

GENERAL CONDITIONS OF SALE – INTERNET

In force on 26/10/2026

ARTICLE 1 - Scope

These General Terms and Conditions of Sale (referred to as "TCS") apply, without restriction or reservation, to any purchase of the following services:

Excursion - Guided Tours - Traveler's Transport - Hotel or restaurant reservation

as proposed by the Provider to non-professional clients ("The Clients or the Client") on the website www.franceluxurytour.fr.

The main features of the Services are presented on the website www.franceluxurytour.fr.

The Customer is required to read it before placing an order. The choice and purchase of a Service is the sole responsibility of the Customer.

These T&C are accessible at any time on the website www.franceluxurytour.fr and shall prevail over any other document.

The Customer declares having read these GCS and having accepted them by checking the box provided for this purpose before implementing the online ordering procedure on the www.franceluxurytour.fr website.

Unless proven otherwise, the data recorded in the Service Provider's computer system constitutes proof of all transactions concluded with the Client.

The Provider's contact details are as follows:

France luxury tour is a trademark of France Minibus SAS which is a Private company with a share capital of 10 000 Euros. Its registered office is situate 31 Avenue de Ségur 75007 Paris , France. It is registered as a limited liability company with the Registre du Commerce et des Sociétés de Paris under Company Registration Number FR B 794999722.

- Professional Liability Insurance France: Policy n° 2210617B held with MMA France.
- Tourism Transportation license : EVTC 092 13 0286 –
- Transportation license **2016/11/0003385**
- Travel Agency License Atout France No IM075260004
- Travel Agency insurance Policy HIXCOX HSXIN320074679A
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The Services presented on the website www.franceluxurytour.fr are offered for sale in the following territories:

France.

ARTICLE 2 - Price

The Services are provided at the rates in force listed on the site www.franceluxurytour.fr, when the order is registered by the Provider.

Prices are expressed in Euros, excluding VAT and including VAT.

The rates take into account any discounts that may be granted by the Provider on the website www.franceluxurytour.fr.

These rates are firm and cannot be revised during their validity period, but the Service Provider reserves the right, outside of the validity period, to modify the prices at any time.

The payment requested from the Client equals the total purchase amount, including these fees. An invoice is issued by the Service Provider and given to the Client when providing the ordered Services.

Some orders may be subject to a previously accepted quote. The quotes established by the Provider are valid for a period of 30 days after their establishment.

We provide tailor-made travel planning and coordination services, including accommodation bookings, private transportation, guided tours, excursions, activities and event logistics, as specified in your quotation and booking confirmation. Services are arranged with selected suppliers and may include multilingual guides, driver-guides or chauffeur-only services, according to your itinerary.

If unforeseen circumstances affect your arrangements, we will make reasonable efforts to assist you and coordinate suitable alternatives. Subject to applicable law, we cannot be held liable for disruptions caused by circumstances beyond our reasonable control, such as strikes, severe weather or government restrictions. Travellers are responsible for safeguarding their personal belongings and arriving on time for scheduled departures and activities. Nothing in these terms excludes or limits our liability or your statutory rights under applicable travel and consumer protection laws.

ARTICLE 3 – Orders

By booking a reservation for the Services through the Site, you acknowledge that you accept these Terms of Service and our Privacy Policy. In addition, you warrant that you are 18 years of age or older, that you possess the legal authority to enter into these Terms of Service, use this Site, and book the Services or purchase goods, and that all information you supply is and will be true and accurate. You further agree that you will use the booking functionality of this Site to make only legitimate reservations for you or others for whom you are legally authorized to act. Any false or fraudulent reservation is strictly prohibited, and any user attempting such a reservation may have their account terminated.

The sale will be considered valid only after full payment of the price. It is the customer's responsibility to verify the accuracy of the order and to report any errors immediately.

Any order placed on the website www.franceluxurytour.fr constitutes the formation of a contract concluded remotely between the Client and the Service Provider.

The Customer will be able to follow the progress of their order on the site

Pricing

All fares and prices are in Euros (including all taxes and VAT applicable on the day of the order) and are subject to change due to economic instability, seasonal variations, or other external events. Unless specified, meals, entrance fees to places visited during the tours and gratuity for the guide are not included. Our prices vary depending on your group size and the length of the tour.

