

**Destination Rennes-Tourist Information Centre**  
**General Terms and Conditions of Sales**  
**Online Booking**  
**Weekends, shortbreaks and excursions for individuals**

The weekends, shortbreaks and excursions booking service available on Destination Rennes-Tourist Information Centre site [www.tourisme-rennes.com](http://www.tourisme-rennes.com), is provided by the Destination Rennes-Tourist Information Centre, a local tourist organisation authorised to trade under number IM035140001

Within the scope of this activity, Destination Rennes-Tourist Information Centre is registered under intra-community VAT FR 59797819034.

Destination Rennes-Tourist Information Centre has taken out insurance for professional civil liability with the insurance company RC ALLIANZ 23 rue Saint Héliier 35106 Rennes Cedex.

Financial guarantees are provided by the bank ARKEA Immeuble le Sextant 255 rue de Saint Malo. 35011 Rennes Cedex.

Any booking of accommodation via Destination Rennes-Tourist Information Centre (hereinafter referred to as "the Booking service") implies acceptance of these general terms and conditions that prevail over all other general terms and conditions and special terms and conditions.

## **1. Bookings**

These General Terms and Conditions of Sale apply to any package booking made with the Booking service via:

- the Internet on [www.tourisme-rennes.com](http://www.tourisme-rennes.com)
- Destination Rennes-Tourist Information Centre telephone service from France: 02 99 67 11 08 or from abroad: 00 33 2 99 67 11 08. Fax: 00 33 (0)2 99 67 11 10
- Destination Rennes-Tourist Information Centre reception desk at 11 rue St Yves 35064 Rennes, France.

Bookings must be made at least 48 hours before the start of the holiday or at the latest by the date indicated in the presentation documents (website, brochure).

No changes can be made to the contents of the package.

All bookings are binding and final. Pursuant to the law, the customer is entitled to retract any order within a period of 14 working days and to return it in its original packaging, for either an exchange or a refund. Return expenses shall be borne by the customer.

Any service not provided for in the package shall be paid directly by the client onsite. Any services not used will not give rise to any refunds.

## **2. Rates**

The prices are specified in euros and include VAT.

Destination Rennes-Tourist Information Centre reserves the right to amend its prices at any time, but the goods shall be invoiced on the basis of the rates which apply when you register your order.

The prices indicated form a package, which includes the services specified in the contract for a limited period from the day of arrival at the hotel to the day of departure from the hotel.

Package prices are specified per person in a double room, based on two sharing.

There is a supplement for a single room.

The prices indicated do not include:

Transport, meals and drinks (unless otherwise mentioned) and spending money.  
The prices indicated at the time of booking are calculated according to economic conditions and the tax regulations in force when the quotation is drawn up.

### **3. Terms and conditions of payment**

The price of a weekend or short break is indicated in Euros incl. VAT. Tourist tax is to be paid as a supplement.

The price of the package should be paid in full to Destination Rennes-Tourist Information Centre at the time of the booking only by credit card.

Destination Rennes-Tourist Information Centre reserves the right to suspend any processing of a booking should payment by credit card be refused by the officially approved organisations.

Destination Rennes-Tourist Information Centre may refuse to honour a booking from a client who has not fully or partially settled a previous booking or with whom there is a current payment dispute.

### **4- Voucher**

Following full payment of the holiday package, the beneficiary will be sent, or handed, a travel pack containing vouchers which indicate the services included in the package. The vouchers are to be handed over to the service providers on arrival. They are for named and are non-transferable.

### **5. Unavailability**

Offers for accommodation made by the Booking service are valid subject to hotel availability.

If the room(s) booked are unavailable on customer arrival, the hotel must guarantee the customer the following at no extra charge:

- an equivalent number of rooms to that featured in the booking for the night in another hotel of an equivalent or superior rating at a rate equivalent to, or lower than, the rate of the booked rooms,
- transport to the hotel as required,
- a refund of the price of a telephone call from this hotel to the customer's family or workplace if desired.

Unavailability of booked rooms does not entitle the customer to any compensation from the Booking service.

### **6- Cancellation or modification by the customer**

Every order is final. However, the customer has at his disposal, and in accordance with the law, a retraction time of 14 days to return his travel pack, at his own expense, to the end of an exchange or a refund.

