

Terms and Conditions

Company : Carte Blanche Tours - SARL au capital social de 7500 euros
RCS Montauban - SIRET 100 579 689 00017

Contact : carteblanchetours@gmail.com - +336 13 60 85 13

1-Prices

All prices quoted mention TVA rates applying.

- A 20% surcharge applies on some services provided on Sundays and public holidays
- A 100% surcharge applies on services provided on May 1st

2-Booking and order confirmation

By confirming or validating a service order, the client fully accepts these General Terms and Conditions. The client acknowledges having read and understood them. These terms are provided with your quote, order confirmation, and invoice. Bookings require the following deposits:

- Individual tours: 10%
- Private tours: 20%
- Multi-day services: 30%

3-Payment and late fees

Deposits can be paid via:

- Bank transfer (please reference your invoice number)
- Cash – contact us at carteblanchetours@gmail.com
- Credit card

For non-euro zone bank transfers, a €20 banking fee applies.

Fees may apply on credit card payment based on country and card type.

The balance must be paid no later than the day of the service. If the balance is paid on the day of service, it must be paid in cash as not all of our guides have access to EFTPOS. For payments by bank transfer, credit card, or cheque, the balance must be settled at least 15 days prior to the service.

Late payments incur the following fees: a fixed indemnity of €40 (Article D441-5, French Commercial Code), plus interest calculated at the ECB base rate plus 14% per year on the total service amount. These fees are automatically owed to Carte Blanche Tours and do not require prior notice or formal demand.

Carte Blanche Tours also reserves the right, in case of non-compliance with these conditions, to suspend or cancel the services ordered or to delay the execution of its obligations.

4-Changes and cancellations

To modify or cancel a service, please contact carteblanchetours@gmail.com as soon as possible. The effective date is the date we receive written notification. Unless otherwise stated in writing by us, the following conditions apply:

4.1 - Individual or public tours

Any change request must be communicated at least 48 hours before the service, and will be approved based on guide availability.

Cancellations fees:

- 31 days or more before the service: full refund
- 30 to 8 days before the service: 10% cancellation fee
- 7 to 3 days before the service: 50% cancellation fee
- Less than 2 days before the service: 100% cancellation fee

4.2 - Private tours

Any change request must be communicated at least 48 hours before the service, and will be approved based on guide availability.

Cancellations fees:

- 91 days or more before the service: full refund
- 90 to 61 days before the service: 20% cancellation fee
- 60 to 31 days before the service: 50% cancellation fee
- 30 to 15 days before the service: 75% cancellation fee
- Less than 15 days before the service: 100% cancellation fee

4.3 - Multi-day services

Any change request must be communicated at least 48 hours before the service, and will be approved based on guide availability.

Cancellations fees:

- 91 days or more before the service: full refund
- 90 to 61 days before the service: 30% cancellation fee
- 60 to 31 days before the service: 50% cancellation fee
- 30 to 15 days before the service: 75% cancellation fee
- Less than 15 days before the service: 100% cancellation fee

5-Overtime

Any additional hour not included in the order will be charged at €60 per hour (excluding TVA) and is payable at the end of the service.

6-Punctuality

Both parties agree to arrive at the meeting point 10 minutes before the scheduled start. Delays or last-minute changes must be communicated promptly. Guides are not responsible for any reduction in service time due to client delay, and no discount will be offered.

If a delay does not exceed 30 minutes, the service will proceed but may be shortened accordingly. Delays over 30 minutes may result in cancellation, with the full service fee still payable.

7-Force majeure

Carte Blanche Tours and its guides cannot be held responsible for events beyond their control, such as weather, unexpected changes to the service, sudden site closures, fire, lack of parking, accidents, terrorist acts, strikes, transport disruptions, etc.—i.e., any unpredictable and unavoidable external event under Article 1148 of the French Civil Code. No refund will be due in such cases.