

## TERMS OF SALES

The sales and accommodation booking service accessed using Destination Rennes-Office de Tourisme's official website [www.tourisme-rennes.com](http://www.tourisme-rennes.com) is provided by Destination Rennes-Office de Tourisme, a local tourism organisation licensed under number IM035140001. In the context of this activity, Destination Rennes' Intra-Community VAT number is FR 59797819034.

Destination Rennes has purchased professional indemnity insurance from the civil liability insurance company BRETEUIL ASSURANCES COURTAGE BP 40002 - 62922 Aire sur la Lys Cedex. Financial cover is provided by ARKEA Immeuble le Sextant 255 rue de Saint Malo - 35011 Rennes Cedex.

### 1. Orders

Any booking or sale made through Destination Rennes-Office de Tourisme indicates the acceptance of these general terms and conditions, which prevail over any and all other general or special terms and conditions. Any order placed is firm and final and may not be modified. Orders may only be cancelled pursuant to the terms of paragraphs 5 and 6.

### 2. Prices

Prices are quoted in euros and include all taxes (but exclude shipping and tourist tax). All prices are subject to change by Destination Rennes-Office de Tourisme without notice, but products are invoiced based on the rates in effect at the time orders are placed, subject to availability. Products are the property of Destination Rennes-Office de Tourisme until payment is made in full. Prices for packages with accommodation are given per person in a double room, based on two people.

### 3. Payment Terms

#### 3.1. Tickets for guided tours or shows or weekend deals

Bookings must be paid in full online by credit card to Destination Rennes-Office de Tourisme. Destination Rennes-Office de Tourisme reserves the right to suspend any booking in the event credit card authorisation is denied by officially accredited bodies. Destination Rennes-Office de Tourisme may refuse to honour a booking in the event the beneficiary has failed to pay, in whole or in part, a previous order, or in the event of a pending payment dispute with this beneficiary.

#### 3.2. Booking accommodations

To guarantee the booking, credit card details are requested when booking online (credit card transaction receipt). No amount will be debited before the guest's arrival at the hotel since payment is made directly to the hotel. The guest may be offered a rate that cannot be cancelled or refunded. In this case, the hotel will contact the guest to effect payment prior to the guest's stay.

### 4. Availability of ordered products

Guests make their bookings using the form available at [www.tourisme-rennes.com](http://www.tourisme-rennes.com). The booking will only be finalised on receipt of the credit card authorisation from the bank.

#### 4.1. Tickets for guided tours or shows

Visitors may:

- Pick up their tickets at Destination Rennes-Office de Tourisme. Visitors agree to pick up their order during the Ticketing Office's opening hours. Visitors must provide proof of purchase by presenting their confirmation received by email. Destination Rennes-Office de Tourisme may not be held liable in the event tickets or otherwise are not picked up within the time required to attend the event booked.
- Visitors may also choose to receive their tickets or products by post. Products or tickets are then sent to the address indicated when placing the order. Tickets are sent by regular post.

In the event of unavailability of the product after the order is placed, visitors will be informed by email or telephone. Visitors may then cancel their order by email at: [billetterie@destinationrennes.com](mailto:billetterie@destinationrennes.com).

#### **4.2. Booking accommodations**

Guests are advised to inform the hotel of their arrival time. Bookings are not guaranteed past 6.00 pm. Guests are therefore advised to inform the hotel of their arrival time (particularly as some hotels do not offer night-time reception)

In the event the room(s) booked is (or are) no longer available when the guest arrives, the hotel must, without any additional charges to the guest:

- find the guest one or more rooms for one night equivalent to the number of rooms booked, at another hotel of an equal or better standard and at a price equal to or lower than the price of the room(s) booked;
- offer the guest, if and where necessary, transport to that hotel;
- reimburse the guest, on request, for the price of a telephone call from the hotel to the guest's family or office.

The unavailability of the room(s) reserved does not give rise to the guest's right to claim redress or compensation from the Destination Rennes-Office de Tourisme.

#### **4.3. Weekend deals**

After payment of the weekend deal, a travel book with vouchers will be sent or personally delivered to the beneficiary, indicating the benefits included in the package. These vouchers are to be given to service providers on arrival. Vouchers are personal in nature and may not be transferred or assigned.

## **5. Cancellations or Modifications by Guests**

### **5.1. Tickets for guided tours or shows**

Tickets sold cannot be refunded or exchanged.

### **5.2. Booking accommodations**

Bookings may be cancelled or modified without penalty provided they are cancelled or modified 48 hours before 12.00 pm (noon) on the arrival day:

- By telephone: 00 33 (0)2 99 45 90 15
- By email: [tourisme.loisirs@destinationrennes.com](mailto:tourisme.loisirs@destinationrennes.com)

Cancellations made less than 48 hours before the date of arrival will be subject to a penalty applied by Destination Rennes equal to one night's accommodation per booked room. The same penalty will be applied in the event of the cancellation of a last-minute booking made less than 48 hours before the start date of the stay.

### **No Shows**

If guests fail to show up before check-out time on the date following their scheduled arrival date (no later than 12.00 pm (noon)) and fail to timely cancel their booking, guests will be charged an amount corresponding to one

hotel night per room booked (no show invoice). The penalty is subtracted from the guarantee paid by the guest when making the booking and is invoiced by the hotel.

