



GENERAL AND SPECIFIC CONDITIONS OF SALE AEC Vacances Summer 2022

AEC VACANCES is a creation of the Association Educative et Culturelle des Anciens et Amis de Don Bosco (The Don Bosco pupil's and friend's Educational and Cultural Association).

A non-profit organisation, it is registered under number IM 074110023 with the Register of Travel and Holiday Operators.

Its registered office can be found at 2-4 rue du Lachat - BP 54 - 74230 THONES.

Siret (company number) 77661280600112. Intra-community VAT number FR86776612806.

SMACL Insurance - CS 20000 79031 NIORT CEDEX 9.

The purchase of a stay implies acceptance by the buyer of the general conditions detailed below. **AEC VACANCES** expressly reserves the right to make changes to the prices and content of the stays offered, as well as the opening and closing dates of their holiday villages, in accordance with the applicable legal and regulatory provisions. Payment of the 30% deposit implies unconditional acceptance and validation of these conditions of sale.

These general and specific conditions of sale relate to **AEC VACANCES** destinations, for a stay between 1st December 2021 and 5th November 2022 and may be modified and / or supplemented at any time by **AEC VACANCES**. In this event, a new version of the general and specific conditions of sale will be posted on the website and will automatically apply to all customers. If you buy a stay with **AEC VACANCES**, you will benefit from the rights granted by the tourism code. **AEC VACANCES** will be fully responsible for the effective implementation of this stay. In addition, as required by law, **AEC VACANCES** has protection to reimburse your payments should it become insolvent. For more information about your rights, please consult Our website: <https://www.aec-vacances.com/fr/p/conditions-generales-de-vente>. For partner destinations, specific conditions apply; please see details by destination on the website.

HOW TO MAKE A RESERVATION

Our summer reservation booking facilities are now open. WINTER 2022-2023 reservations will be open from 20th June 2022. The winter brochure will be sent out in September 2022.

By post or email: you can send your reservation request at any time in the year to our central reservations service: **AEC VACANCES** – BP 54 74230 THONES, contact@aec-vacances.com. Requests are treated in arrival date order, and in accordance with accommodation availability, taking into account family compositions. Please provide one reservation request per family, as well as all relevant documents if you are eligible for holiday assistance funding. Please also provide a deposit equal to 30% of the total amount for your stay. A reply will be sent to you once the season's calendar has been opened.

By telephone, on 04 50 02 90 74: reservations are open on the dates detailed above, according to the season.

By internet: reservations can be made on our website, www.aec-vacances.com

ARRIVALS - DEPARTURES

During school summer holidays from 9th July to 27th August:

- Full-board package available at St Jean de Sixt , Samoëns and Grasse: Arrivals possible on Saturdays and Wednesdays
- Rental package, in St Jean de Sixt and St Cyr Sur Mer, arrival and departure dates must be on a Saturday.

Outside of school holidays and during the Spring and Autumn half-term holidays:

Arrival/departure days, and the length of stays, are flexible according to availability.

For stays of 5 nights or more (with meals), the 1st meal will be on the evening of your arrival and the last meal, breakfast on your day of departure. For full-board stays of less than 5 nights, the last meal will be lunch on your day of departure.

Additional lunch possible with prior reservation; price available upon request.

Specific conditions for partner destinations: please consult our receptionists.

PRICING DETAILS

All prices are in euros. The published prices may be subject to printing errors or omissions. This brochure is provided for information purposes only.

Only the prices detailed on the reservation documents may be considered contractual. They may be modified according to economic conditions, or regulatory decisions (e.g. VAT rate changes). No refund is possible for early departures or late arrivals.

For weekends and short stays (equal to or less than 4 nights), particular pricing is applicable - please contact us.

For all stays of 2 weeks or more, you will benefit from: a 5% reduction on rentals for the 2nd week, 10% on the 3rd week (and any additional weeks thereafter); for half or full board stays, you will benefit from a 10% reduction on the 2nd week, and a 15% reduction on the 3rd week (and any additional weeks thereafter). These discounts do not apply to the meal option in St Cyr sur Mer. Offer valid all year for **AEC VACANCES** villages and for all reserved packages, for full consecutive weeks.

