to provide a refund if your ticket is lost or stolen; you will be required to purchase a replacement.

B) By road

The UCPA provides transport from the town of departure to the programme centre. However, the journey may include stopovers at other UCPA sites. The journey will include breaks for meals and refreshments. Passengers are requested to remain on board the coach during set-down stops until they have reached their final destination, unless the driver informs them otherwise. All items of luggage must display an UCPA identification label with the passenger's name on it. Each passenger is entitled to two items of luggage (suitcases or bags).

Each piece of luggage should weigh no more than 30 kg and its three dimensions should amount to a total of no more than 150 cm.

Passengers must obtain prior permission to transport any sports equipment in addition to their luggage. We remind you that you will be held responsible should your luggage cause damage to people or property. Transporting any illegal or flammable substances is prohibited. Your luggage is entirely your own responsibility.

C) By air

UCPA flights include all taxes and airport transfer upon arrival and at the end of your stay. Tickets and group passes are subject to certain conditions; they may not be exchanged or amended and are non-refundable. Carriers may be obliged to make amendments to journeys for reasons of passenger safety, especially during busy periods, or due to strike action either by their own staff or by terminal staff, or due to atmospheric conditions. The UCPA is not responsible for meeting any costs that may be incurred as a result of these changes.

Flights "on request": if, at the time of your booking, no seats are available on UCPA flights, we may be able to make a special request to the airline on your behalf. If you agree to this and we are able to secure you a seat at the advertised price within 72 hours, your booking shall be considered as valid under the section of the General Conditions entitled "Booking" (the UCPA must buy your plane ticket from the airline on your behalf). However, if we are unable to find you a seat at the advertised price, you are at liberty to cancel your booking free of charge.

Please note:

The UCPA may occasionally be obliged to cancel the means of transport should the minimum number of passengers not be reached. In this case, the UCPA shall notify you no less than three weeks before the due departure date. The UCPA may need to amend elements of your journey for reasons beyond their control. No compensation shall be offered for any modification in the means of transport, even in the event that these modifications cause changes to the programme in question and/or to the cost of your journey. Any extra costs incurred in this way remain the responsibility of the customer. The UCPA shall in no circumstances be held responsible for the actions of carriers. In the event that a participant arranges their own transport, should they arrive late or leave the programme early, the UCPA shall not be responsible for any reimbursement or credit for a future programme. The UCPA shall take no responsibility for theft of or damage to customers' personal belongings that may occur during road, air or rail travel. You are advised to carry any valuables, money, jewellery, cameras, keys and identity documents on your person. In addition, the UCPA shall not be held responsible for any theft or damage to personal belongings that may occur during outdoor touring programmes. The UCPA shall not offer any refund should a participant's travel documents be stolen or lost. The participant shall be required to purchase a replacement.

6- Health and safety regulations

It is recommended that you take great care to avoid any incidents that may affect the smooth running of the programme, for their own benefit as well as that of the group. Each participant must conform to the rules of their Centre or outdoor touring course. The UCPA reserves the right to expel at any time any person whose behaviour is deemed to threaten the safety or well-being of other participants. No compensation shall be paid to expelled persons. When you arrive at the Centre, you may be required to pay a deposit of €100 in order to cover the cost of any damage to the premises and sports equipment. You are reminded that alcohol may not be brought into any of our Centres.

7- Technical and practical levels

Our programmes are classified according to the level of the activity. All participants must conform to standard safety regulations as well as to any specific regulations regarding the practice of a sport. You are advised to consult the table listing the technical and practical levels of each activity and to note any specific documents that may be required for certain activities, such as medical certificates, sports certificates, membership cards or insurance papers.

8- Equipment

The equipment provided by the UCPA varies according to the programme. For some programmes, only collective or “heavy” equipment, such as mountain bikes, windsurfing boards, catamarans, rope and tents is provided. You should therefore read the practical information you receive when booking to check what individual equipment is required (shoes, rucksacks, sleeping bags etc.). Important: you are responsible for your own sports equipment outside of the UCPA Centres; the UCPA shall not be held responsible for theft or damage occurring outside its Centres.

The UCPA shall not be held responsible for theft of or damage to its customers’ personal belongings that may occur during outdoor touring courses.

9- Technical partners

The UCPA may employ local technical partners on some programmes (touring or Centre-based courses). These technical partners are carefully selected for their expertise in their field. They conform to the UCPA policies that are a guarantee of safety and quality.

10- Two consecutive programmes

If you are attending two consecutive programmes in two different Centres, separated by one night, you shall leave the first Centre at the end of the programme. You will be accommodated in the second Centre as soon as you arrive. Please contact the second Centre to find out the terms of your accommodation. It is your responsibility to organise and pay for the journey between the two Centres.

11- Insurance

The UCPA has taken out Civil Liability Insurance on behalf of its participants with the AXA France IARD insurance company.

The cost of your trip does not include cover for accidents involving bodily injury. The UCPA therefore highly recommends that you check whether your existing insurance provides cover for death or disability. If it does not, we recommend that you either take out the UCPA *Pack Top* or *Pack Vacances* cover (which includes assistance and individual accident insurance – see the relevant chapter of the General Insurance Conditions) from the Lafont insurance company, insurance agent for AXA, the UCPA’s partner insurance company, or contact your own insurance company.

12- Customer Service

Please send all complaints, along with any supporting documents and your reference number, by registered letter with acknowledgement of receipt to the address below, a maximum of 15 days after your return:

UCPA - Département Relations Clients
TSA 31423- 75158 CEDEX14
FRANCE

Letters sent later than 15 days following your return will not be considered.

13- Electronic resources

We process applications in accordance with Article 27 of amended act no. 78-17 of 6 January 1978. If you do not provide us with the information we request, we shall be unable to process your application. Once we have recorded your details you will be able to access them and make any necessary changes. Unless you declare any objections, the **UCPA** reserves the right to use your details to contact you regarding various matters by post, e-mail or text message.

Provisions are made for infractions of this Act and are punishable as detailed in Articles 226-16 and 226-24 of the French Penal Code.