### **5.3. Weekend deals**

In accordance with the law, guests have a withdrawal period of 14 working days to return their travel book for an exchange or refund. Return costs are paid for by guests.

Cancellations or modifications must be made by one of the two methods indicated in paragraph 5.2.

A penalty will be due to Destination Rennes-Office de Tourisme under the following conditions:

- More than 30 days before arrival, the penalty is 25% of the price.
- Between 30 and 21 days: 30% of the price
- Between 20 and 8 days: 50% of the price
- Less than 8 days: 10% of the price.

Services that are not used are non-refundable.

## **6. Cancellation by Destination Rennes-Office de Tourisme**

In the event Destination Rennes-Office de Tourisme is unable to honour its commitments in the case of force majeure or an insufficient number of participants having purchased tickets for the service offered, Destination Rennes-Office de Tourisme reserves the right to cancel the booking and reimburse the full amount paid within two (2) months, excluding any further claim that may be made by the visitor.

## **7. Special terms and conditions applicable to visiting the Parlement of Brittany**

Visitors are informed that the special security terms apply to visits of the Parlement of Brittany because the building houses the Court of Appeal.

Visitors will be required to go through a metal detector on arrival at the Parlement. To avoid any difficulties, visitors are advised to leave their personal belongings in lockers at the Tourism Office before departure.

## **8. Complaints**

Only Destination Rennes may deal with complaints and/or disputes regarding to the product sold or the service rendered. Any complaint regarding tickets must be sent by letter to Destination Rennes Office de Tourisme or by email to [infos@destinationrennes.com](mailto:infos@destinationrennes.com).

Any complaint concerning booked accommodations or weekend deals must be sent by letter to Destination Rennes Office de Tourisme or by email to [infos@destinationrennes.com](mailto:infos@destinationrennes.com).

If the dispute concerns payment transactions, the bank or the third party responsible for the payment system may be consulted.

## **9. Liability**

Destination Rennes-Office de Tourisme deals with service providers who are, in all cases, liable for the information they provide pursuant to their governing articles and applicable legislation. Products offered comply with the French legislation in force.

Destination Rennes Office de Tourisme may not be held liable for the non-performance of the contract concluded in the event of the unavailability of the product, force majeure, disruption, flood, fire, complete or partial strike, including by postal, transportation and/or communication services.

Destination Rennes Office de Tourisme may not be held liable for any indirect damages suffered under these terms or for operating losses, loss of profit, loss of exchange, damages or expenses.

## **10. Proof**

It is expressly agreed that, unless there is evidence to the contrary, the data recorded in the Central Information System constitutes evidence of transactions entered into with the guest, such that these data are admissible, valid and enforceable as between the parties in the same manner, under the same conditions and with the same probative force as any other document drawn up or kept in writing.

## **11. Pictures**

Pictures shown on [www.tourisme-rennes.com](http://www.tourisme-rennes.com) are for illustration purposes only. As pictures may have been enhanced, they do not constitute any guarantee. Destination Rennes Office de Tourisme may not be held liable for any errors in representation. Consequently, any possible modification may be made.

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

In accordance with the Data Protection Act No. 78-17 of 6 January 1978, visitor and prospective visitor files are declared to the CNIL. Pursuant to Section 34 of the Data Protection Act, visitors have the right to access, modify, rectify and/or delete any data concerning them. To exercise these rights, visitors must contact Destination Rennes – CS 26410 – 35064 Rennes Cedex. Information provided when booking will not be shared with any third parties other than the providers of the services booked. Destination Rennes-Office de Tourisme and its suppliers will treat this information as confidential. This information will only be used by departments internal to Destination Rennes-Office de Tourisme and its suppliers, to process the booking and enhance and personalise the services offered to visitors.

## **13. Protection of personal and banking information**

Destination Rennes agrees to protect the visitor's personal and banking information provided when making a booking using 3D Secure. This system encrypts personal data before the data is sent to the processing centre. Destination Rennes uses PayBox to collect payments. Payments must be made in the name of the person making the booking except if specific prior agreement is obtained.

## **14. Links**

Destination Rennes Office de Tourisme may not be held liable for third-party websites visited by guests from links provided on [www.tourisme-rennes.com](http://www.tourisme-rennes.com) or any information provided or service offered on these third-party websites. Accordingly, visitors are advised to take all the necessary precautions and protective measures when using these links, especially against any viruses.

## **15. Intellectual Property**

Any reproduction in whole or in part of [www.tourisme-rennes.com](http://www.tourisme-rennes.com) for any use other than private use is strictly prohibited. Similarly, any reproduction of text, comments, books, illustrations and/or images on [www.tourisme-rennes.com](http://www.tourisme-rennes.com) is strictly prohibited, in accordance with the provisions of the Intellectual Property Code and the international conventions in force.

## **16. Applicable Law**

The General Terms and Conditions of Sale are governed by French law. Any dispute arising out of or in connection with their interpretation and/or implementation is subject to the Commercial Court of Rennes.

[infos@destinationrennes.com](mailto:infos@destinationrennes.com)

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