



## My French Voyage Guided Tours Terms and Conditions

My French Voyage  
Phone: 0459 631 228  
PO Box 210 Wembley WA 6913

[info@myfrenchvoyage.com.au](mailto:info@myfrenchvoyage.com.au)  
[www.myfrenchvoyage.com.au](http://www.myfrenchvoyage.com.au)  
ABN 75 226 398 380

**Please read these conditions carefully and agree to the Terms & Conditions set forth below, covering the guided regional tours operated by My French Voyage, represented by François Morabito.**

### A. BOOKING PROCESS

1. A booking request must be submitted to My French Voyage by the Traveller(s) in writing, using the registration form which represents a tentative booking contract.
2. A booking request becomes binding upon payment by the Traveller(s) of the 30% of deposit of the total regional tours price. The deposit is required in 7 calendar days following the invoice sent by My French Voyage's and receipt of the signed Terms and Conditions Form.
3. The Travel Agreement, contract between the Traveller(s) and My French Voyage, shall take effect through the remission of a deposit or full payment.
4. All names, titles and initials of our Travellers should be correctly given at the time of booking. Changes cannot be made at a later date, unless going through a reassignment procedure as per paragraph Booking Changes.
5. My French Voyage has the right to make individual changes to the contracted services on justified grounds due to significant and unforeseeable circumstances, provided they do not adversely affect the overall structure of the journey. My French Voyage is required to notify the Traveler of any service changes without delay.

### B. PRICES & PAYMENT

1. Regional Guided Tour prices on our website **are per person based on twin share** or single room supplement. Unless specified otherwise, our packages include accommodation, breakfasts, lunches and dinners, tour transportation, activities and excursions as per regional tour description (excluding the Wednesday as free day).
2. Payments can be conveniently made by secured direct deposit bank transfer as per details on invoice.
3. My French Voyage is not responsible for interbank payment commissions applied between your bank and our processing bank.



### **C. DEPOSIT**

A 30% of the total regional tour price deposit is required in 7 calendar days following the invoice sent by My French Voyage.

### **D. BALANCE**

1. Payment of the full regional tour price (less the deposit) shall be received by My French Voyage at least 90 days prior to the commencement date of the tour.
2. In the case of bookings made less than 90 days before departure, the journey price shall become due in full upon booking.
3. If payment of the deposit or balance becomes overdue for reasons within the Traveller's control, My French Voyage shall issue a reminder stating a final deadline for making payment. If payment is not respected by the stated deadline, My French Voyage reserves the right to cancel your Regional tour without refund.

### **E. BOOKING CHANGES**

#### Reassignment

Traveller may request at any time before departure that a third party take the tour in his/her place (reassignment) and that the rights and obligations arising from the Terms and Conditions from the Regional Tour be transferred to that third party.

My French Voyage may refuse the reassignment if the third party is unable to meet the special requirements of the regional tour.

My French Voyage shall be entitled to charge a fee for any additional costs incurred by the reassignment. The original Traveler and the third party shall be co-liable for the tour price and any additional costs incurred by My French Voyage.

This does not apply to minor changes for which immaterial costs are incurred.

### **F. LATE BOOKING** (reservations made within 45 days of departure date):

In order to provide the best quality of service, payment for the total regional tour shall be made within 48 hours after booking via direct bank transfer.

### **G. PRICE CHANGE**

We strive to make our best efforts to ensure our prices do not change.

Our prices are based on the Euro currency. However, as our price are also labelled in AUD\$ and the Regional Guided Tour will be held in France, with Euro currency, My French Voyage reserves to impose a surcharge depending on currency fluctuations, or other events beyond our control.

If there has been a change in prices, we will contact you with updated prices before the full payment is made.

Please make contact My French Voyage to get the accurate daily AUD\$ price of each tour.

## **H. CANCELLATION POLICY**

### **I). Cancellations or amendment by Traveller:**

The Traveller may cancel his booking at any time prior to the departure date by issuing a written notice by registered mail to My French Voyage **PO Box 210 Wembley WA 6913 WA**.

1. The date of receipt of the cancellation notice by My French Voyage is deemed the cancellation date.
  2. No refunds are available once a regional guided tour is commenced or in respect of any regional excursion, pass, ticket, package, accommodation, meals or any other services that the Traveller does not take part for any reason.
- Cancellation fee 90 days or more before scheduled departure date: Deposit forfeited
  - 46 to 89 days before scheduled departure date: 50% of tour costs
  - 0-45 days before scheduled departure date: 100% of tour costs
  - After scheduled departure date 100% of tour costs

If you miss the scheduled pick-up time for your transport arrangement we will endeavour to assist you to make alternative transport arrangements so that we can meet you at a different agreed meeting time. This will be rescheduled without refund. The cost of the alternative transport arrangement will be borne by you.

We strongly recommend that our customer purchase his own travel insurance to cover cancellation regional tour booked, airline tickets, trip delay, lost luggage or any potential medical expenses prior to departure.

### **II). Cancellations or amendment by us:**

1. If the Regional tour does not reach a minimum of 5 Travellers at least 45 days before the commencement date, My French Voyage reserves the right to cancel the Regional Guided Tour and you will be entitled to a 100% refund within 2 weeks after the regional tour's cancellation. The Traveller will get the option to reschedule for another regional tour.
2. If the journey is cancelled due to a force majeure, not attributable to My French Voyage, no cancellation fee shall apply.

3. Membership on Regional Guided Tour: My French Voyage reserves the right to accept, reject, or not retain any person as a tour participant whose condition, exhibit anti-social behaviour or, are abusive to us or other members of the regional tour. A guest not retained on tour shall have no cause for complaint or refund, and shall bear any and all extra expenses that ensue.

