

# Terms and conditions

## 1. Purpose

These General Terms and Conditions of Sale govern the relations between Les Petits Voyages d'Azur and any natural person not trading on the occasion of the sale of services presented on the website [www.lespetitsvoyagesdazur.com](http://www.lespetitsvoyagesdazur.com)

The service provider is defined below as the company «LES PETITS VOYAGES D'AZUR», whose registered office is located in Cogolin France, registered with the Register of Businesses and Companies of Frejus under the number 883 000 846.

The user is defined below as the person signing any contract with the service provider, who fully accepts these terms and conditions of sale.

Any order placed, any accepted quote and payment of the purchase of a travel book implies adherence to these general conditions of sale, which you can print and keep.

Les petits voyages d'Azur reserves the possibility to adapt or modify the General Conditions of Sale at any time. The amended General Conditions will then apply as soon as they are posted.

The Provider is not a travel agency, profession regulated by the law 2009-888 of 22/07/2009 (decrees 2009-1650 and 2009-1652 of 23/12/2009 – OJ of 17.06.94) and is therefore not registered in the register of travel agents and other operators of the sale of travel and stays.

## 2. Rates

Prices are indicated in euros (Les petits voyages d'Azur is currently free of VAT, therefore no VAT is included in the service rates), unless otherwise indicated.

The rates are fixed and depend on the type of trip, the number of nights, the service of conciergerie and the number of people taking part in the trip.

All orders regardless of their origin are payable in euros.

Les Petits Voyages d'Azur reserves the right to modify its prices at any time, but the service will be invoiced on the basis of the price in force at the time of the validation of the order and subject to availability.

## 3. Order terms and conditions

To make a request, the user must contact Les petits voyages d'Azur via the contact form on [www.lespetitsvoyagesdazur.com](http://www.lespetitsvoyagesdazur.com), by email at [lespetitsvoyagesdazur@gmail.com](mailto:lespetitsvoyagesdazur@gmail.com) or by any other mailing service, social network or telephone.

A questionnaire is then sent to the user, it is recommended for him to answer it in order to provide Les petits Voyages d'Azur with the data necessary for the construction of the user's travel project and the quote corresponding to his request. Incomplete applications cannot be processed. No research will start until the quote is accepted and payed.

The search will be carried out by the travel planner service offered by Les petits voyages d'Azur via several means, including the internet, in order to find means of transport, accommodation selections, restaurants and activities that meet the user's expectations and budget.

The Service Provider will never take charge of the organization of transportation of customers by plane.

A pre-itinerary prepared by Les petits voyages d'Azur is sent to the user by email. Delivery times vary.

If the idea of this route corresponds to the user's expectations, he will be able to order the services offered by Les petits voyages d'Azur.

Any order placed on the website [www.lespetitsvoyagesdazur.com](http://www.lespetitsvoyagesdazur.com) or by email implies adherence to these General Conditions of Sale.

Any order confirmation implies a full and complete adherence to these general conditions of sale, without exception or reservation.

All data provided and the recorded confirmation will be deemed proof of the transaction. You declare that you are fully aware of it.

The order confirmation will be considered as signature and acceptance of the transactions carried out.

#### 4. Payment

Payment is made online, by credit card, through a secure payment service and implemented by a professional online payment provider ([www.stripe.com](http://www.stripe.com), [www.sumup.com](http://www.sumup.com) or [www.paypal.com](http://www.paypal.com)). This service provider ensures its smooth operation and security. Les petits voyages d'Azur does not intervene in the context of the financial transactions carried out on the site, which are carried out under the sole responsibility of the said service provider.

Payment can also be a transfer or cash.

Les petits voyages d'Azur reserves the right to refuse access to the services, or to suspend it, in case of incident of payment or in case of fraud, attempted fraud or risk of fraud relating to the use of the site. Payment will be made through the [Stripe.com](http://Stripe.com) or [paypal.com](http://paypal.com) interface which secures all payments. It will be possible to pay via credit card on this same interface.