Hotel package possible (night + breakfast): rates available on request and are also displayed in our holiday villages.

For **AEC VACANCES** destinations, the supplement per individual room is €14/night/person during the school holidays, and €7/night/person at other times.

For partner destinations, please consult the pricing on pages 43 and 45 of the brochure.

Last minute offers, pop-up sales and other sales offers detailed on our website are promotional offers for which special conditions apply: they are not transferable and cannot be combined with any offers already displayed in the brochure or our partner benefits. Please consult our website for current offers.

For these stays, full payment is required upon reservation (by credit card).

TOURIST TAX

This is added to your invoice or to an additional invoice, and takes into account the number of people, their age and the length of your stay. The amount is fixed by the local authority and may be revised each year.

In some cases, this may result in increased prices.

EXTRAS

The reservation of a stay implies the payment of a €15 participation cost to the **AEC** club/society. This is applicable from 1/10/21 to 30/09/22.

Reservation fees: €15 per family and per stay.

ALLOCATION OF ACCOMMODATION

The centralised booking system allocates accommodation according to the reservation date and the family composition. Particular attention is paid to families with babies and those with reduced mobility.

Special requests must be expressed at the time of booking but do not necessarily imply any firm commitment on our part.

For more comfort, you can choose your type of accommodation, for a supplement of **€150** per week:

In Samoëns, for families of four, it is possible to reserve a **mezzanine bedroom** or **2 connecting rooms**.

In St Jean de Sixt, for families with four to six people, it is possible to reserve a **chalet** or **2 connecting rooms**.

RECEPTION CONDITIONS – DISABILITY CARD HOLDERS

People with a disability card can benefit from preferential prices at **AEC VACANCES** destinations, subject to income criteria. Copies of the disability card and the last tax notice are required as supporting documents.

ADB RECEPTION CONDITIONS (Old pupils of Don Bosco)

ADB members who are up to date with their subscription costs can benefit from a 20% discount on rates for on rates for **AEC VACANCES** destinations. It can be combined with any other offers already detailed in the brochure. This discount does not apply to specific stays, or to extras (meal packages, cleaning, animal supplements, etc.).

A copy of a valid membership card is requested as proof of eligibility.

The discount applies only to the member and his dependent children if the member is registered for the stay. It cannot be combined with other partner discounts.

MINI-GROUP RECEPTION CONDITIONS

Upwards of 10 people, and for a minimum stay of 7 nights in one of the **AEC VACANCES** destinations, a 10% discount is applied to the following conditions:

simultaneous registration of all participants on a single file for the same length of stay and with the same benefits.

A single point of contact is designated to manage the reservation file and receive a single invoice (no individual document will be sent). The cancellation of participant(s), resulting in the reduction of group members to less than 10, without subscription to the cancellation guarantee, will deem the discount invalid. Participants added after initial registration, and satisfying the same conditions as the rest of the mini group, will benefit from the discount.

Additional costs: a fee of €50 is requested for mini-groups (this amount includes application and association fees).

PARTNER BENEFITS

AEC VACANCES has signed partnership agreements with certain organisations (CE, CSE, COS, FFRS, FFvélo, CNRACL....).

As such, advantages may be granted upon indication of a partner code or presentation of proof (discount, exemption from application fees, etc.). They can be combined with offers already advertised in the brochure for **AEC VACANCES** destinations. The discount granted does not apply to specific stays or extras (catering packages, cleaning, animal supplements...). To benefit from the advantages, the beneficiary must be registered for the stay.

In case of a multiple discount benefit, the largest discount will be applied.

RESERVATION CONFIRMATION

To confirm a reservation, a 30% deposit is required. Should a reservation be made by telephone, deposits must be made within 48 hours. Should a reservation be made by post, the deposit should be enclosed. The deposit will be cashed if the reservation can be honoured. If the reservation cannot be honoured, (due to date or accommodation unavailability), an alternative offer will be made.