The customer must notify the Booking service of the cancellation using one the following 3 methods:

- **Telephone:** 00 33 (0)2 99 67 11 08 Monday to Friday from 9am to 1pm and 2pm to 6pm (5pm on Fridays) or failing this to the hotel directly.  
Annual closing on 1 May, 25 December and 1 January.
- **mail :** [servicereceptif@tourisme-rennes.com](mailto:servicereceptif@tourisme-rennes.com)
- **Internet:** [www.tourisme-rennes.com](http://www.tourisme-rennes.com), "online booking" section. You enter your user name and password then click on "view booking" and "cancel booking" (this option is not possible for an excursion booking)

In the event of cancellation, the customer must return, at his own expense, the whole travel pack to Destination Rennes-Tourist Information Centre.

Destination Rennes-Tourist Information Centre is entitled to compensation according to the following terms and conditions:

- More than 30 days before arrival, compensation is set at 25% of the price of the holiday.
- Between 30 and 21 days : 30% of the price of the holiday
- Between 20 and 8 days : 50% of the price of the holiday
- Less than 8 days : 100% of the price of the holiday.

### **7- Cancellation by Destination Rennes-Tourist Information Centre**

In the case of Destination Rennes-Tourist Information Centre being unable to honour its commitments due to force majeure, or if the number of participants is insufficient, Destination Rennes-Tourist Information Centre reserves the right to cancel the bookings and fully refund the holiday package, ruling out any other claims from the client.

## **8 - Liability**

Destination Rennes-Tourist Information Centre works with travel suppliers, which remain liable for their acts in accordance with the articles and legislation governing them.

## **9. Proof**

It is expressly agreed that, unless proven to the contrary, the data registered in the computer system of the Booking service and/or its partners constitutes proof of all the transactions concluded with customers, such that they are receivable, valid and opposable between the parties in the same manner, in the same conditions and with the same evidential weight as any written document that may be drawn up, received or kept.

## **10. General hotel regulations**

The hotel rating is determined by the level of comfort and facilities available. The rating standards are inspected by the Prefecture.

## **11. Photographs**

The photos featured on [www.tourisme-rennes.com](http://www.tourisme-rennes.com) serve solely for illustration purposes and are not guaranteed. Consequently they may vary. The Booking service may not be held liable in the event of any error.

## **12. Protection of Personal Data (CNIL)**

Pursuant to Data Protection Act no. 78-17 of 6 January 1978, relative to information technology, files and civil liberties, customer and prospective customer files are subject to declaration to the CNIL (French Data Protection Authority).

Pursuant to article 34 of the French Data Protection Act, you are entitled to access, amend, rectify and delete all personal data. To exercise this right, please contact: Destination Rennes-Tourist Information Centre – CS 26410 – 35064 Rennes Cedex - France.

The information you provide us with when placing your order will not be sent to any third parties apart from the suppliers of the services you have ordered. This information will be treated as confidential by Destination Rennes-Tourist Information Centre and its suppliers. It will only be used by Destination Rennes-Tourist Information Centre's in-house staff and suppliers for the purposes of processing your order, and for improving and personalising correspondence and special offers for customers.

## **13. Protection of your personal and bank details**

For all bookings, we undertake to protect your personal and bank details by means of SSL protocol. This protocol encrypts all your personal details, including the number, name and address associated with your credit card to prevent this data from being read when sent over the Internet.

We use the secure payment system Ogone.

## **14. Links**

The Booking service declines all liability for the content of the sites published by third parties that the customer may visit via links posted on [www.tourisme-rennes.com](http://www.tourisme-rennes.com), and all the information provided or services advertised by these sites. Consequently, it is up to the customer to take all the

necessary precautions and protective measures if using these links, particularly against potential virus attacks.

### **15. Intellectual property**

Any reproduction of the site [www.tourisme-rennes.com](http://www.tourisme-rennes.com), whether in full or in part, for a purpose other than a private one, is strictly prohibited. The same applies to the texts, comments, works, illustrations and/or images contained on the [www.tourisme-rennes.com](http://www.tourisme-rennes.com) site, pursuant to the provisions of the French Intellectual Property Code and the international agreements in force.

### **16. Applicable law**

The General Terms and Conditions of Sale are governed by French law. Any litigation arising from their interpretation and/or application comes within the remit of the French law courts, in this case the Rennes law courts.

### **Destination Rennes-Tourist Information Centre**

Service réceptif – 11 rue Saint Yves – CS 26410 – 35064 RENNES Cedex

Tél. 02 99 67 11 08 - Fax 02 99 67 11 10 - [servicereceptif@tourisme-rennes.com](mailto:servicereceptif@tourisme-rennes.com) - [www.tourisme-rennes.com](http://www.tourisme-rennes.com)

Local tourist organisation authorised to trade under number IM035140001