## **I. REGIONAL GUIDED TOUR INCLUSION AND EXCLUSION**

### Inclusion:

- Everything described in the invoice.
- The original tour starts and ends in France at the meeting point as described in each specified regional guided tour itinerary.

### Exclusion:

- International, domestic airfares and all transportation during the week except service provided by My French Voyage.
- Everything not mentioned in specific tour itineraries (drinks, optional activities, all personal expenses, taxes, excess baggage charges, phone calls, laundry, travel insurance, Visa fee (where applicable), Passport cost, and travel insurance.
- Meals not specifically mentioned in itinerary or Wednesday lunch

My French Voyage reserves the right in its sole discretion to make changes to the itinerary during the tour. If noted restaurants or visits noted in the tour itinerary are not available at the time of booking, My French Voyage will provide a specifically identified substitution service of equal or greater fair market retail value for any undelivered purchased service, at no additional cost to the customer.

## **J. SPECIAL REQUIREMENTS**

Please advise us of any special requirements such as Special Meals, Medical Requirements etc, as soon as possible.

If you get motion sickness easily, it is advisable to bring with you motion sickness pills, as we will be travelling along hilly and mountainous roads at times.

## **K. LUGGAGE**

Guests are allowed one medium-sized suitcase and one small carry-on bag per person. If you exceed this limit there may not be space in the vehicle(s) to transport your excess luggage and it will be at your own expense to have it transported throughout the tour. We suggest that you bring a day pack for carrying water, guide books, jacket, rain gear, etc.

My French Voyage is not responsible for any luggage or personal effects losses, injuries, thefts or unforeseen expenses incurred by any individual participating in the tour.

## **L. PASSPORTS, VISAS & HEALTH REQUIREMENTS**

It is Traveller's responsibility to have a valid passport and visa if required to travel from their home country to France and we strongly advise to check the date of validity for your passport at time of booking.

My French Voyage advises all Travellers not citizens of a European Union country or who holds a passport from a non-European Union country, to make sure he/she meets all passport and visa requirements with the Embassy or Consulate of France in their home country at time of booking.

As visa and health requirements are subject to change without notice, it is recommended that verification prior to travel be made regularly.

## **M. LIMITATION OF LIABILITY**

My French Voyage only works with service providers who share our commitment to safety and quality. Such services are subject to those suppliers and subject to the laws and regulations of France, in which they are provided. But My French Voyage does not maintain any control over the suppliers for that tour so assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss, accident, delay, inconvenience or irregularity which may be occasioned by reason of any wrongful, negligent, wilful, or any unauthorised acts or omissions on the part of any of the tour suppliers.

No responsibility is accepted for any loss, expense, accident, injury, or damage to any person or property due to the actions or omissions of any person, or any cause, including but not limited to acts of God, acts of terrorism, war, strikes, defects in machinery, breakdown of equipment, weather, quarantine, negligence, loss of baggage, or other causes beyond our control, such losses being the responsibility of the guest.

We strongly urge all customers to undertake a high level of personal responsibility in order to ensure that possessions, equipment and personal documents are closely monitored and protected at all times.

You must be aware that the tour program involves the tasting of wine. You are fully aware of the dangers of consuming alcohol and accept full responsibility in the event your actions are affected by any alcohol you have chosen to consume.

When travelling in France, the participants have to comply with the French laws, as well as My French Voyage while operating the tour.

**Indemnify:** You indemnify us from and against any liability, actions, demands, claims, suits, causes of action, proceedings, costs and expenses of whatsoever nature which may be taken or made against or incurred by us in relation to or arising out of your travel arrangements.

## **N. PRIVACY POLICY**

This privacy notice discloses the privacy practices for [www.myfrenchvoyage.com.au](http://www.myfrenchvoyage.com.au) only to information collected by this website.



#### 1. Information Collection, Use, and Sharing:

My French Voyage is the sole owner of the information collected on this site. We only have access to/and collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

1.1. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to send your My French Voyage travel vouchers.

1.2. Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

#### 2. Your Access to and Control Over Information:

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

See what data we have about you, if any.

Change/correct any data we have about you.

Have us delete any data we have about you.

Express any concern you have about our use of your data.

### **O. IMPORTANT ARRIVALS/DEPARTURES INFORMATION**

It is your responsibility to take note and enquire with us about the time we arrive at our arrival (pick up) and departure (drop off) points, prior to the beginning / after the end of our tours. This should be done prior to you making any flight or train bookings so that it is clearly understood that the arrangements will fit in with our times. Your train should arrive at least half an hour prior to the designated pick up time, and your flight should arrive at least two hours prior to the pick-up time. Upon your departure from the tour your train should leave no less than an hour after our intended arrival, and your international flight should leave no less than 3 hours after our arrival times (2 hours for French domestic flights and Europe-bound flights).

### **P. PERMISSION FOR PHOTOS AND VIDEOS OF GUESTS**

You agree that we may take photographs and films of you while you are on holiday and that these may be used in our Website, Social Media, or any advertising for My French Voyage without obtaining any further consent or payment.

### **Q. CUSTOMER FEEDBACK**

At the end of the regional tour, you will have the opportunity to complete a Questionnaire about your tour. This form will be mailed or emailed to you. Please take this opportunity to give us your comments on all aspects of your trip. We will use this information only for improvement of our quality of service. Thanks a lot in advance.



**Declaration**

I have read and understood the booking terms. The booking terms form part of my contract with My French Voyage Tours

All Participants' Name/Signatures/Date