Last-minute reservations: in the event that a reservation is made 30 days or less before the expected arrival date, payment of the total balance will be required by credit card or bank transfer (with a copy of the bank transfer confirmation) at the time of reservation. Reservations will not be confirmed otherwise.

Payment of the deposit constitutes unconditional acceptance and validation of these conditions of sale. A reservation confirmation, in the form of a proforma invoice, will be sent to you by e-mail or post. Practical information concerning important details for your stay are available on our website.

NO RIGHT OF WITHDRAWAL

Please note that you have no right of withdrawal (particularly in the case of distance selling). This conforms with article L 121-20-4 of the Consumer Code.

HOLIDAY ASSISTANCE

ANCV holiday vouchers are accepted for payment of the deposit and the balance. Please ensure you send them to us by registered post.

In the event of loss, we can not be held liable. For reservations made on the internet.

CONNECT vouchers are accepted for the payment of the balance.

Bons Vacances vouchers are only accepted for payment of your reservation balance, and only for approved villages and authorised packages (please read the CAF regulations carefully). To benefit from the VACAF scheme, you must provide us with your beneficiary number and your department of residence. Reimbursement of any possible overpayment can only be made after your stay, and collection of the corresponding CAF reimbursement.

PAYMENT METHODS

The following payment methods are accepted for reservations: Visa, Eurocard/Mastercard credit cards, bank transfer (bank account details available upon request), cheque, cash within the legal permitted limit (€1000), AEC gift vouchers, chèques vacances (holiday vouchers) and ANCV CONNECT holiday vouchers.

BALANCE

The balance of the stay (see detachable part at the bottom of the reservation confirmation) must be paid no later than 30 days before the start of your stay. You will not receive a reminder on our part. **Option to stagger the balance payment in three instalments (free of charge).**

More information can be found from our centralised booking service. We will confirm receipt of the balance. Should the balance not be paid by the due date, your reservation will be considered as cancelled. No reimbursement will be made.

A confirmation proforma invoice can be sent to you after your stay upon simple request.

AMENDMENT FEES

Any amendment of the initial invoice: any reduction in guest numbers, or change of dates, village or package, may jeopardise your reservation. In the event of any change to dates, village or package, a **€10 amendment fee** will be charged to your **booking file**. The cancellation of one or more group members is considered as a partial cancellation and gives rise to the invoicing of costs. Please refer to the table at the bottom of the page. Any shortening of your stay, or meals not consumed, will not be eligible for any refund or exchange.

CANCELLATION GUARANTEE

Our cancellation guarantee is optional but we highly recommend it.

If you take the risk of not taking out this guarantee, we cannot reimburse you, even in the event of a justifiable reason. The price of this cancellation guarantee amounts to **3% of the total price of your stay**. This option applies to all group members registered for the stay.

This guarantee allows you to benefit from reduced deductions in the event of partial or total cancellation of your stay.

This insurance guarantee must be taken out at the time of booking.

It can not be requested once your reservation has been accepted and the deposit paid. Any cancellation must be made in writing. The amount of deductions depends of the date of cancellation of the stay, for which the postmark will serve as proof.

Please note: for certain themed stays, including the booking of additional services, the conditions imposed by the service providers will apply.

In case of withdrawal on your part, and upon receipt of written proof, please refer to the amounts detailed in the table below.

Charges withheld in the event of cancellation	With cancellation guarantee	Without cancellation guarantee
	Participation fee to the AEC club/society and application fees will be retained in all cases	
More than 60 days before the start of the stay	Cancellation guarantee amount	+ 30% of the price of the stay
Between 60 and 30 days before the start of the stay	Cancellation guarantee amount + 5% of the price of the stay	+ 30% of the price of the stay
Between 29 days and 7 days before the start of the stay	Cancellation guarantee amount +10% of the price of the stay	+ 80% of the price of the stay
Less than 7 days before the start of the stay or no-shows or early departure	Cancellation guarantee amount + 15% of the price of the stay	+ 100% of the price of the stay

Events taken into account to benefit from preferential cancellation conditions before or during the stay:

> Health reasons : receipt of a medical certificate justifying the impossibility to take part in the trip, or presentation to the village manager of said medical certificate detailing the anticipated departure date of any member subscribed to the cancellation guarantee.