EATHER CONDITIONS

For your safety and comfort, adverse weather conditions may require changes to the itinerary, departure times or planned activities. If a service cannot be provided safely, France Luxury Tour will make reasonable efforts to offer a suitable alternative.

Changes to the itinerary do not automatically entitle travellers to a refund. If a service is cancelled or cannot be delivered, any applicable refund or alternative arrangement will be determined in accordance with the booking terms and applicable law.

TRAFFIC CONDITIONS

Travel times are estimates and may be affected by congestion, road closures, accidents or other unforeseen disruptions. France Luxury Tour will make reasonable efforts to minimise their impact; however, these circumstances may result in:

A shorter tour or less time at individual sites.

Changes to the itinerary or the omission of certain visits.

Delays affecting onward travel, including train or flight connections.

We recommend allowing sufficient time for onward connections and providing your departure details when booking so that we can advise on an appropriate pick-up time.

France Luxury Tour cannot be held liable for delays or resulting losses caused by circumstances beyond its reasonable control, except where liability arises under applicable law. Nothing in these terms excludes or limits your statutory rights.

ARTICLE 4 - Payment Conditions and Cancellation Policies

Payment Terms

Full payment is required at the time of booking. Prices include applicable taxes, fees and guide gratuities as specified in your quotation or booking confirmation.

We accept Visa, Mastercard and American Express.

Payments made through www.franceluxurytour.fr are processed by an authorised payment provider using encrypted transmission to protect your payment information.

Payment is considered complete only once France Luxury Tour has received the full amount due in cleared funds. France Luxury Tour is not obliged to provide the booked services until it receives full payment.

Cancellation and Refund Policy

Cancellation fees depend on the service type and the notice period before the scheduled start time. The percentages below apply to the price of the canceled service or booking, as indicated. Any refund due will be calculated after deducting the applicable cancellation fees, subject to applicable law.

Transfers and Hourly Chauffeur Services

24 hours or more before the scheduled start time: No cancellation fee.

Less than 24 hours before the scheduled start time, or in the event of a no-show: A 100% cancellation fee applies.

Excursions

More than 48 hours before the scheduled departure time: A 10% cancellation fee applies.

Less than 48 hours before the scheduled departure time: A 100% cancellation fee applies.

Bespoke Itineraries and Event Logistics

More than 7 calendar days before the service begins: A cancellation fee of 10% of the total booking price applies.

Between 7 calendar days and 72 hours before the service begins, inclusive: A cancellation fee of 30% of the total booking price applies.

Less than 72 hours before the service begins, or in the event of a no-show: A cancellation fee of 100% of the total booking price applies.

For events involving hotel accommodation or hotel venue bookings, additional cancellation fees may be charged by the hotel in accordance with the specific terms communicated at the time of booking. Any such fees will be added to the cancellation fees above only to the extent that they are not already included, ensuring that no fee is charged twice.

Hotel Reservations

Hotel reservations are subject to the hotel's specific cancellation and refund policy, as communicated at the time of booking and stated in your booking confirmation.

Statutory Rights

These terms apply to cancellations made by the client. They do not exclude or limit any rights to a refund or other remedies available under applicable travel and consumer protection laws.

ARTICLE 5 - Provision of Services

The services booked by the Client will be provided in accordance with the description, inclusions, dates, times and arrangements specified in the quotation, agreed itinerary and final booking confirmation, subject to these General Terms and Conditions.

For transfers, tours and other services involving a pick-up, the meeting point will be the address specified in the booking confirmation. The Client is responsible for providing accurate booking details and notifying France Luxury Tour promptly of any necessary corrections or changes. Any requested changes are subject to availability and may incur additional charges, which will be communicated before acceptance.

France Luxury Tour will exercise reasonable care and skill in planning, coordinating and delivering the booked services, including those arranged through its selected suppliers. Nothing in this clause excludes or limits France Luxury Tour's obligations or liability under applicable travel and consumer protection laws.

Service Issues, Complaints and Refunds

France Luxury Tour is committed to delivering services in accordance with your confirmed booking. If any service does not meet the agreed description or standards, please notify us as soon as reasonably possible so that we can investigate and take appropriate action.

