



## GENERAL TERMS AND CONDITIONS

Chez Flo  
06,31,32,70,90  
Immersionchezflo@yahoo.com

Registration for our stays implies unreserved acceptance by the participant of the following terms and conditions:

### **Article 1 - Scope of application**

The present general conditions of sale are concluded between : Florence Brown (Chez Flo) - Kercadoret, 56660 Saint Jean Brevelay, registered under N°SIRET: 801 598 806 00025 which organizes French language immersions, and any individual or legal entity, private or professional, under private or public law wishing to engage in a service provided by Florence Brown (Chez Flo).

### **Article 2 - Purpose**

The purpose of the general terms and conditions of sale is to define the terms and conditions of sale between Florence Brown (Chez Flo) and the customer, from the time the order is placed until the beginning of the stay. The present conditions are applicable to the services offered by Florence Brown (Chez Flo) and subscribed to by the customer directly with our services, to the exclusion of all other conditions and in particular those of the customer.

These conditions are legally inseparable from the registration contract.

### **Article 3- Content and price of the service**

The price of the stay for one person is 1600 euros (incl. VAT)

This price includes :

- Transport to and from Vannes train station. (Supplément for the city of Rennes)
  - 6 nights in a "gîte" accommodation (bed linen and cleaning included)
  - 6 breakfasts
  - 5 lunches (if the client and Florence Brown (Chez Flo) decide to go to a restaurant together, the client's meal is at his/her own expense)
  - 2 dinners
  - 15 hours of lessons
  - 3 afternoons of excursions: transportation, and Florence Brown as your tour guide.
- (Note that entrance fees to museums, castles, etc. remain the responsibility of the participants, as well as any personal purchases such as souvenirs, etc.).

#### Additional person :

800 euros (incl. VAT) per person, including the same services as above.

300 euros (incl. VAT) including accommodation, meals and excursions as mentioned.

Rates do not cover transport from the country of origin, any visa fees, or extraordinary expenses incurred as a result of events for which "Chez Flo" cannot be held responsible.

### **Article 3 - Registration formalities**

To be valid, all registrations must include this dated and signed Terms and conditions document, and must be accompanied by a deposit of 30% of the total price of the stay.

On receipt of the « terms and conditions » form and the deposit, a confirmation of payment will be sent to the customer by e-mail.

The balance of the invoice must be paid in full one month before arrival.

Florence Brown (Chez Flo) reserves the right to cancel the registration if no payment is received 7 days after receipt of the final invoice.

#### **Article 4 - Withdrawal period**

Once registered, the customer has a 14-day cooling-off period.

This period runs from receipt of this document and deposit.

The customer must notify his right of withdrawal in writing by registered letter with acknowledgement of receipt.

Florence Brown (Chez Flo) undertakes to reimburse the customer for all sums paid within 14 days of being informed of the decision to withdraw. The refund will be made by the same means of payment used at the time of registration and to the same payer.

#### **Article 5 - Terms of payment**

Prices are inclusive of all taxes, "TVA non applicable, article 293 B du CGI".

Paypal (please note the 5 % fee is paid by the customer )

Transfer to a Euro bank account: (if you use **Transferwise (Wise)**, use this account)

Transfer to an Australian bank account (in AUD)

For other currencies (USD, GBP, etc...), we also use Currency Fair to reduce fees.

Please contact us for up to date details on how to make the payment.

#### **Article 6 - Cancellation and postponement of services (excluding cooling-off period)**

Cancellation at the customer's initiative/cancellation before the start of the stay

Please understand that cancellation has a major impact on my planning, as it's very difficult to find a new student at the last minute.

Cancellation is, however, possible up to three months before your planned arrival: your deposit will be refunded minus 100 Euros of processing fee.

Should you need to cancel your stay less than three months before your planned arrival, you would, unfortunately, have to forfeit the deposit.

The balance will have to be paid 1 month before your arrival and won't be refunded in case of last-minute cancellation. Therefore, we advise you to take a cancellation insurance.

Cancellation at the customer's initiative / Cancellation after the start of the stay

Once the scheduled start date has passed, no request for reimbursement will be considered unless early termination of the contract at the customer's request is justified by a legitimate and compelling reason (e.g. serious illness).

In the event of serious illness, the customer must provide Florence Brown (Chez Flo) with a medical certificate stating that he/she is unable to attend the course due to his/her state of health.

Cancellation and postponement by Florence Brown (Chez Flo)

In the rare and justified event of a postponement, Florence Brown (Chez Flo) will propose new dates for the customer's stay. If the customer accepts, the price initially paid for the postponed service will be deducted from the price of the new service and will be considered as full payment for the latter. If the customer refuses the proposed dates, the price initially paid to Florence Brown (Chez Flo) will be refunded.

In all cases, the cancellation or postponement of services cannot give rise to the payment of damages by Florence Brown (Chez Flo), for any reason whatsoever.

**Article 7 - Insurance**

Health, accident and civil liability insurance covering your stay and all the proposed activities, must be taken out by the customer. Florence Brown (Chez Flo) would like to remind you that foreign nationals are not covered by French social security legislation, unless they have been resident in France for more than three months. Please note that medical expenses are really expensive in France if you are not a national citizen.

**Article 8 - Liability**

Florence Brown (Chez Flo) undertakes to take the utmost care in the performance of its services. However, Florence Brown (Chez Flo) shall not be held liable in the event that the non-performance of its obligations is attributable to force majeure as defined by French case law.

**Article 9 - Applicable law and jurisdiction**

The present terms and conditions of sale are governed by French law.

Any dispute arising from these terms and conditions of sale shall be subject to the exclusive jurisdiction of the courts of Vannes (Morbihan).

By signing this form, the customer unreservedly accepts the present terms and conditions of sale.

**I have read and accept the general terms and conditions. Yes**

Date :

Name :