> Family event: proof of the death or serious illness of a group member, or of a parent or close family member (grandparent, father, mother, child, brother or sister).

> Change in professional circumstances : upon presentation of proof from an employer confirming the recruitment, redundancy or a necessary change to holiday dates.

> Private or professional disaster: filing of a complaint, insurance declaration... in the event of serious damage to private or professional premises or vehicles.

Exclusions : Strikes, riots, traffic jams causing delay or difficulties in getting to the destination. Breakdown or poor condition of the vehicle.

Weather conditions.

If your reason for cancellation is not covered by the events detailed, the refund of your stay will be made according to the methods indicated in the cancellation conditions (with no subscription to the cancellation guarantee).

In case of no shows, without notice, on the arrival date, the stay is considered cancelled and no refund will be offered.

RESERVATION CANCELLATION

AEC VACANCES may have to cancel a stay due to an event of force majeure; in this event, the total amount of the sums paid will be fully refunded.

THEMED BREAKS - BLUE STAYS - LONG SENIOR STAYS

AEC VACANCES reserves the right to cancel, 21 days before the start of the stay, if the minimum number of group members is not reached. Registered persons for these stays will then have the possibility of cancelling without charge. An alternative offer may be proposed. These preferential-rate stays cannot be combined with offers advertised in the brochure or any partner benefits.

WHAT IS INCLUDED IN THE PACKAGE

Full board: ST JEAN DE SIXT, SAMOENS, GRASSE

Accommodation in a room with private bathroom and WC, flat screen TV.

The beds are made and bathroom linen is provided. End-of-stay cleaning is included. Meals are served in the dining area (unlimited wine included).

Rentals: ST CYR SUR MER, ST JEAN DE SIXT

Accommodation in an apartment or mobile home with private bathroom and WC.

Flat screen TV included in ST JEAN DE SIXT, in a prestige mobile home in ST CYR SUR MER. Bed linen is provided. Towels are not provided.

End-of-stay cleaning is the responsibility of guests.

For partner destinations: please contact us.

RESERVATION PARTICIPANTS

Only those persons detailed in the reservation confirmation are admitted. All visitors must check-in at the holiday village reception.

Insurance does not cover visitors and no services will be available to them, except upon request and following any due payment.

MINORS

AEC VACANCES cannot under any circumstances accept the registration of a non-accompanied minor and reserves the right to request, in the event of any doubt, proof of identity. Furthermore, in the event that, despite this prohibition, an unaccompanied minor is registered for a stay, **AEC VACANCES** will not be held liable.

KID'S CLUBS

Children are welcomed in the clubs and their admission will correspond to their age on the date of arrival. In the event of low attendance, **AEC VACANCES** reserves the right to bring children of different ages together. A supplement may be requested should paid outdoor activities be proposed. For villages with clubs for children aged 3 months – 2 years, only children up to date with compulsory vaccinations will be admitted. Please note that places are limited, and therefore prior reservation is recommended.

SERVICES WITH AN ADDITIONAL CHARGE

Additional options available: cleaning fee, towel rental, etc.

Please see the website or the practical details document for more information.

Reservations should be made with our receptionist, preferably upon payment of your balance.

ANIMALS

For reasons of hygiene and safety, and in accordance with current legislation, animals are not permitted in our holiday villages, with the exception of guide dogs accompanying the partially-sighted or blind. Pets are accepted in our **St Jean de Sixt** holiday village (chalets only) and **St Cyr sur Mer** (except the period between 2 July -27 August 2022*). This will incur a supplement of €50 a week and €10 per day for stays of less than 5 days.