1. Reporting an Issue During Your Trip

If you encounter an issue during your tour, transfer, hotel stay or any other booked service, please contact us promptly:

Telephone: +33 1 73 79 01 85 Email: reservation@franceluxurytour.fr

Please explain the issue and, where possible, provide your booking reference and relevant supporting information. We will make reasonable efforts to resolve the matter promptly and minimise disruption to your travel arrangements.

2. Opportunity to Resolve the Issue

Please give France Luxury Tour a reasonable opportunity to put matters right during your trip. Depending on the circumstances, this may involve correcting the service or arranging a suitable alternative at no additional cost to you.

Where an issue could reasonably have been resolved during the trip but was not reported despite a reasonable opportunity to do so, any subsequent refund or price reduction may be limited to the extent that the failure to report prevented us from resolving the issue or avoiding the resulting loss.

This limitation does not apply where:

Reporting the issue during the trip was not reasonably possible.

France Luxury Tour was already aware of the issue.

We failed to take appropriate action after being notified.

The proposed solution would not have adequately addressed the issue.

3. Submitting a Formal Complaint

If the issue remains unresolved, or you were unable to report it during your trip, please email reservation@franceluxurytour.fr as soon as reasonably possible, including:

Your name and booking reference.

The date and details of the affected service.

A description of the issue and when it was reported, if applicable.

Any relevant supporting documents, photographs, receipts or correspondence.

Prompt reporting helps us investigate and assess your complaint. A delay in reporting does not automatically invalidate a claim.

4. Remedies and Refunds

If we establish a failure to provide the agreed services, France Luxury Tour will provide an appropriate remedy in accordance with applicable law. Depending on the circumstances, this may include:

Rectifying the affected service at no additional cost.

Arranging a suitable alternative.

Providing an appropriate price reduction or refund.

Any refund or price reduction will reflect the nature, extent and duration of the service failure, taking into account any effective remedy already provided. Where legally permitted, it may also take into account whether a reasonable opportunity to resolve the issue was provided.

5. Your Statutory Rights

Nothing in this policy excludes or limits France Luxury Tour's obligations or your rights and remedies under applicable travel and consumer protection laws.

ARTICLE 6 - Right of withdrawal

Given the nature of the Services provided, orders placed by the Client do not benefit from the right of withdrawal.

The contract is therefore concluded upon the Client placing the order, in accordance with the terms specified in these GTCS.

ARTICLE 7 - Liability of the Provider - Guarantees

14.1 Agency Professional Liability Insurance

The Agency's activities are covered by the professional liability insurance identified in Article 1, within the scope of the risks and coverage specified therein. This insurance does not replace the traveller's personal travel insurance.

14.2 Transportation Operated Directly by France Luxury Cab

For transportation services operated directly by our company France Luxury cab only, passengers benefit from unlimited coverage for bodily injury resulting from a road traffic accident, within the scope of the carrier's liability, in accordance with MMA policy no. 119004587 and applicable law.

Compensation for luggage carried in the luggage compartment is subject to a limit of €150 per passenger, subject to the policy terms and any mandatory legal provisions providing greater protection.

Declare valuable items before transportation so we can consider any available additional coverage or special arrangements.

These insurance provisions do not constitute a general cap on the legal liability of the carrier or the Agency.

14.3 Third-Party Carriers

Third-party carriers' transportation services are covered by their respective insurance policies, without affecting the Agency's legal obligations.

The unlimited coverage described for France Luxury Cab is not extended to third-party carriers under these General Terms and Conditions.

14.4 Personal Belongings and Travel Insurance

Travelers must keep their hand luggage and personal belongings under their supervision. Report any incident promptly to the driver and the Agency. This duty of care does not exclude liability where it arises under applicable law.

Travelers are advised to obtain appropriate insurance covering, in particular, cancellation, medical expenses, assistance, repatriation and personal belongings.

For any optional insurance offered by the Agency, the Client will receive information about its coverage and exclusions, and the insurance will only be taken out with the Client's express consent.

14.5 APST Financial Guarantee — Insolvency Protection

The Agency benefits from a financial guarantee provided by the Association Professionnelle de Solidarité du Tourisme (APST), located at 87–89 rue La Boétie, 75008 Paris, France.

