

# Terms and Conditions

Company : **Carte Blanche Tours** - SARL au capital social de 7500 euros

RCS Montauban - SIRET 100 579 689 00017

Headquarters : France

Contact : [carteblanchetours@gmail.com](mailto:carteblanchetours@gmail.com) - +336 13 60 85 13

These Terms and Conditions (T&C) govern the contractual relationship between **Carte Blanche Tours** (hereinafter referred to as the “Company”) and its professional clients (B2B) and consumer clients (B2C).

They apply to all products and services provided by the Company.

Any order placed implies full, unconditional, and unreserved acceptance of these T&C.

## 1- Scope

The Company designs and delivers cultural guided tours, escorted experiences, private tours, and bespoke travel services.

The Company also provides translation, interpretation, and training services within its areas of expertise.

The essential characteristics of the services are described in the quotation or commercial proposal.

## 2- Prices

Prices are expressed in euros, exclusive or inclusive of VAT as applicable based on the quote and client identity and location.

Surcharges may apply based on the day of service (mentioned on the quote):

- Sunday and public holiday surcharge: +20%
- May 1st surcharge: +100%.

## 3-Booking and order confirmation

A booking becomes binding upon written acceptance of the quote or online booking and payment of the required deposit (30%).

Should the deposit not be paid within a week, the Company will cancel the booking.

## 4-Payment and late fees

Deposits can be paid via:

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

For non-euro zone bank transfers: if fees apply they will be invoiced to the client.

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.

## 5-Changes and cancellations

To modify or cancel a service, please contact [carteblanchetours@gmail.com](mailto:carteblanchetours@gmail.com) as soon as possible. The effective date is the date we receive written notification.

All ticketing fees for monuments, museums, and other activities are refundable according to the suppliers' T&C. Some may not be refundable.

Unless otherwise stated in writing by us, the following conditions apply:

### 5.1 - 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 5 days before the service: 50% cancellation fee
- Less than 5 days before the service: 100% cancellation fee

## 5.2 - 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

## 5.3 - 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

# 6-Punctuality and 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.

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

As defined under Article 1218 of the French Civil Code, obligations are suspended in case of unforeseeable and unavoidable events.

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. No refund will be due in such cases.

## 8 – Professional liability insurance

The Company holds valid Professional Civil Liability Insurance covering bodily injury, material and consequential damages caused in the course of its activities.

Total liability is strictly limited to the amount of the service concerned.

## 9 – Data protection

Personal data is processed in compliance with EU Regulation 2016/679 (GDPR).

## 10 – Governing law and jurisdiction

These Terms are governed by French law.

For B2B disputes, exclusive jurisdiction is granted to the Commercial Court of Montauban, France.

For B2C disputes, French courts shall have jurisdiction subject to mandatory consumer protection rules.

No foreign court shall have jurisdiction where French jurisdiction rules apply.