(*anyone found with a pet during this period will be asked to leave the campsite.)

Our partner holiday villages in Gréoux Les Bains, Chorges et Seignosse also welcome pets (price: €14 per night).

If you will be accompanied by a pet, this should be advised at the time of reservation so the relevant supplements can be applied.

They are admitted subject to the basic rules of hygiene and the veterinary requirements (up-to-date vaccination certificate). You will need to provide vaccination certificates for each pet. They should be kept on a lead in public areas of the village. Dangerous or aggressive animals (in particular 1st and 2nd category dogs) and exotic pets are not permitted.

We would like to draw your attention to the fact that anyone found to be in breach of these regulations will not be permitted to enter the premises. It is up to holidaymakers to ensure that the establishment concerned accepts pets prior to booking. Additionally, they should familiarise themselves with the regulations governing pet access to the different areas of the establishment.

SECURITY DEPOSIT

In **St Cyr sur Mer** (rentals) and in **St Jean de Sixt** (all chalet accommodation), a deposit of **€350** is required when the keys are handed over.

This can be paid by cheque, credit card or cash.

You will be provided with a condition form and an inventory of materials, as well as a copy of the internal rules and regulations. The security deposit will be returned to you upon departure once the accommodation has been checked and all equipment verified. This will be carried out in the presence of an **AEC VACANCES** representative. If the accommodation is clean and shows no signs of damage, your security deposit will be refunded. Should this not be the case, any cleaning or repair costs will be deducted from the security deposit.

In the event of departure outside the hours provided for these final checks, the customer shall accept the final decision of the **AEC VACANCES** representative who shall be the sole judge of the general condition and cleanliness of the accommodation. This decision shall be final and may not be disputed. The security deposit will be sent by post following any applicable deductions for cleaning or repair costs.

OTHER VILLAGE RULES AND REGULATIONS

In accordance with decree 2006-1386 of 15/11/2006, our holiday villages are non-smoking. In the event of non-compliance with the internal regulations of the holiday village (degradation, violence, disrespect for others, non-payment), **AEC VACANCES** reserves the right to terminate the stay in advance, without any reimbursement or compensation. Any such non-compliance will mean that no subsequent reservations will be able to be made in **AEC VACANCES** villages. Our association cannot be held liable for any thefts or damage to personal items, both inside and outside our establishments, including car parks.

IMAGE RIGHTS

In the event of any photo reports in your place of stay, you must let us know if you do not wish to appear in our various publications.

DATA PROTECTION

The data collected will be kept for the required processing time. It is managed in accordance with the Data Protection Act of 6th January 1978 and with EU Regulation 2016/679 of 27th April 2016.

You have the right to access, modify and delete any information concerning you. To do this, please contact us by email: donneespersonnelles@aec-vacances.com or by post, AEC VACANCES – BP 54 – 74230 Thônes.

If you subscribe to our email newsletters, you can unsubscribe at any time. Simply follow the instructions on the emails when you receive them, or exercise your right of deletion in accordance with the aforementioned methods.

You also have the right to oppose the use of this information by AEC VACANCES for communication and canvassing purposes.

This right of opposition can be sent by post to AEC VACANCES – BP54 – 74230 Thônes

GUARANTOR

Fonds Mutuel de solidarité UNAT - 8 rue César Franck – 75015 PARIS

CLAIMS

Complaints of a commercial nature, or those relating to the quality of the services offered, must be sent by registered letter (with acknowledgment of receipt) no later than 15 days after the end date of the stay. The address to send these to is as follows: AEC VACANCES – 2-4 Rue du Lachat - BP 54 - 74230 THONES.

Complaints implementing AEC's damage or liability insurance will only be accepted insofar as they have been the subject of a declaration to the management of the holiday village prior to the end of the stay. Should a satisfactory response not be received, or in the absence of a response within 60 days, the customer may contact the Tourism and Travel Mediator - BP 80303 - 75823 Paris Cedex 17. Entry methods are available on the following website:

www.mtv.travel