



GENERAL SALES CONDITIONS

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1. GENERAL TERMS OF SALE TO THE GENERAL PUBLIC

1.1 General

These general terms of sale apply to all sale transactions entered into by Grandes Etapes Françaises (Château de Gilly & Château d'Isenbourg) with nontravel professionals.

The conditions apply for individual reservations (maximum 5 rooms) – Beyond that, see the sales department for the specific conditions for groups

Depending on the type of product sold, special terms apply.

Grandes Etapes Françaises SA sells :

- non packaged hotel services,
- Packages in the meaning of article 2 of the Act dated July 13, 1992.

These general terms of sale and the special terms applicable depending on the product sold are fully part of the sale agreement.

1.2 Capacity

Any client of Grandes Etapes Françaises SA agrees that he has the capacity to enter into contracts on the terms

described in the sale terms below, i.e. that he is an adult and is not under guardianship. Any client of Grandes Etapes

Françaises SA agrees that he has read these terms of sale before placing his order. As a result, placing the order

implies his full acceptance of the general and special terms of sale of Grandes Etapes Françaises SA and his

unreserved acceptance of all the provisions therein.

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1.3 Price display

All prices are given in euros. VAT is always included.

Special prices : Special prices such as extra charges for individual rooms and children reductions are given for

informational purposes. Should any change affect the amount, we will inform you before confirming your order.

1.4 Payment terms

Grandes Etapes Francaises SA accepts Carte Bleue, American Express, Visa, Eurocard / Mastercard. Cheques and cash are accepted for payments made at our establishments.

1.5 Force majeure

Force majeure is to be understood as any unforeseeable and insuperable event beyond the parties' control, preventing the client or travellers, or the agency or the service provider from performing any part of their duties under this contract. By formal agreement, it is agreed that transportation, hotel personnel strikes, insurrection riots and governmental prohibitions are force majeure events. It is agreed that force majeure events suspend the parties' mutual duties.

Specially, each party shall bear its costs resulting from force majeure : as a result, travellers will bear alone any additional cost incurred by the trip following the occurrence of the force majeure event.

1.6 Privacy act

In pursuance of Act 78 17 referred to as Privacy Act, clients are advised that their order is subjected to a computerised processing. The right to access and rectify provided for by the law can be exercised with Grandes Etapes Francaises SA at its headquarters.

1.7 Complaints

Any complaint should be sent to Grandes Etapes Francaises SA by registered mail within 30 days after the respective journey.

1.8 General hotel accommodation rules

Room possession

International hotel accommodation rules provide that rooms should be taken after 5.00 pm and vacated before noon

Services

Although the activities mentioned in the description have been confirmed by our hotels and are published in good faith, it may occur for reasons beyond our control that such services and activities are interrupted or discontinued without our knowing.

Meals

The number of meals is dependent on the number of nights spent at the hotel. Full board starts with the dinner of the first night and ends with the lunch after the last night. Half board starts with the dinner of the first night and ends with the breakfast of the last night : it includes one meal and breakfast per day. Drinks are not included, except otherwise mentioned in the description.

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2. SPECIAL TERMS

2.1 Prior offer

The prior offer mentioned in the Act dated July 13, 1992 includes the information given on the web site www.grandesetapes.fr by e-mail and by these general terms of sale.

2.2 Services included in package

Only those services formally mentioned in the order or reservation form are included in the Package.

2.3 Reservation terms

To guarantee the reservation , the 1st night will be charged automatically to the credit card number provided as deposit

2.4 Cancellations

All cancellations must be sent in writing (fax or e-mail) directly to the hotel concerned, with the reservation number.

The date of receipt of the written cancellation will be retained as the date of cancellation.

Cancellation fees apply as follows (except specific conditions mentioned at time of reservation) :

- 48 hours or more before arrival : deposit refunded
- Less than 48 hours : 1 night's stay will be held (room only, on B&B, half board, or full board basis as reserved)
- No-show : 1 night's stay will be held (room only, on B&B, half board, or full board basis as reserved)

3. LITIGATION

The present contract is written according to French Law. In case of a dispute concerning the application or

interpretation of the contract, both parties agree to try to come to an amiable solution. Failing this, any litigation will be

submitted exclusively to the Commercial Court of Paris