In the event of the Agency's financial insolvency, this guarantee protects eligible payments made for travel services falling within its statutory scope. Depending on the circumstances, APST may arrange for the booked travel services to proceed or continue, or reimburse the protected payments where those services cannot be provided. Where applicable, the guarantee also covers travelers' repatriation and the additional accommodation costs directly associated with arranging it.

This financial guarantee is separate from the Agency's professional liability insurance and the traveller's personal travel insurance. It does not cover standalone transportation services.

APST contact details: Telephone: +33 (0)1 44 09 25 35 Email: info@apst.travel

Website: <https://apst.travel>

ARTICLE 8 - Personal data

The Client is informed that the collection of his personal data is necessary for the sale of the Services and their execution and delivery, as well as their transmission to third parties involved in the performance of the Services. This personal data is collected solely for the execution of the service contract.

8.1 Collection of personal data

The personal data collected on the website www.franceluxurytour.fr are as follows:

Account opening

During the creation of the Client/user account:

First and last names, postal address, phone number and email address.

Payment

As part of the payment for the Services offered on the website www.franceluxurytour.fr, it records financial data related to the bank account or credit card of the Client/user.

8.2 Recipients of personal data

The personal data are used by the Service Provider and its co-contractors for the execution of the contract and to ensure the efficiency of the provision of services, their realization and delivery.

The category(ies) of co-contractor(s) is/are:

- The payment institutions providers

The data controller is the Service Provider, within the meaning of the Data Protection Act and as of May 25, 2018, of the Regulation 2016/679 on the protection of personal data.

8.4 restriction of processing

Unless the Customer expressly agrees, his/her personal data is not used for advertising or marketing purposes.

8.5 Data retention period

The Service Provider will retain the data thus collected for a period of 5 years, covering the time of prescription of the applicable contractual civil liability.

8.6 Security and confidentiality

The Service Provider implements organizational, technical, software and physical measures in terms of digital security to protect personal data against alteration, destruction and unauthorized access. However, it should be noted that the Internet is not a completely secure environment and the Service Provider cannot guarantee the security of the transmission or storage of information on the Internet.

8.7 Implementation of the rights of Clients and users

In application of the regulations applicable to personal data, Clients and users of the website www.franceluxurytour.fr have the following rights:

- They can update or delete their data in the following ways:
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- They may delete their account by writing to the email address indicated in article 9.3 "Data controller"
 - They may exercise their right of access to know the personal data concerning them by writing to the address indicated in article 9.3 "Controller"
 - If the personal data held by the Service Provider are inaccurate, they may request that the information be updated by writing to the address indicated in article 9.3 "Controller"
 - They may request the deletion of their personal data, in accordance with applicable data protection laws by writing to the address indicated in article 9.3 "Controller"
 - They may also request the portability of data held by the Provider to another provider
 - Finally, they may object to the processing of their data by the Provider

These rights, insofar as they do not conflict with the purpose of processing, may be exercised by sending a request by mail or email to the Data Controller whose contact details are indicated above.

The Data Controller must respond within a maximum period of one month.

In case of refusal to grant the Client's request, the latter must be motivated.

The Client is informed that, if the request is refused, he may file a complaint with the CNIL (3 place de Fontenoy, 75007 PARIS) or refer the matter to a judicial authority.

The Client may be asked to check a box in which they agree to receive informational and advertising emails from the Service Provider. He will always have the possibility to withdraw his agreement at any time by contacting the Provider (contact details above) or by following the unsubscribe link.

ARTICLE 9 - Intellectual property

The content of www.franceluxurytour.fr is the property of the Seller and its partners and is protected by French and international laws relating to intellectual property.

Any total or partial reproduction of this content is strictly prohibited and may constitute a copyright infringement.

ARTICLE 10 - Applicable law - Language

These GTCS and the operations resulting from them are governed by and subject to French law. These GTC are written in the French language. In the event that they are translated into one or more foreign languages, only the French text would be authentic in case of dispute.

ARTICLE 11 - Disputes

For any complaint please contact the customer service at the postal or email address of the Provider indicated in ARTICLE 1 of these GCS.

The Client is also informed that he can resort to the Online Dispute Settlement (RLL) platform:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show>

All disputes concerning the purchase and sale transactions concluded pursuant to these GCS and which have not been settled amicably between the seller or by mediation, will be submitted to the competent courts under the conditions of common law.