#### 5. Right of withdrawal

The cancellation of any order is possible within 2 hours after the validation of the questionnaire.

The cancellation will be possible only if the obligation of means has not been fulfilled by Les petits voyages d'Azur

Any complaint may be made via the following email address : [lespetitsvoyagesdazur@gmail.com](mailto:lespetitsvoyagesdazur@gmail.com)

## 6. Cancellation

Excluding the right of withdrawal, the terms of the orders to the Service Provider are irrevocable for the Customer, unless there is a written acceptance by the Service Provider. In this case, the Customer will not be held to respect the deadlines initially agreed upon.

Any concierge service using an external service provider will be subject to the terms and conditions of this service provider exclusively. However, the service provided by Les petits voyages d'Azur is not refundable.

Changes can be made depending on the service chosen.

As part of the service called Modification, any modification can be made at any time, according to the possibilities of availability and rates offered at that time. Les Petits Voyages d'Azur can in no way be held responsible for the unavailability or an increase of rates of the service providers.

## 7. Booking of accommodation

For any booking of accommodation, payment must be made prior to booking.

No reservation will be made without payment.

Les petits voyages d'Azur undertakes to provide to the client all the conditions of modification and cancellation of the chosen hotel.

Cancellation or modification are subject to the terms and conditions of the service provider.

The service provided by Les petits voyages d'Azur is not refundable.

The rate agreed with the client for the reservation cannot be reduced in case of change of number of persons or cancellation. This rate is likely to increase if the number of people or rooms increases.

## 8. Guided tours

Any booking of guided tours must be paid before the service.

As part of an individual small group reservation, the client chooses the schedule and the day of the service in the proposed calendar.

As part of a private guided tour, the client chooses with Les petits voyages d'Azur a schedule, a date and a duration of service. The itinerary and theme of the visit will be planned in advance.

Rates are listed on [www.lespetitsvoyagesdazur.com](http://www.lespetitsvoyagesdazur.com)

A document with a price list for groups can be sent at any time upon request.

For a B2B reservation, a price list will be provided upon request by email.

Cancellation policies

Up to 10 days before date of the booking : Refund of 90%

From 9 to 5 days before date of the booking : Refund of 50%

From 4 days before date of the booking or no show : No refund

## 9. Obligation

Les petits voyages d'Azur fulfills its obligation by sending to the customer a PDF file containing the details of the trip.

## 10. Responsibilities

Les petits voyages d'Azur undertakes to provide the services with diligence and according to the rules of the art, being specified that it weighs on him an obligation of means, to the exclusion of any obligation of result, which the user expressly recognizes.

Les petits voyages d'Azur can not be held responsible for the difficulties which may occur at the time of the conclusion or the execution of the contracts between the user and the transport companies, the different means of accommodation, restaurants, and activities organized by agencies, or between any other person involved in the proposed trip, or be a party to any dispute between the user and that person.

Les petits voyages d'Azur can also not be held responsible for the bad progress of a stay, a cancellation of flight, train, a bad experience of travel or service, an accident which took place during the planned trip, climate problems or economic problems. The reservation and the choice of travel will be the sole will and responsibility of the user.

Les petits voyages d'Azur does not guarantee to the users that the organization and planning of the trip, subjected to a constant research to improve in particular the performance and the progress, will be totally free of errors or defects, and that travel planner services will specifically meet all their needs and expectations.

#### 11. Intellectual property

All elements of this website are protected by copyright and trademark law. They are the exclusive property of Les petits voyages d'Azur and may not be copied, reproduced or downloaded in whole or in part unless expressly authorized in advance by Les petits voyages d'Azur. Failing this, such acts shall constitute punishable acts.

All the photos used belong to the Petits voyages d'Azur or are extracted from free image banks (Unsplash).

#### 12. Settlement of disputes

The provisions of these General Terms of Use are subject to French law and French courts.

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